



The Honorable Nancy Pelosi
Speaker
U.S House of Representatives
Washington, DC 20510

The Honorable Kevin McCarthy
Minority Leader
U.S Senate
Washington, DC 20510

The Honorable Mitch McConnell
Majority Leader
U.S. Senate
Washington, DC 20515

The Honorable Charles E. Schumer
Minority Leader
U.S. Senate
Washington, DC 20510

July 20, 2020

Dear Member of Congress,

On behalf of the network of agencies and partners that provide 211 services across the United States, we request an emergency appropriation of \$150 million to build 211's capacity to respond to millions of calls from Americans in need of health and financial assistance and support during and long after the COVID-19 pandemic.

The Federal Communications Commission designated the three-digit N11 number 211 in July of 2000 for purposes of "community information and referral services" (FCC 00-256). Similar to 911, callers can dial 211 to speak with a trained community resource specialist to learn about public and private community, health, and human services available in the community. There are currently 200 211s in the U.S. that collectively serve 96% of the US population. Last year, 211 made more than 14 million connections to social services for people in need, including 4.3 million to reduce and prevent homelessness and 1.2 million to reduce hunger and food insecurity.

Since the first cases of COVID-19 were confirmed in the U.S., 211s have been fielding 300-400%, on average, more calls than usual. Most calls are from people who need financial assistance, food, and housing. There are several ways that 211 is responding to the COVID-19 pandemic.

- Currently, 31 Governors are directing residents to 211 for information on the COVID-19 virus and to access financial supports, and we expect that number to increase.
- 211 is playing a vital role in several states' contact tracing and self-quarantining protocols, supporting individuals in quarantine and helping public health officials conduct contact tracing surveying.
- 211 is connecting 50,000-70,000 people per day to resources like food and utility assistance, unemployment insurance and financial stability programs, and child care and health care services.
- 211's 24/7/365 service off-loads volume from the emergency 911 system and helps keep families and communities whole and informed in times of disaster and crisis such as wildfires and tornadoes.

Based on call volume trends throughout the pandemic thus far, we anticipate a sustained increase in demand for support from 211 throughout the next 6-12 months well beyond the current capacity of the 211 system. Our request for \$150M will fund critical staff and technology enhancements to increase the network's capacity and efficiency to help meet the demand.

The funds can be distributed equitably through a direct line via United Way Worldwide from the budgets of FEMA or CDC Operations, or another appropriate funding mechanism. United Way Worldwide has invested in a dedicated 211 team, and has experience administering federal dollars, as the fiscal agent and secretariat for the federal Emergency Food and Shelter Program.

This is an extraordinary crisis. United Way and the 211s we operate and fund are prepared to rise to the occasion, but we need your help to meet the moment. Thank you for your consideration.



Sincerely,

Alabama

Arts 'n Autism
Big Brothers Big Sisters of West Alabama
Black Warrior Council, Boy Scouts of America
Child Abuse Prevention Services of Tuscaloosa
Chilton County United Way
Crisis Services of North Alabama
Family Counseling Service of West Alabama, Inc.
Girl Scouts of North-Central Alabama
HandsOn River Region
Harris Home For Children
Lifelines Counseling Services
Sickle Cell Association - West Alabama Chapter, Inc
Still Serving Veterans
The Pathfinder, Inc
United Cerebral Palsy of Huntsville and Tennessee Valley
United Cerebral Palsy of West Alabama
United Way of Cullman County
United Way of Etowah County
United Way of Lee County, Inc.
United Way of Madison County
United Way of North Talladega County, LLC
United Way of Northwest Alabama
United Way of Southwest Alabama
United Ways of Alabama, Inc.
United Way of West Alabama
Wiregrass 2-1-1
Wiregrass United Way

Alaska

United Way of Anchorage
United Way of Matanuska Susitna Borough
United Way of Southeast Alaska

Arizona

Valley of the Sun United Way

Arkansas

Heart of Arkansas United Way
River Valley United Way
United Way of Central Arkansas, Inc.
United Way of Fort Smith Area
United Way of Northwest Arkansas
United Way of the Ouachitas

