

UNITED WAY OF RHODE ISLAND

211 FUNDING BILL FAQ



Q: What does 211 do?

A: 211 is a free and confidential helpline service maintained by United Way of Rhode Island (UWRI). Rhode Islanders call 2-1-1 24 hours a day, 7 days a week, 365 days a year, in nearly 200 languages, to be connected to the statewide network of social services.

Q: What kinds of services are 211 callers connected to?

A: So many kinds! Most requests are focused on housing, food, health care, and utilities support, but 211 also makes referrals for adult education, childcare, legal support, and senior and disability services.

Q: What's the bill number?

A: The Rhode Island House bill number is 7693. Find the full text here: <http://webserver.rilegislature.gov/BillText/BillText24/HouseText24/H7693.pdf>

Q: Why is UWRI asking for \$500,000 for 211?

A: UWRI had applied for \$500,000 in federal funding for 211 for 2025, but was not able to secure the earmark. Since the federal funding was denied, UWRI is asking for Rhode Island state support.

Q: What is 211 going to do with \$500,000?

A: The funding will support general operations including: staffing, technology, and overhead.

Q: How does Rhode Island benefit from 211?

A: 211 is activated by the Rhode Island Emergency Management Agency during natural disasters and other state crises, like floods and snow storms. When Rhode Islanders are in crisis, they call 2-1-1.

Uniting our community and resources to build racial equity and opportunities for all Rhode Islanders.
unitedwayri.org/get-involved/advocate/

