

211 IN 2024

GET CONNECTED. GET HELP.



909 Total
211 Calls

32 Total
Encounters

4 Direct
Services

1,693 Total Needs
Presented

TOP COMMUNITY NEEDS	# OF CALLS
Rent Payment Assistance	422
School Closure Related Breakfast/Lunch Services	185
Electric Service Payment Assistance	150
Food Pantries	142
Heating Fuel Payment Assistance	109
Emergency Shelter Clearinghouses	76
Personal Loans	46

TOP PROGRAM REFERRALS	# OF CALLS
DHS Summer EBT - Pawtucket	179
Society of St. Vincent De Paul Home Visit Program	171
Project HOPE	100
Blackstone Valley Community Action Program Low Income Home Energy Assistance	93
Rental Payment Assistance	93
Coordinated Entry System	76
Interfaith Community Dire Emergency Fund	54



\$6,818 in savings to
the state*

To continue to support and learn more about 211
and the Point please visit: www.unitedwayri.org

*For every dollar invested in 211, states save about \$7.50 in reduced use of emergency services
by triaging and connecting residents to resources, streamlined administrative processes, and
enhanced revenue through tax assistance programs (NJ 211 Cost Savings Study, 2021)

211 IN 2024

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1,770 Total
211 Calls

2,049 Total
Encounters

858 Direct
Services

2,837 Total Needs
Presented

TOP COMMUNITY NEEDS	# OF CALLS
Rent Payment Assistance	371
Electric Service Payment Assistance	272
Heating Fuel Payment Assistance	217
School Closure Related Breakfast/Lunch Services	172
Emergency Shelter Clearinghouses	161
Food Pantries	131
Election Information	130

TOP PROGRAM REFERRALS	# OF CALLS
Society of St. Vincent De Paul Home Visit Program	412
Coordinated Entry System	161
DHS Summer EBT - Providence Reservoir Avenue	156
CCAP Energy and Water Assistance	143
State of RI Election Information	130
Point	118
CCAP Emergency Housing Assistance	81



\$13,275 in savings to
the state*

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211 IN 2024

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939 Total
211 Calls

1,025 Total
Encounters

406 Direct
Services

1,661 Total Needs
Presented

TOP COMMUNITY NEEDS	# OF CALLS
Rent Payment Assistance	297
Electric Service Payment Assistance	139
Heating Fuel Payment Assistance	112
Emergency Shelter Clearinghouses	94
Food Pantries	72
Personal Loans	59
School Closure Related Breakfast/Lunch Services	58

TOP PROGRAM REFERRALS	# OF CALLS
Society of St. Vincent De Paul Home Visit Program	236
Coordinated Entry System	94
Keep The Heat On Rent Payment Assistance	84
Capital Good Fund Personal Loan Program	59
State of RI Election Information	54
CAPP Good Neighbor Energy Fund	51
DHS Summer EBT - Pawtucket	47



\$7,042 in savings to
the state*

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211 IN 2024

GET CONNECTED. GET HELP.



648 Total
211 Calls

55 Total
Encounters

111 Total Needs
Presented

TOP COMMUNITY NEEDS	# OF CALLS
Rent Payment Assistance	166
Electric Service Payment Assistance	114
Heating Fuel Payment Assistance	84
Emergency Shelter Clearinghouses	66
School Closure Related Breakfast/Lunch Services	65
Food Pantries	57
Election Information	47

TOP PROGRAM REFERRALS	# OF CALLS
Society of St. Vincent De Paul Home Visit Program	138
Tri-County CAP LIHEAP - Emanuel Street	68
Coordinated Entry System	66
DHS Summer EBT - Providence Reservoir Avenue	58
State of RI Election Information	47
Keep The Heat On Rent Payment Assistance	46
Tony's Apartment Listing	43



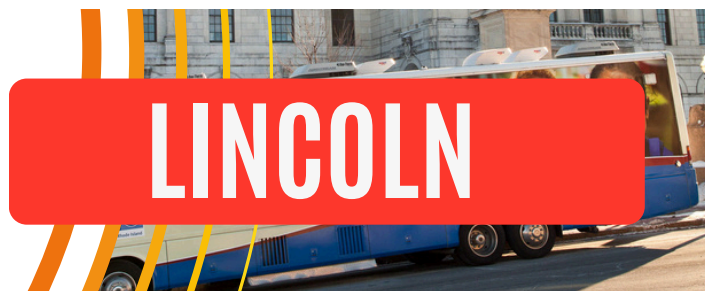
\$4,860 in savings to
the state*

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211 IN 2024

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374 Total
211 Calls

1,324 Total
Encounters

237 Direct
Services

675 Total Needs
Presented

TOP COMMUNITY NEEDS	# OF CALLS
Rent Payment Assistance	122
Electric Service Payment Assistance	97
Emergency Shelter Clearinghouses	45
Heating Fuel Payment Assistance	37
Personal Loans	29
Low Cost Home Rental Listings	25
Food Pantries	24

TOP PROGRAM REFERRALS	# OF CALLS
Society of St. Vincent De Paul Home Visit Program	83
BVCAP LIHEAP	46
Coordinated Entry System	45
Capital Good Fund Personal Loan Program	29
BVCAP Rent Payment Assistance Community Center	25
Tony's Apartment Listing	25
State of RI Election Information	24



\$2,805 in savings to
the state*

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211 IN 2024

GET CONNECTED. GET HELP.