California

211 Community Connect Riverside County

2-1-1 Humboldt Information and Resource Center
211 Los Angeles County
2-1-1 Orange County
211 San Diego
211 San Luis Obispo County
Alliance for Pharmaceutical Access
Arrowhead United Way
Atascadero Loaves and Fishes
Balance Treatment Center
Cambria Connection
Community Action Commission of Santa Barbara County
Connect America
Contra Costa Crisis Center
County of San Luis Obispo Public Health Department
Eden I&R, Inc.
Family Resource and Referral Center
IMPORTA Santa Barbara
Independent Living Resource Center, Inc.
Inland Empire United Way
Interface Children & Family Services
Kings United Way
Mind Body Clinical Research Center
Mobility Masters
NAMI San Luis Obispo County
Northern Santa Barbara County United Way Inc
Orange County United Way
RISE
San Luis Obispo Child Development Resource Center
San Luis Obispo Council of Governments
Senior Citizens United, Inc.
SLO Village
Smith Counseling Services
The Gala Pride and Diversity Center
United Way Bay Area
United Way Fresno Madera Counties
United Way of Merced
United Way of Monterey County
United Way of San Joaquin County
United Way of San Luis Obispo County
United Way of Santa Cruz County
United Way of Stanislaus County
United Way of the Wine Country
United Way of Tulare County
United Way of Ventura County
United Way of Greater Los Angeles



United Ways of California
San Luis Obispo YMCA
Yuba-Sutter-Colusa United Way

Colorado

Mile High United Way
Pikes Peak United Way

Connecticut

Greenwich United Way
United Way Coastal Fairfield County
United Way of Central and Northeastern Connecticut
United Way of Connecticut
United Way of Greater New Haven
United Way of Milford
United Way of Western Connecticut

Delaware

Delaware 211
United Way of Delaware

District of Columbia

Community Services Agency of the Metropolitan
Washington Council AFL-CIO
United Way of the National Capital Area

Florida

2-1-1 Big Bend, Inc.
211 Brevard, Inc.
Alliance of Information and Referral Systems (AIRS)
First Call for Help of Broward, Inc., dba 2-1-1
Broward
Heart of Florida United Way
United Way of Florida
United Way of Martin County
United Way of Miami-Dade
United Way of St. Johns County
United Way of Suwannee Valley
United Way of West Florida
United Way Lake and Sumter Counties

Georgia

United Way of Greater Atlanta
United Way of Southwest Georgia
United Way of the Chattahoochee Valley, Inc.
United Way of the Coastal Empire
United Way of the CSRA

Hawaii

Aloha United Way
Kauai United Way
Maui United Way

Idaho

Twin County United Way
United Way of Southeastern Idaho

Illinois

Fox Valley United Way
Heart of Illinois United Way
Kishwaukee United Way
United Way of Central Illinois
United Way of Champaign County
United Way of Decatur and Mid Illinois
United Way of Greater McHenry County
United Way of Illinois
United Way of Lake County
United Way of Lee County
United Way of McLean County

Indiana

AIDS Ministries/AIDS Assist
Avient Corporation
Center for the Homeless
Decatur County United Fund
Girl Scouts of Northern Indiana-Michiana
Indiana Alliance of YMCAs
Indiana Health Information Exchange (IHIE)
Indiana United Ways
Jackson County United Way
Lake Area United Way
Mishawaka Common Council
Neighborhood Resources Connection
North Central Indiana AFL-CIO
Oaklawn Psychiatric
Olive Township
Open Door Community Alliance
Peirce Consulting LLC
South LaPorte County Special Education
Cooperative
Stepping Stone Shelter for Women, Inc.
Steuben County United Way
The Salvation Army Kroc Center
TLC House Indiana
United Way of Allen County
United Way of Cass County
United Way of DeKalb County
United Way of Elkhart & LaGrange Counties
United Way of La Porte County



United Way of Madison County
United Way of Noble County Inc
United Way of Pike County
United Way of Porter County
United Way of St Joseph County
United Way of the Wabash Valley
United Way of Whitewater Valley
United Way of Whitley County
University of Notre Dame

Iowa

United Way of Central Iowa
United Way of East Central Iowa
United Way of the Quad Cities
United Ways of Iowa

