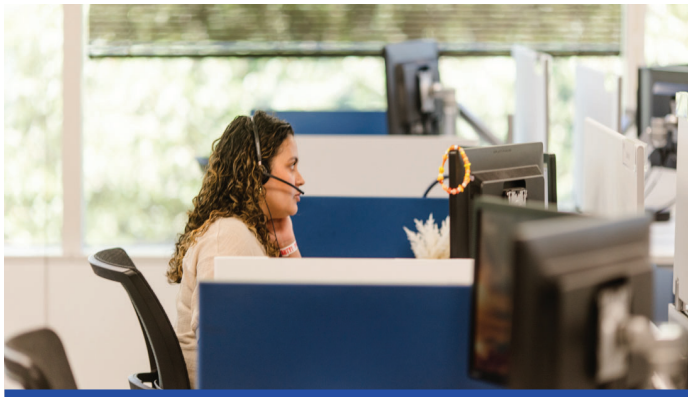
211 ANSWERS THE CALL

At the end of the phone line, a compassionate person is saving a life, transforming a family or changing a community...one phone call at a time.

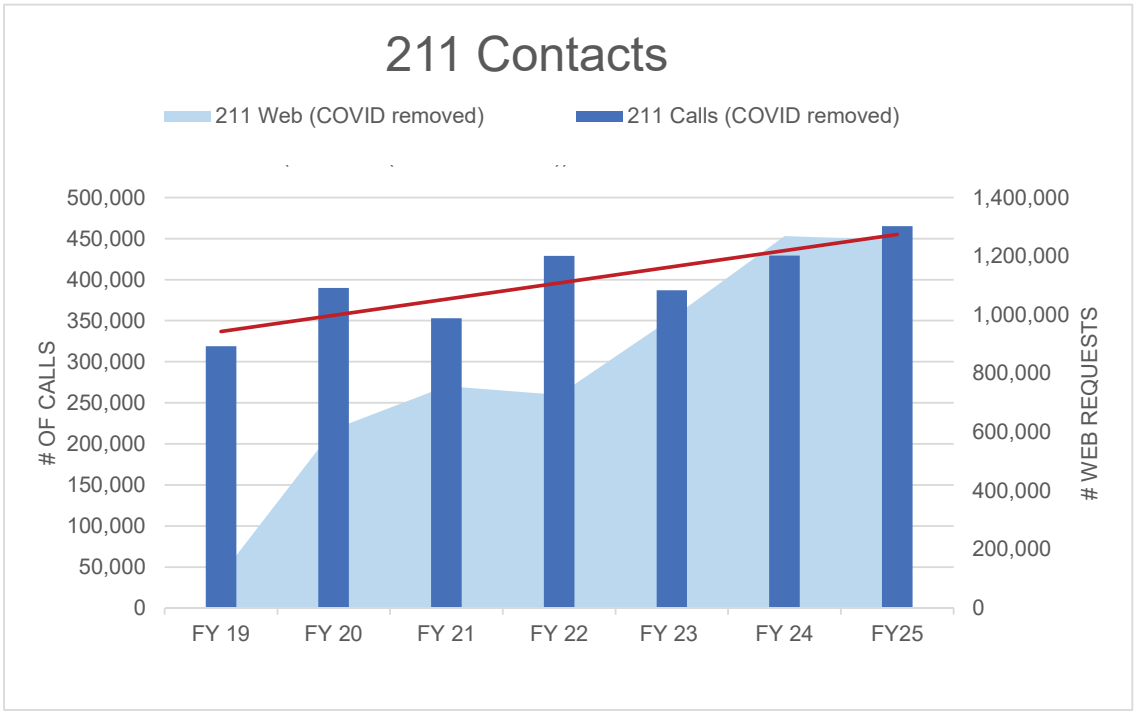
211 Connecticut: 50-Year Partnership Between State of Connecticut and United Way of Connecticut:

- 24/7 hotline and online resource for services and benefits
- 40,000+ community resources and 23 benefit programs updated daily
- Top three reasons residents reach out to 211: Housing, Mental Health and Food
- Force multiplier – connecting people with programs designed to help them, ensuring that important government investments reach their intended customers and maximize impact



211 staff are trained to:

