211 Connecticut

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Senior Resources

UNITED WAY Connecticut

211 is here for Connecticut

At the end of the phone line, there is a compassionate person saving a life, transforming a family or changing a community…one phone call at a time.

211 Information & Referral is a unique asset to our state partners and communities – serving as a "one stop shop" to connect people to services and benefits that meet their urgent needs and improve their lives.

UNITED WAY Connecticut 211

Helping CT residents, every day

211 Connecticut

211 CT is **one-stop access to help** across multiple areas of need through our database of **40,000+ community resources, and 23 state and federal benefits.**

Sample of senior-specific resources:

Housing

independent and facility-based options

Consumer/Fraud

protections

Daily Living

transportation, home-delivered meals, adult day programs, referrals to senior center for activities/congregate meals, assistance in the home (friendly visiting)

Health

insurance plans and care

Mental Health

bereavement counseling, support groups

Financial Supports

utility and food public benefit programs, tax return assistance (VITA + AARP), budget counseling

211 helps CT residents meet urgent needs

July 1, 2024 – June 30, 2025

211 responded to 1,723,867 inquiries from people seeking help.*

*by phone and through website

90%

callers satisfied with 211 service

Housing & Shelter	620,348
Mental Health & Addiction	207,730
Food	179,872
Employment & Income	122,471
Healthcare & COVID-19	77,750
Utilities	74,901
Government & Legal	53,601
Clothing & Household	44,255
Transportation Assistance	31,624
Disaster	19,734
Child Care & Parenting	19,118
Education	9,707