Kansas

United Way Douglas County
United Way of Dodge City

Kentucky

Metro United Way
United Way of Central Kentucky
United Way of Kentucky
United Way of South Central Kentucky
United Way of Southern Kentucky
United Way of the Coalfield
United Way of the Pennyrile

Louisiana

Capital Area United Way
Louisiana Association of United Ways
St. John United Way
St. Landry-Evangeline United Way
United Way of Central Louisiana
United Way of Iberia, Inc.
United Way of Northeast Louisiana
United Way of Northwest Louisiana
United Way of Southwest Louisiana

Maine

United Way of Greater Portland
United Way of Kennebec Valley
United Way of the Tri-Valley Area

Maryland

2-1-1 Maryland
Community Crisis Services, Inc.
County United Way, Inc.
United Way of Central Maryland
United Way of Frederick County
United Way of Washington County

Massachusetts

Acton-Boxborough United Way
Berkshie United Way
Council of Massachusetts United Ways
Mass2-1-1
Northern Berkshire United Way
The Cape and Islands United Way
United Way of Central Massachusetts
United Way of Greater New Bedford
United Way of Greater Plymouth County
United Way of Hampshire County
United Way of Massachusetts Bay and Merrimack Valley
United Way of Pioneer Valley
United Way of South Central Massachusetts
United Way of Tri-County

Michigan

Capital Area United Way
Central Michigan 2-1-1
Community Access Line of the Lakeshore, Inc.
(CALL 211)
Heart of West Michigan United Way
Michigan 2-1-1
United Way for Southeastern Michigan
United Way of Bay County
United Way of Northwest Michigan
United Way of Saginaw County
United Way of the Battle Creek & Kalamazoo Region
Upper Peninsula Commission for Area Progress
(UPCAP)



Minnesota

Greater Twin Cities United Way
Sherburne County Area United Way
United Way of McLeod County
United Way of Northeastern Minnesota
United Way of Olmsted County
United Way of Southwest Minnesota
United Way of Steele County
United Ways of Minnesota

Mississippi

United Way for Jackson & George Counties
United Way of Southeast Mississippi

Missouri

Heart of Missouri United Way 211
United Way of Greater Kansas City
United Way of Randolph County

Montana

Greater Gallatin United Way
Help Center, Inc.
Northwest Montana United Way
United Way of Cascade County
United Way of the Lewis and Clark Area
United Way of Yellowstone County

Nebraska

Heartland United Way
United Way of the Midlands

Nevada

United Way of Southern Nevada

New Hampshire

211 New Hampshire
Granite United Way
Monadnock United Way
United Way of Greater Nashua

New Jersey

Bergen County's United Way
NJ 2-1-1 Partnership
United Way of Central Jersey
United Way of Gloucester County
United Way of Greater Mercer County
United Way of Greater Newark
United Way of Greater Union County
United Way of Hudson County
United Way of Hunterdon County
United Way of Monmouth and Ocean Counties
United Way of Northern New Jersey

United Way of Passaic County
United Ways of New Jersey

New Mexico

United Way of Central New Mexico
United Way of Eastern New Mexico

New York

2-1-1 New York, Inc.
Allegany County United Way
Institute for Human Services, Inc.
Tri-County United Way
United Way of Broome County
United Way of Buffalo & Erie County
United Way of Cayuga County
United Way of Long Island
United Way of New York State
United Way of Northern Chautauqua County
United Way of Seneca County, Inc.
United Way of Southern Chautauqua County
United Way of the Adirondack Region, Inc.
United Way of the Greater Capital Region
United Way of the Mohawk Valley
United Way of the Southern Tier
United Way of Westchester and Putnam

North Carolina

Burke County United Way
Rowan County United Way
United Way of Alamance County
United Way of Asheville and Buncombe County
United Way of Caldwell County
United Way of Cumberland County
United Way of Davidson County
United Way of Forsyth County
United Way of Gaston County, Inc.
United Way of Greater Greensboro
United Way of Greater High Point
United Way of Henderson County
United Way of Lincoln County
United Way of Moore County
United Way of North Carolina
United Way of Richmond County
United Way of Robeson County
United Way of Stanly County