NORTH PROVIDENCE

861 Total
211 Calls

41 Total
Encounters

32 Direct
Services

1,399 Total Needs
Presented

TOP COMMUNITY NEEDS	# OF CALLS
Rent Payment Assistance	216
Electric Service Payment Assistance	164
Heating Fuel Payment Assistance	111
Food Pantries	82
Emergency Shelter Clearinghouses	77
Election Information	65
School Closure Related Breakfast/Lunch Services	54

TOP PROGRAM REFERRALS	# OF CALLS
Society of St. Vincent De Paul Home Visit Program	209
CAPP Good Neighbor Energy Fund	139
Coordinated Entry System	77
State of RI Election Information	65
Point	50
Capital Good Fund Personal Loan Program	44
Tri-County CAP LIHEAP - Emanuel Street	40



\$6,457 in savings to
the state*

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211 IN 2024

GET CONNECTED. GET HELP.



2,900 Total
211 Calls

3,087 Total
Encounters

906 Direct
Services

5,646 Total Needs
Presented

TOP COMMUNITY NEEDS	# OF CALLS
Rent Payment Assistance	1,413
Electric Service Payment Assistance	578
Heating Fuel Payment Assistance	377
School Closure Related Breakfast/Lunch Services	373
Emergency Shelter Clearinghouses	343
Food Pantries	297
Low Cost Home Rental Listings	175

TOP PROGRAM REFERRALS	# OF CALLS
Society of St. Vincent De Paul Home Visit Program	571
DHS Summer EBT - Pawtucket	366
BVCAP LIHEAP	359
Coordinated Entry System	343
BVCAP Rental Payment Assistance - Community Center	289
Project HOPE/Proyecto Esperanza Rent Payment Assistance	278
Salvation Army Pawtucket Rent and Utility Assistance	222



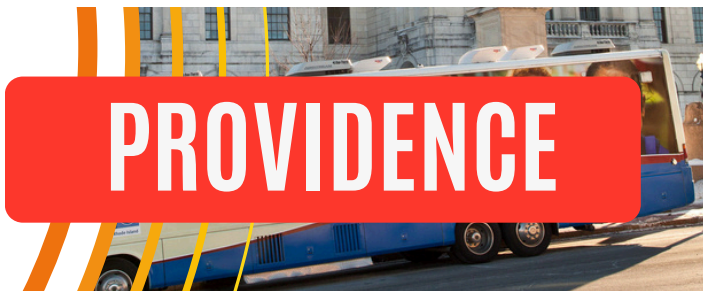
\$21,750 in savings to
the state*

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15,913 Total 211 Calls **49,902** Total Encounters **6,564** Direct Services **23,565** Total Needs Presented

TOP COMMUNITY NEEDS	# OF CALLS
Rent Payment Assistance	3,653
Emergency Shelter Clearinghouses	2,340
Electric Service Payment Assistance	1,759
School Closure Related Breakfast/Lunch Services	1,637
Heating Fuel Payment Assistance	1,233
Food Pantries	1,091
Low Cost Home Rental Listings	865

TOP PROGRAM REFERRALS	# OF CALLS
Coordinated Entry System	2,340
Society of St. Vincent De Paul Home Visit Program	2,289
DHS Summer EBT - Providence Reservoir Avenue	911
CAPP Good Neighbor Energy Fund	881
Tony's Apartment Listing	868
Keep The Heat On Rent Payment Assistance	864
State of RI Election Information	761



UNITED WAY
Rhode Island



Get Connected. Get Help.™

\$119,346 in savings to the state*

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211 IN 2024

GET CONNECTED. GET HELP.



209 Total 211 Calls **351** Total Needs Presented



I enjoy assisting the community with resources and information based on the person's needs. I appreciate it when previous clients continue to contact me with any future questions they may have. It reassures me of their trust in me and how important it is to connect work with the community.



-Evelyn Cabrera, 211 Options Counselor

TOP COMMUNITY NEEDS	# OF CALLS
Rent Payment Assistance	37
Electric Service Payment Assistance	34
Election Information	24
Emergency Shelter Clearinghouses	22
Heating Fuel Payment Assistance	22
Low Cost Home Rental Listings	22
Aging and Disability Resource Centers	19

TOP PROGRAM REFERRALS	# OF CALLS
Society of St. Vincent De Paul Home Visit Program	39
State of RI Election Information	24
Coordinated Entry System	22
Tony's Apartment Listing	22
Point	15
Capital Good Fund Personal Loan Program	14
CAPP Good Neighbor Energy Fund	13



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\$1,568 in savings to the state*

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\$7,042 in savings to
the state*

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