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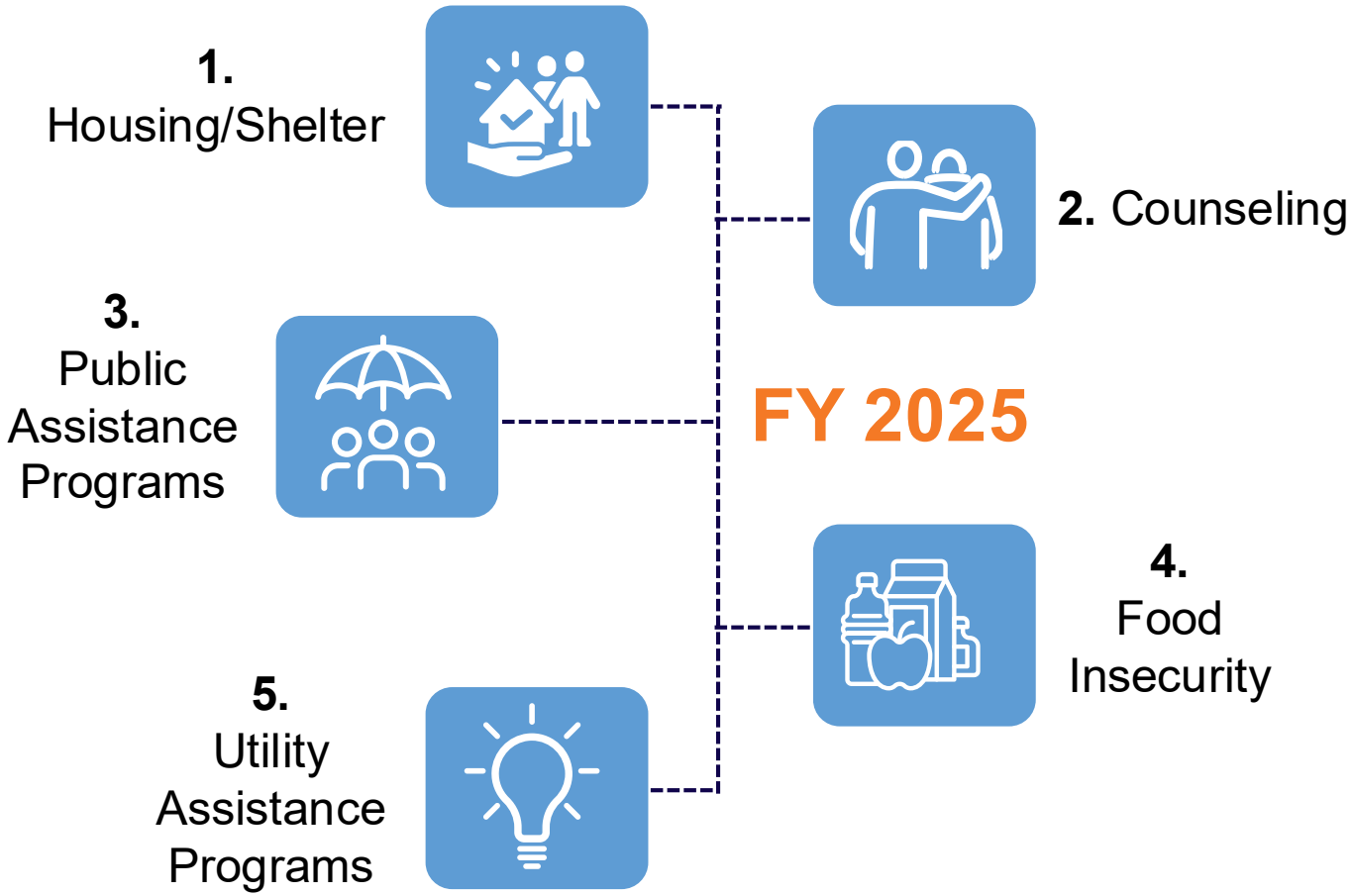
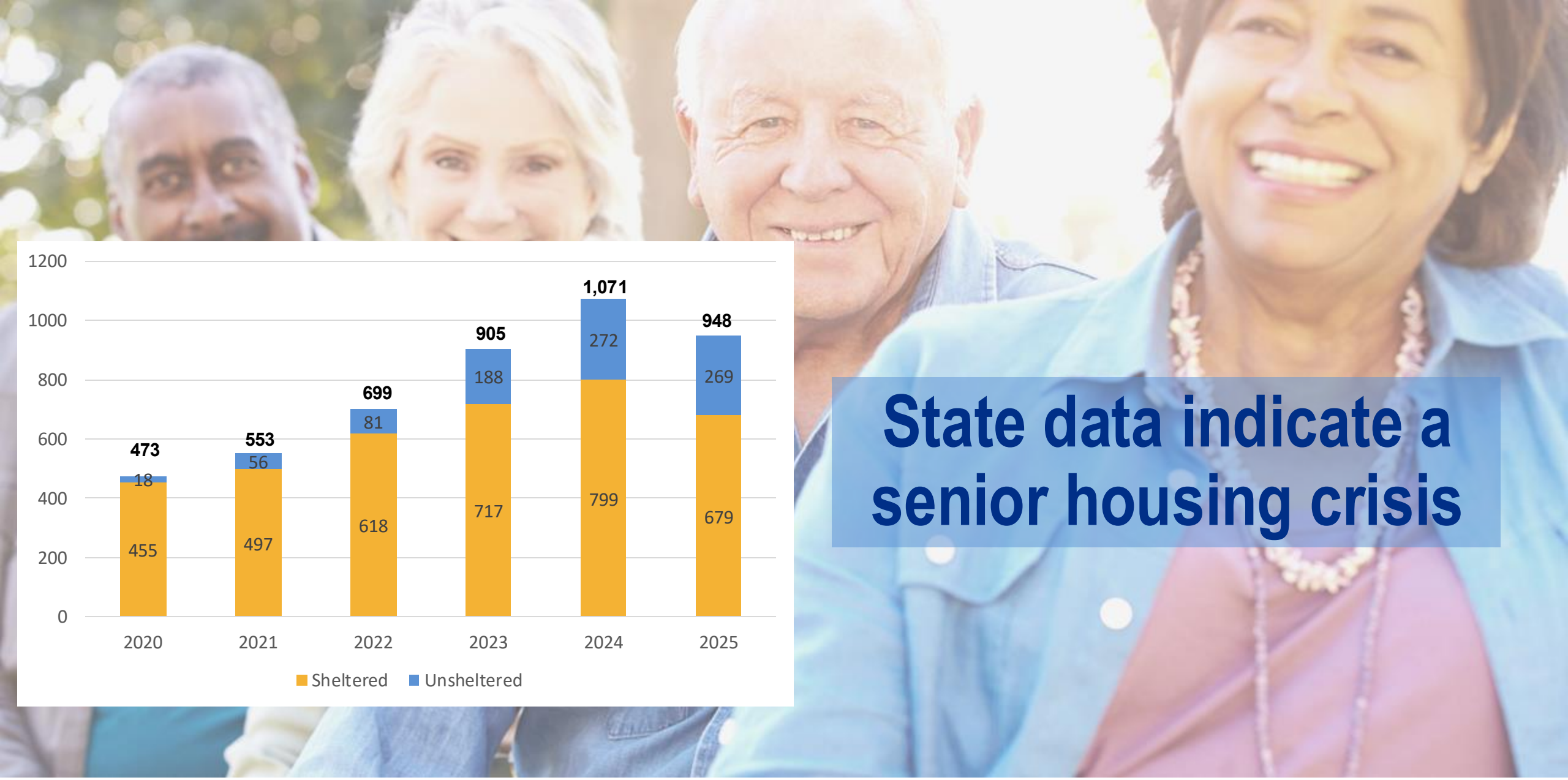
Top five reasons seniors contact 211