North Dakota

FirstLink
United Way of Cass-Clay



Ohio

Lifeline, Inc.
Mansfield Richland County Public Library, First Call 211
Pathways of Central Ohio
United Way of Central Ohio
United Way of Greater Cincinnati
United Way of Greater Cleveland
United Way of Greater Lorain County
United Way of Greater Stark County
United Way of Greater Toledo
United Way of Muskingum, Perry and Morgan Counties
United Way of Summit and Medina
United Way of the Greater Dayton Area
United Way of Union County
United Way Services of Northern Columbiana County

Oklahoma

HeartLine
United Way of Ponca City

Oregon

211info
United Way of Jackson County

Pennsylvania

Clearfield Area United Way
Community Services Group
Greene County United Way
Have A Heart For Persons In The Criminal Justice System
LanLiving Realty
Lycoming County United Way
PhotOle
Pocono Mountains United Way
Solanco Education Foundation
The Treer Group
United Way 211 Services
United Way of Bucks County
United Way of Chester County
United Way of Columbia and Montour Counties
United Way of Lawrence County
United Way of Lebanon County
United Way of Pennsylvania
United Way of Southwestern Pennsylvania
United Way of Susquehanna County
United Way of the Greater Lehigh Valley
United Way of the Laurel Highlands

United Way of Wyoming Valley
United Way of York County

Rhode Island

United Way of Rhode Island

South Carolina

Black River United Way
Trident United Way
United Way Association of South Carolina
United Way of Aiken County
United Way of Anderson County
United Way of Florence County
United Way of Greenville
United Way of Greenwood & Abbeville County
United Way of Horry County
United Way of Pickens County
United Way of the Lowcountry
United Way of the Midlands
United Way of the Piedmont
United Way of York County

South Dakota

Helpline Center

Tennessee

Contact 211 of Northeast Tennessee
East Tennessee 211
United Way of Franklin County
United Way of Greater Chattanooga
United Way of Greater Kingsport
United Way of Greater Knoxville
United Way of Greater Nashville
United Way of Highway 55
United Way of the Greater Clarksville
United Way of West Tennessee
United Way of Wilson County and the Upper Cumberland
United Ways of Tennessee

Texas

211 Texas Alamo
United Way for Greater Austin
United Way of Abilene
United Way of Amarillo & Canyon
United Way of Brazoria County
United Way of Central Texas
United Way of Greater Houston
United Way of Midland
United Way of San Antonio and Bexar County
United Way of the Brazos Valley, Inc.



United Way of Tyler Smith County
United Way of West Ellis County
United Ways of Texas

Utah

United Way of Northern Utah
United Way of Salt Lake

Vermont

United Way of Addison County
United Way of Northwest Vermont
United Way of Rutland County
United Way of Windham County
United Ways of Vermont
Vermont 211

Virginia

Council of Community Services, Virginia 2-1-1
United Way of Danville-Pittsylvania county
United Way of the National Capital Area

Washington

Community Choice Action Health Partners
Crisis Connections
Eastern Washington 211
Greater Columbia 2-1-1
People For People
Pierce County Central Labor Council, AFL-CIO
Spokane County United Way
United Way of Clallam County
United Way of King County
United Way of Kitsap County
United Way of Mason County
United Way of Pierce County
United Way of Snohomish County
United Way of Thurston County
United Ways of the Pacific Northwest
Washington 211
Zapora Consulting

West Virginia

United Way Alliance of the Mid-Ohio Valley
United Way of Central West Virginia
United Way of Gilmer, Lewis & Upshur
United Way of Greenbrier Valley
United Way of Marion and Taylor Counties
United Way of Monongalia and Preston Counties
United Way of Randolph County
United Way of Southern West Virginia, Inc.
United Way of the River Cities
United Way of the Upper Ohi Valley
Weirton United Way
West Virginia 2-1-1

Wisconsin

211 Wisconsin
Brown County United Way
Fond du Lac Area United Way
Great Rivers 211
Great Rivers United Way
IMPACT 211
United Way Blackhawk Region
United Way Fox Cities
United Way Manitowoc County
United Way of Dane County
United Way of Door County
United Way of Dunn County
United Way of Greater Milwaukee & Waukesha County
United Way of Marathon County
United Way of Sheboygan County
United Way of Wisconsin

Wyoming

Wyoming 2-1-1