



*Since 1972, 211 has counseled more than*

**710,000**  
*households in our community.*

211 began in June 1972 as the Information & Referral program, run by volunteers who identified and documented unmet community needs, then referred them to services that met those needs.

Many special programs were developed to meet the needs of the community, some of which included:

- Legal aid to obtain divorces for families involved in domestic violence situations
- Emergency loans for families who were laid off from their jobs and whose unemployment had been exhausted
- In 1982, SEAP, emergency assistance for rent, utilities and food
- Christmas program was housed in 211 for 22 years
- Educational training to a network of community churches on resources available to residents
- Local site for Golden Buckeye applications, Ohio Energy Assistance for seniors, tax assistance and flu shot information

710,000 households estimate = 10,000 a year from 1972 to 1997 and 20,000 a year from 1998 to 2021.

# 50

*fifty years of connecting families*

*"Highly trained resource specialists listen to each individual's situation to provide critical information on available social and community services.," says Maria Heege, United Way of Greater Stark County CEO & President. "It is a great resource for our community to receive the support they need when facing barriers. We want people to know that they are not alone and that we are here to help. "*

*Thank you to the former directors of 211:  
Donarac Hopson, Kimberly Douce,  
Diane Dukat, Sherri McKinney-Frantz,  
and Connie Allton*



## DOORDASH

Starting in May 2020, 211 evolved to serve the immediate needs of the community who had to remain at home due to COVID-19 and were experiencing food insecurity: immune-compromised, senior-citizens and families without childcare.

Ride United Last-Mile Delivery partnered with DoorDash to bring food and supplies to these vulnerable populations.

**5,398 DELIVERIES TO  
626 HOUSEHOLDS**

(May 2020 to Jul 2021)



United Way's 211 Helpline provides free and confidential 24-hour access to a trained professional who will review your options and refer you to local community social service agencies who specialize in the needs of the community.



**Call: 211**



**Text: your zip code to 898-211**



**Visit: 211stark.org**

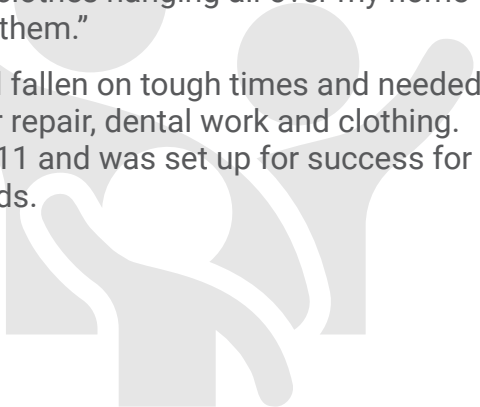
## HOW WE HELP

Evonne in Alliance needed a refrigerator and 211 was able to assist. Now she has a place to store her food.

Gregory is a Canton resident, partially disabled and on Social Security. He called 211 and they were able to set him up to receive food deliveries to supplement his food needs during the time-period he was applying for food stamps.

Kenneth, an elderly gentleman in Canton, dryer was damaged and 211 was able to refer him to receive a new dryer. "It is so much better than having clothes hanging all over my home trying to dry them."

Michelle had fallen on tough times and needed help with car repair, dental work and clothing. She called 211 and was set up for success for all three needs.



## MOST REQUESTED SERVICES



Housing



Food



Utilities

## TOPS NEEDS IN STARK COUNTY

	Jun to Dec 2019	Jan to Dec 2020	Jan to Sept 2021
Total Requests	16,467	24,359	15,878
Housing	23.2%	33.2%	31.4%
Food	17.1%	23.1%	9.4%
Utilities	16.6%	15.0%	18.8%

## TOP NEEDS BY LARGEST ZIP CODES

	Housing	Food	Utilities
44601	1396	1149	968
44646	1390	1044	962
44705	1859	1684	1289

June 2019 to Sept 2021

We are excited to celebrate the past 50-years of helping the community and appreciate your help in ensuring the next 50-years of service. We have a lot of good work left to do.

211 is a service of  
United Way of  
Greater Stark County

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