REASON FOR CALL:

- **6,650** identified as homeless or facing housing instability
- **958** identified having suicidal ideation
- **503** identified as being a Veteran
- 211 referred **1,594** senior callers to Protective Services for the Elderly



State data indicate a senior housing crisis

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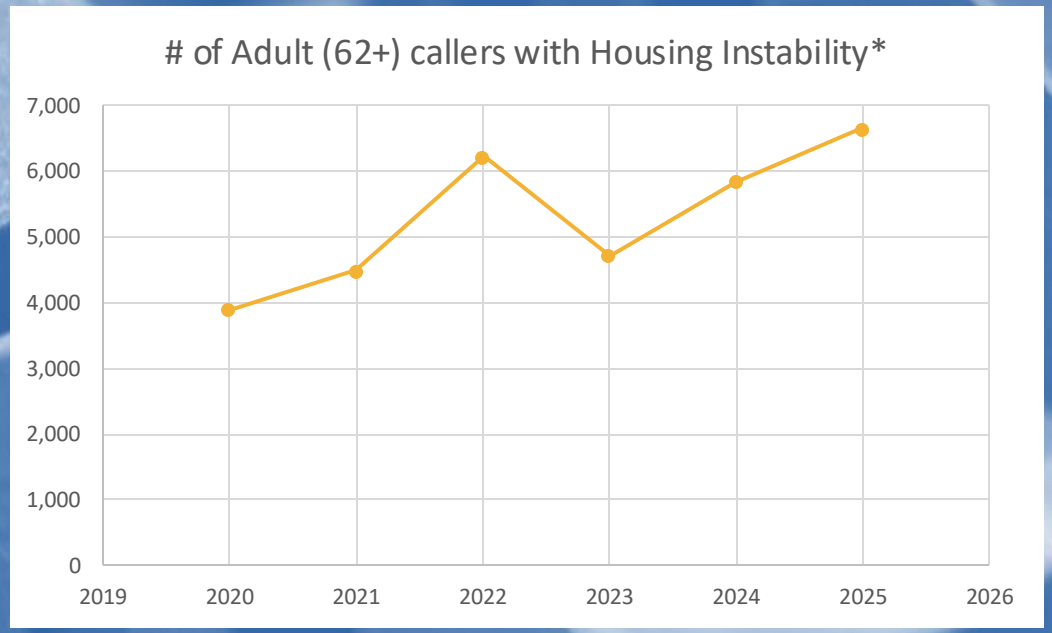
211 data predicts trends