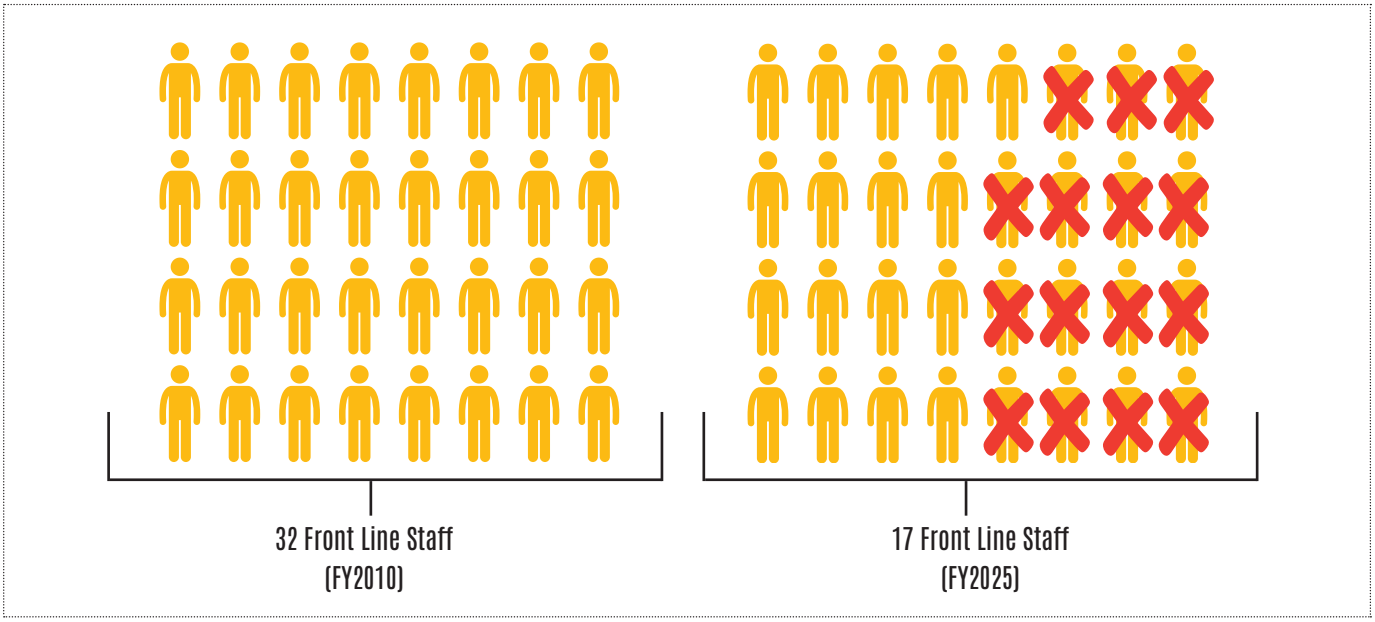
- **Know all options available** to respond to a caller's identified need
- **Identify additional resources** that can help a caller or their family
- **Help callers create a plan** to access what they need



300% increase in 211 phone and web requests 2019-2025, excluding COVID requests.

Call 2-1-1 ● Search 211ct.org ● 24/7/365

CURRENT STATUS: Funding for 211's core Information & Referral service has been flat since 2009



This contract is one of several separate partnerships between state agencies and United Way of Connecticut to ensure residents receive robust, coordinated services through 211. However, funding from one contract cannot be used to support staffing or activities for another.

REQUEST: Meet the growing demand for help

- **Double 211 I&R capacity** to handle **5,110 basic needs help requests/week** (current = 2,550/ week)
- Most calls would be answered in <3 minutes

	Current Status	Meet Growing Demand
Front line staff	17FTE	36 FTE
Budget	$3.4M	$6.6M
	Request: $3.2M	

When CT residents need help, 211 answers the call

- Thousands of CT households will continue to lose food and health care
- There's been a 300% increase in 211 phone and web requests 2019-2025, excluding COVID requests

211 has responded to a 10X increase in the number of food requests in the first week of November 2025 compared to November 2024.

Contact: Daniel Fitzmaurice I Director of Advocacy I Daniel.Fitzmaurice@CTUnitedWay.org I 860-249-8788