



What Is 2-1-1?

United Way 2-1-1 service serves as a single point of access to community resources for Hardin, Breckinridge, Grayson, LaRue, and Meade Counties. Local residents can dial 2-1-1 for free, 24-hour information on health and human services resources like food, healthcare, counseling, employment assistance, and more. Callers receive live, personalized support from a highly-trained resource specialist. 2-1-1 is confidential and available in multiple languages. Access to the 2-1-1 service database is also available online for public use at www.unitedwayck.org.

Who can benefit from 2-1-1?

- Families seeking services for their children, such as developmental screenings, mentoring opportunities, and after school care.
- Seniors seeking legal assistance, benefits help, or volunteer opportunities.
- Human Resource professionals helping an employee find resources for transportation, childcare, or their aging parents.
- Laid-off workers struggling to find employment.
- Disaster victims seeking housing, food, and counseling.
- Teachers, clergy, and agency staff seeking help for their clients or students.

How Does 2-1-1 benefit the community?

2-1-1 strengthens the community by uniting the people who want to help with those who need help. 2-1-1 is a useful planning tool. Based on aggregate data about the types of calls that 2-1-1 receives, communities are in a better position to anticipate demand for services and mobilize resources to meet changing needs. 2-1-1 also helps support the integrity of 9-1-1 systems, saving that vital community resource for life-threatening emergencies.

More information

Visit unitedwayck.org/2-1-1 for information on adding your agency to the system, training resources, and additional support using 2-1-1. For additional promotional print materials such as 2-1-1 resource cards, please visit the United Way of Central Kentucky office at 604 North Main Street, Elizabethtown, KY 42701.

Who Answers 2-1-1 calls?

Calls are answered by a Kentucky-based resource specialist. These specialists are trained in navigating the maze of human service agencies and programs to help callers access information most efficiently. Non-English speaking callers are assisted by a bilingual specialist or seamlessly through a telephone interpreting service with access to interpreters in more than 150 languages. All information clients share with the resource specialist is kept confidential.

United Way is a convener of resources but does not provide direct service to individuals. A referral through 2-1-1 is not a guarantee of service, which may be provided by agencies per their guidelines and policies. Inclusion of an organization in the 2-1-1 system is not an endorsement of any agency by United Way.

United Way of
Central Kentucky



2-1-1
Get Connected. Get Answers.