*** Number of senior callers either homeless or at risk of being homeless within 14 days.**

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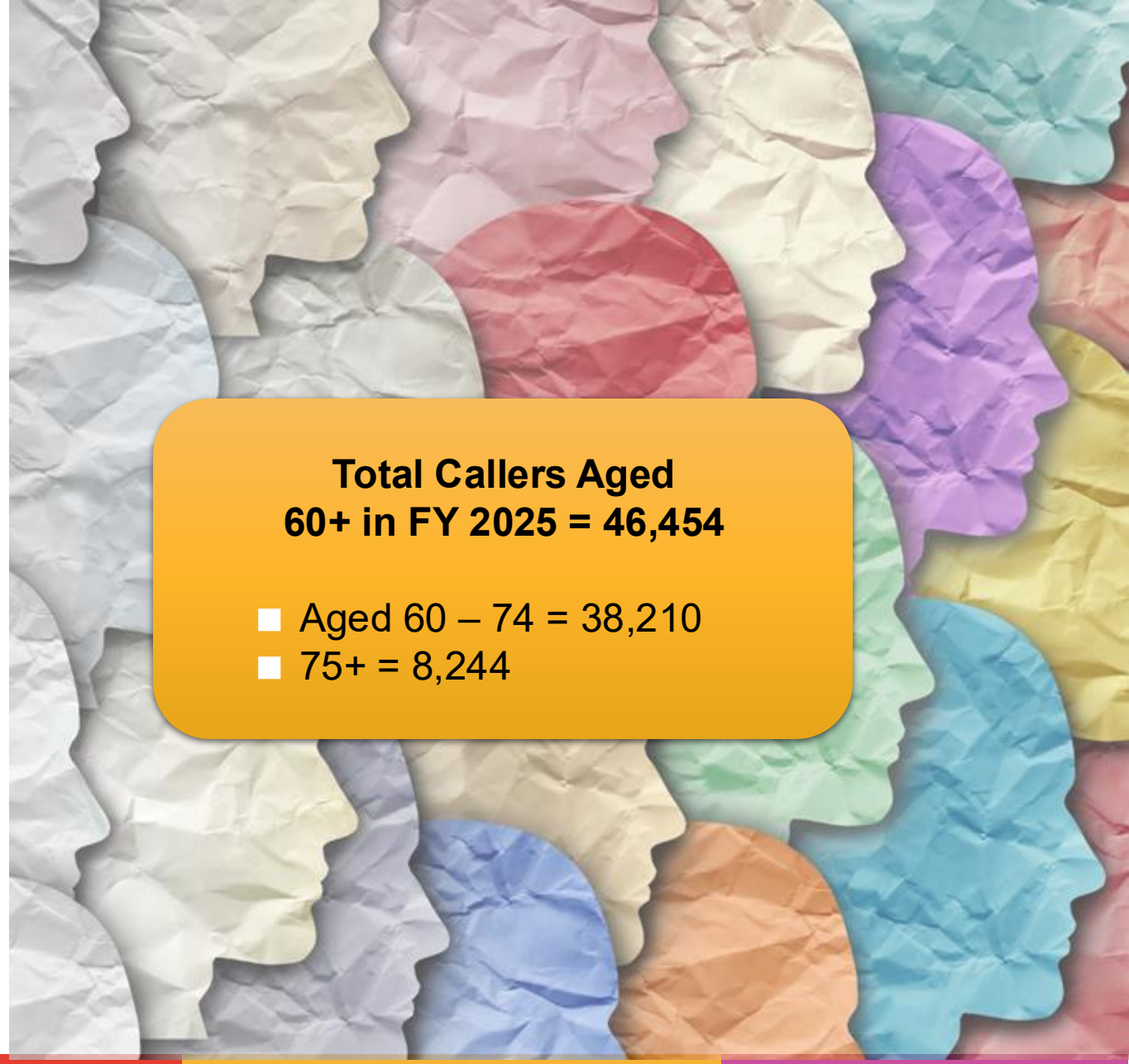
Seniors Demographics

Client ethnicity:

