

2-1-1 HELPLINK ANSWERS THE CALL

COVID-19 Pandemic Response



93,304

Calls from
*Cuyahoga
County
residents*
alone



124,464

Caller needs
identified

39,000+
UPDATES

made to the 211 database to
ensure *accuracy of resources*

2-1-1 PANDEMIC CALL INCREASES

First Month of the Pandemic:

283%

Increase in calls for food needs

105%

Increase in calls for rent payment assistance

34%

Increase in calls for emergency shelter

2-1-1 maintains a *resource
database* of:



2692 AGENCIES



16,000+ SERVICES

2X

Since March, 2-1-1's
average call volume
has doubled at
times to 6,000 calls
per week



*Free and
confidential
service*

14 COUNTIES
SERVED

2-1-1 *expanded its service* to
include 7 additional counties
for a total of 14 counties served

211 HELP
LINK



A SERVICE OF UNITED WAY GREATER CLEVELAND

DATA FROM MARCH 1 TO
DECEMBER 1, 2020

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