



2-1-1 Impact Report

Heartland United Way—April-June 2015

Call Volume

County	Apr-Jun 2015	% of Total
Hall	146	81.11%
Hamilton	20	11.11%
Howard	8	4.44%
Merrick	6	3.33%

During this three month period, 2-1-1 received 180 calls from Hall, Hamilton, Howard, and Merrick counties.

2-1-1 requests basic information from callers, such as address and zip code, to search for services available to them near their homes. Some callers may receive a follow up call to provide input about the quality of the original call, or to determine if the client received the assistance he/she was seeking.

2-1-1 is available 24 hours a day, 7 days a week by phone or online at www.ne211.org.

Heartland United Way Calls



Project Spotlight: Summer Meals for Kids



According to Hunger Free Heartland, 96,700 Nebraska children (one in five) aren't sure where their next meal is coming from. School-age children typically eat a meal or two at school, so summer months are especially challenging for families that struggle to make ends meet.

2-1-1 is in a unique position to reach these families, as many of the callers are dealing with difficult situations. 2-1-1 is pleased to partner with Hunger Free Heartland to provide referrals to food resources through the Summer Food Service Program.

The Summer Food Service Program provides healthy meals to children ages 1 to 18, free of charge, at over 200 sites across Nebraska. There is no registration or documentation required; children simply need to be present to have a nutritious meal with their peers.

For more information on these and other food resources, please call 2-1-1.



Heartland United Way - Proud 2-1-1 Partner
 For more information, please contact
 Karen Rathke, (308) 382-2675
 For information about 2-1-1 in Nebraska, contact
 Lena Thompson, (402) 997-7002



Caller Needs 2015

Major Need Categories Heartland United Way	2014	2015	1st Quarter 2015 Jan-Mar	2nd Quarter 2015 Apr-Jun
Utilities	240	100	62	38
Housing	222	88	43	45
Food and Meals	118	50	34	16
Information Services	68	43	31	12
Health Care	72	36	15	21
Income Support/Assistance	24	22	15	7
Individual/Family Support	84	22	13	9
Transportation	84	20	7	13
Mental Health and Addictions	26	16	7	9
Legal, Consumer, Public Safety	38	15	6	9
Clothing/Personal/Household	42	11	9	2
Volunteers and Donations	1	10	0	10
Education	10	4	4	0
Disaster Services	5	3	2	1
Government and Economy	10	3	2	1
Arts, Culture, Recreation	2	2	1	1
Employment	8	2	2	0
TOTALS	1054	447	253	194

Each month, calls for **Housing** and **Utilities** assistance far surpass other caller needs and available community resources. This includes help for rent and utility payments, homeless shelters, subsidized housing, and related needs.

Food and Meals includes everything from food pantries and co-ops to home delivered meals.

Information Services are more general calls not connected to a particular service, i.e. hours, phone number, or general question.

Callers with **Health Care** needs are seeking information about clinics, eye or dental care, immunizations, medical and prescription expense assistance, and a variety of other health related needs.

Income Support and Assistance includes tax preparation assistance, Medicaid/Medicare, General Assistance, TANF, and other public assistance programs.

Impact Stories

Feeding a family of six can get expensive. **Frank** called 2-1-1 to find food resources near him while he awaits approval for food stamps. The 2-1-1 specialist provided local referrals that Frank could utilize in the meantime.

Roger contacted 2-1-1 because he needed help with rent deposit. Moving can be stressful for anyone, but Roger struggles with mental illness from his time in the military, so this was an especially anxious time for him. The 2-1-1 specialist was able to help Roger remain calm and connect him with assistance for his deposit.

Katherine called 2-1-1 because she wasn't sure where to refer her client for counseling services. The specialist provided a couple of options for the client to receive services on a sliding fee scale based on her income.



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