- Hispanic: 4103
- Non-Hispanic: 28,056
- Unknown: 14,295

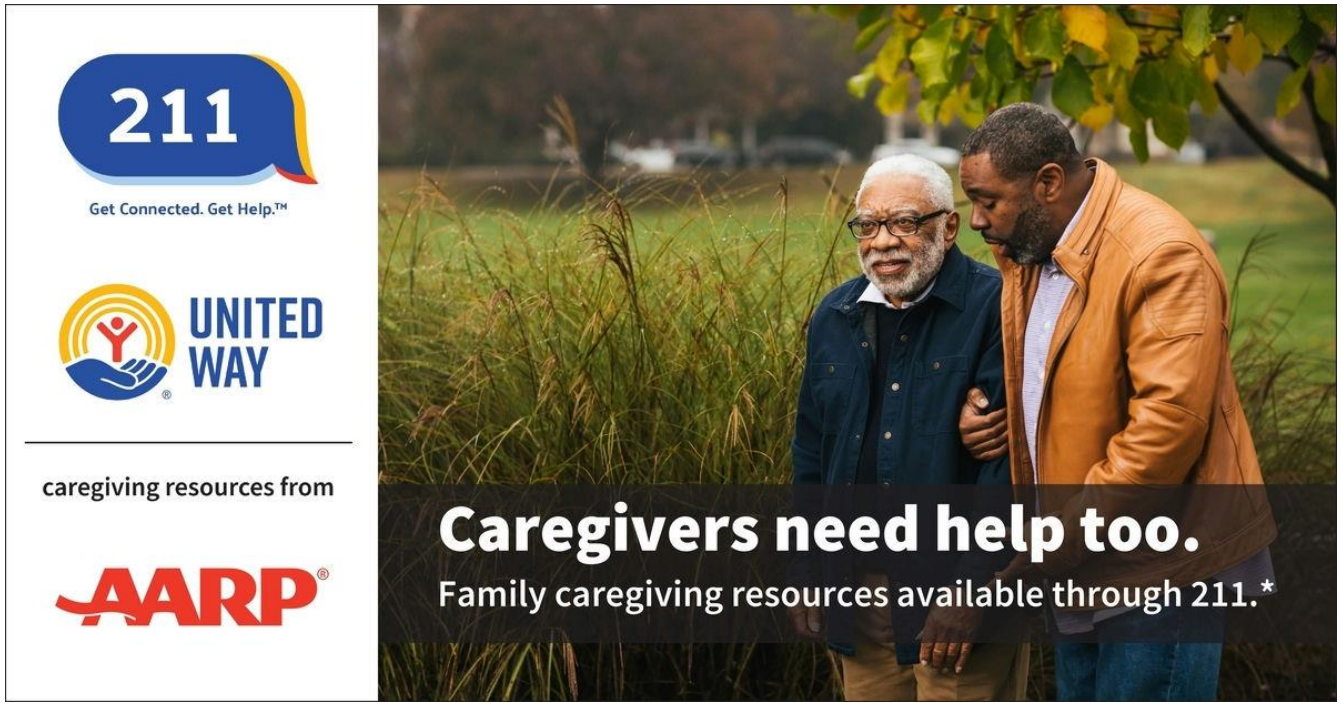
Client race:

- White: 19,464
- Unknown: 13,761
- Other race not listed: 4,713
- Asian/Pacific Islander: 784
- Black: 6,203
- American Indian: 163
- Refused: 1,060

