



**in 2022, 211 connected 1.2 million of our neighbors with help, hope, and critical services.**

A free, confidential helpline operated by United Way of Greater Houston, 24 hours a day, seven days a week in many languages, the 211 Texas/United Way HELPLINE connected 1.2 million people with help in 2022. The 211 Texas/United Way HELPLINE is the largest helpline of its kind in the country and one of our community's most valuable resources.

211 also offers specialty assistance to help veterans, older adults, and those working toward financial stability meet their unique needs. And, the 211 Texas/United Way HELPLINE is the information resource before, during, and after disasters, connecting people in need with up-to-the-minute information and critical services.

## top needs in 2022



**77,470**

people connected with utility assistance



**67,930**

people connected with rent or mortgage assistance



**29,027**

people connected with housing



**26,250**

people connected with income support/public benefits assistance



**19,408**

people connected with food programs and services

## other things to know about 211

**211 is the number to call in times of disaster.** When disaster strikes, whether a pandemic or a storm, 211 is here to provide critical information and resources 24/7. 211 also facilitates the State of Texas Emergency Assistance Registry (STEAR), registering those who need assistance in case of an emergency evacuation.

**Ride United** is an innovative partnership that allows 211 to connect callers to transportation. 211 works with Lyft to provide free rides to veterans and to people with specific health care, employment, and disaster relief needs. In 2020, Ride United expanded to provide delivery of food and supplies to at-risk and food-insecure homes with help from DoorDash.

**We serve those who serve through Mission United.** All it takes is one call to 211 for veterans, active duty military members, and their families to be connected with a dedicated case coordinator who will guide them from beginning to end, helping them find and access resources to meet their unique needs, including employment assistance, food, housing, health care, financial services, and legal assistance.

**Explore 211 data at:**

