

211 Portage

United Way **211 Portage** takes the guesswork out of finding the right place to call when you need help or when you want to help. 211 is an easy-to-remember telephone number that connects families and individuals in Portage County with community resources and volunteer opportunities.

The **211 Portage** service is free, confidential and available to all residents in Portage County. Services are available 24 hours a day, seven days a week.

211 Portage maintains a comprehensive database of resources including federal, state and local government agencies, community-based organizations and private non-profits.

United Way **211 Portage** (formerly First Call For Help & Volunteer Portage) began providing our comprehensive information and referral service via 2-1-1 on November 3, 2003. With the implementation of 2-1-1 service in Portage County, United Way's First Call For Help and Volunteer Portage programs combined to become United Way **211 Portage**.

During 2008, United Way **211 Portage**, a centralized information, referral and resource center, assisted 17,205 individuals and families in locating over 20,500 services to meet their health and human service needs. This represents an increase of 4,463 requests, or 35% over those received during 2007. Of the services requested, 10,255, or 49.7% were for assistance with basic needs: food, shelter, material goods, temporary financial aid, and transportation. This represents an increase of 2,857, or 38.6%, over services requested for basic needs during 2007

United Way **211 Portage** provides screening and referral to four (4) of the nine (9) emergency food cupboards in Portage County and serves as the clearinghouse for school supplies and holiday assistance programs throughout the county.

United Way **211 Portage** connects people with opportunities to serve and to build community, and assists non-profit organizations by channeling both volunteers and donations.