

## United Way 2-1-1/ UWNWLA

2-1-1 is a powerful resource for help and hope. It is the place to call for help when you do not know where to go for help. At the end of the phone line, there is a compassionate person providing a helping hand, transforming a family or changing a community...one phone call at a time.

**United Way 2-1-1 shall ensure that no call goes unanswered. United Way 2-1-1 is a trusted source for our communities to best care for each other by providing ways for people to find help.**

### What is 2-1-1?

- ✓ An **easy-to-remember number** to link people to information relevant to their needs.
- ✓ Assessable **24 hours a day, seven days a week**, even during disasters.
- ✓ **Trained information and referral specialists** help callers navigate the complex maze of human services.
- ✓ Meet the **unique needs of callers**, including non-English speakers and people with disabilities.
- ✓ Maintains an accurate up-to-date database of **public and community-based resources**.



### Examples of Reasons Why People Call 2-1-1:

- food assistance
- services for elderly
- healthcare challenges
- lack of transportation
- basic information
- disaster help
- utility assistance
- housing
- child care services
- support groups
- help for disabled family member
- medicine
- basic family supports
- legal services
- public assistance
- substance abuse services
- services for their children
- counseling
- school supplies
- clothing and uniforms
- general community services
- volunteer opportunities

*United Way 2-1-1/NWLA serves Bienville, Bossier, Caddo, Claiborne, DeSoto, Natchitoches, Red River, Sabine, Webster and Winn parishes.*



EVERY DAY PEOPLE IN OUR COMMUNITY ARE FACING ISSUES THAT, IF LEFT UNSOLVED, CAN LEAD TO A DOWNWARD SPIRAL. UNITED WAY 2-1-1 IS OUR WAY OF CONNECTING PEOPLE IN NEED IN BIENVILLE, BOSSIER, CADDO, CLAIBORNE, DESOTO, NATCHITOCHEs, RED RIVER, SABINE, WEBSTER AND WINN PARISHES TO RESOURCES AS QUICKLY AND AS EFFICIENTLY AS POSSIBLE, 24 HOURS A DAY, SEVEN DAYS A WEEK. HELP STARTS HERE!

United Way 2-1-1 is an easy-to-remember phone number linking people in need to relevant information. When you call 2-1-1, you will speak with a trained Information and Referral Specialist who will help you access the exact service you need.

By maintaining an accurate database of public and community-based resources, United Way 2-1-1 connects you to basic services and even at times of disaster. You can also use the online Service Directory to search for resources near you.

United Way of Northwest Louisiana is a proud partner of Louisiana 2-1-1 and works closely with the Louisiana Association of United Ways to bring this service to our area.

THIS SINGLE ACCESS POINT PROVIDES RESOURCES FOR THE FOLLOWING:

- Food, shelter and clothing
- Abuse/neglect prevention and protection
- Rent, utility and financial assistance
- Crisis intervention services (domestic violence, sexual assault, suicide, etc.)
- Job training and career counseling resources
- Transportation assistance
- Educational programs
- Financial literacy classes and money management training
- Home health care
- Legal assistance
- Congregate meals for the elderly
- Homemaker services
- Quality childcare
- Substance abuse treatment centers
- Support groups
- Family resource centers
- Volunteer opportunities
- And much more...

## WHEN YOU CALL, WHO ANSWERS?

2-1-1 calls are answered by trained Information and Referral Specialist working out of a centralized call center in Louisiana. Each call is directed to providers within a geographic region.

### **The help line:**

- Operates 24 hours a day, seven days a week.
- Offers multilingual services, and information for the hearing impaired.
- Utilizes a computer Service Directory of resources and services statewide.
- Works collaboratively with nonprofit agencies, faith-based organizations, and government.
- Abides by the standards established by the Alliance of Information and Referral Systems and is endorsed by United Way Worldwide.

<https://unitedwaynwla.org/get-help/>

### **For more cards or additional information, contact:**

Louise Droddy  
United Way of Northwest Louisiana  
820 Jordan Street, Suite 370  
Shreveport, LA 71101

O: 318-677-2504

E-mail: [nwla211@unitedwaynwla.org](mailto:nwla211@unitedwaynwla.org)