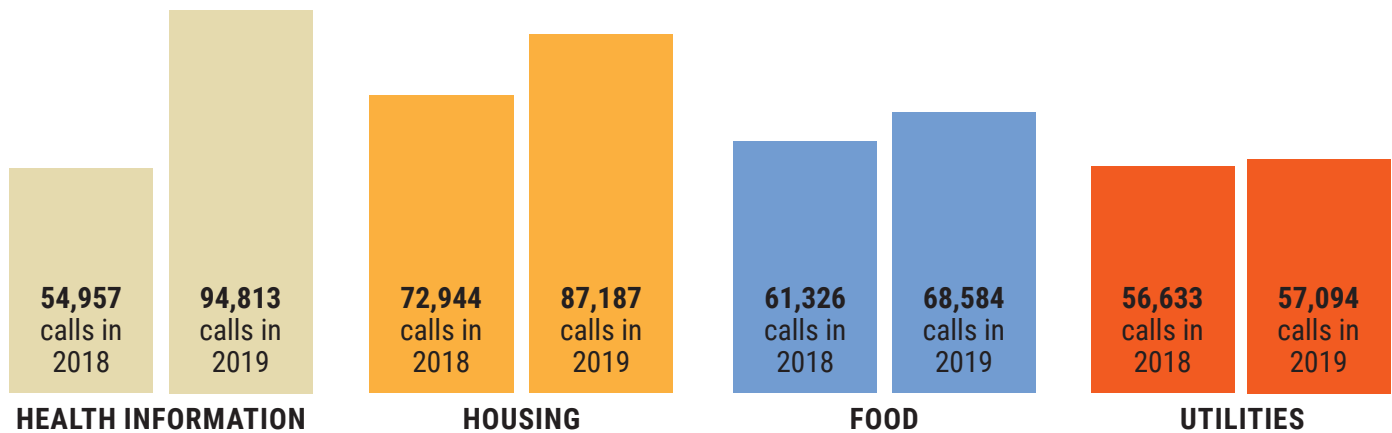


# HELP STARTS HERE, RHODE ISLAND

Rhode Island families are forced into making tough choices everyday, going without important basics including prescriptions, heat and sometimes food to

pay another bill. None of us should have to make these difficult decisions – even more, we shouldn't have to tackle these problems alone.

211 received **170,860 calls** in 2019. These are the areas of need with the highest call volume:



## About 211

Since 2007, United Way 211 in Rhode Island has provided three simple numbers and one caring, human connection for those in need. Free and confidential. 24-hours a day, 365 days a year.

United Way moved from the East Side to Olneyville more than a decade ago, in part to provide walk-in services for people looking to connect with social services. In 2019, we helped 2,129 people at our Valley Street headquarters.

**Point** 211 operates **POINT**, Rhode Island's Aging and Disability Resource Center, in partnership with the Rhode Island Department of Healthy Aging. POINT took 43,404 calls in 2019.



**Our 211 Outreach RV**, the only one of its kind in the nation, visits libraries, food pantries, and nonprofits across the state to help Rhode Islanders in their own communities. The RV made 586 stops in 2019, serving more than 7,300 Rhode Islanders.

## You can help.

On April 1, Rhode Island's nonprofit community will host 401Gives, a statewide day of giving. Support United Way on this day and make a difference in the lives of Rhode Islanders for years to come. Your generosity will help us fund our new 211 Mobile Assistance Center. Together, we'll make sure our 211 specialists can continue visiting Rhode Islanders who can't get to them.

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# I DIDN'T KNOW 211 DID THAT!



**Health insurance.** (Why does it have to be so confusing?) Our trained specialists are relied-upon experts in exploring benefits of Medicare, Medicaid and HealthSource RI. We help people review and understand their options, and complete the application process.



**VITA.** Did you know, the Volunteer Income Tax Assistance (VITA) program works with the IRS to train volunteers who help people statewide claim their biggest tax refunds? A quick call to 211 can help anyone earning less than \$55,952 connect with an IRS-trained volunteer.



**Summer meals.** Every summer, thousands of children across the state lose access to meals provided during the school day. But they don't have to go hungry. A call to 211 can connect families to the summer meal programs in their communities offered by the Rhode Island Department of Education.



**Special Needs Emergency Registry.** The registry helps police and fire departments respond to a family member's special needs during a hurricane, storm, or other emergency. The registry includes people who use life support systems at home, are insulin dependent, have mobility issues, or other disabilities. 211 helps people enroll in the registry, either in person or over the phone.



**Caring for family members.** Whether the need is finding a highly-rated childcare center or help for an aging parent so that you can work, we help Rhode Islanders find the care they need, in their own communities. We can also provide resources to support caregivers through challenging times.



**Cyber security.** United Way 211 in Rhode Island was the first in the nation to partner with the Cybercrime Support Network. Using the National Cybercrime Victim Resource Database, 211 makes sure that Rhode Islanders have the resources they need while guiding them through the process of reporting, recovering, and reinforcing their security following a cybercrime.



**Chat** at [www.211ri.org](http://www.211ri.org). **Call** 2-1-1 now and we'll connect you to a call specialist. **Search** at [www.211ri.org](http://www.211ri.org).  
TDD/TTY: 519-0374 Out-of-State callers: 1-800-367-2700 For police, fire, or medical emergencies, call 9-1-1.

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