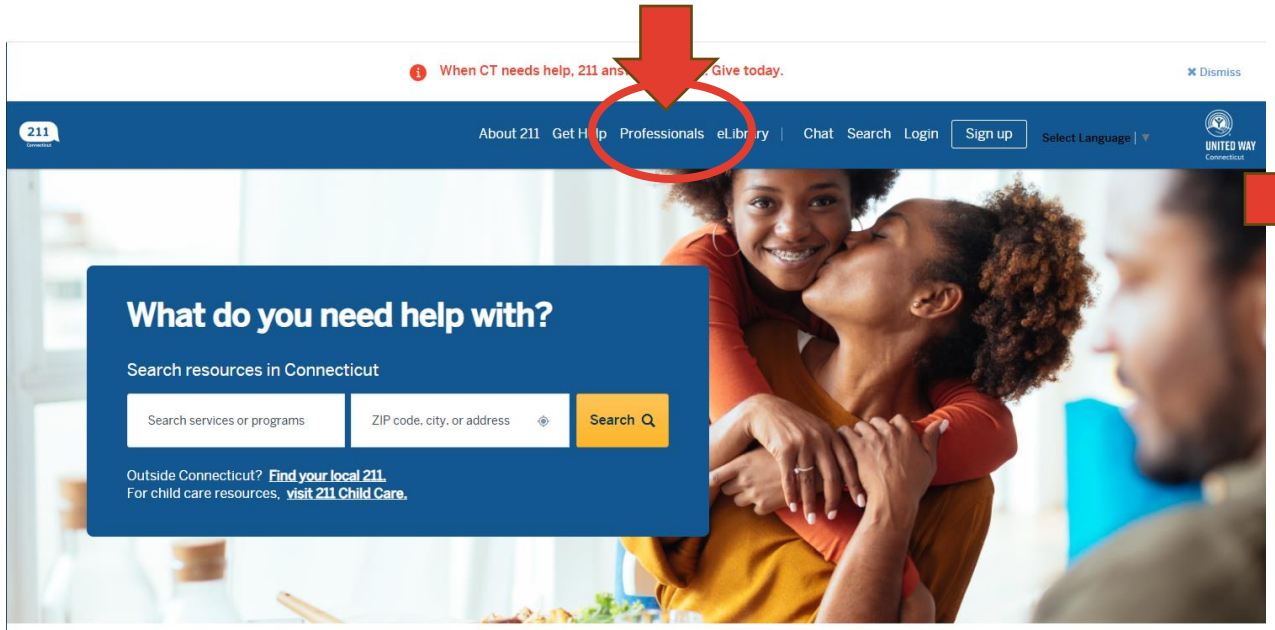


Partnership With AARP

- We have partnered with AARP and United Way Worldwide to participate as a 211 in the Family Caregiver Program.
- We identify callers who are family caregivers in both our 211 and 211 Child Development units and provide appropriate referrals to resources and follow-up through AARP and community organizations.
- Through this partnership, we have added more AARP resources for caregivers on topics like financial and legal assistance, grief and loss, caregiver life balance, military and veteran caregiver supports, health insurance.



We need YOUR help!



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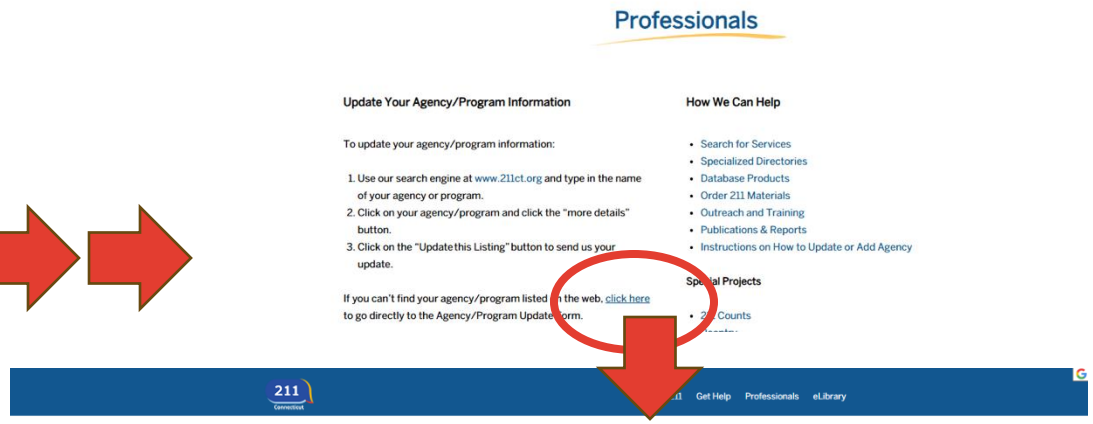

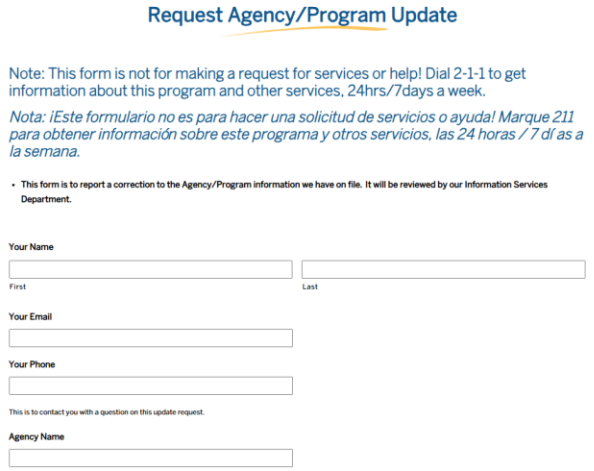

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