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***FOR IMMEDIATE RELEASE***

Harrisburg, PA - On **February 11, 2025**, United Way of Pennsylvania and PA 211 are celebrating **211 Day**, reminding Pennsylvanians that no one has to navigate challenges alone. It's a day to honor the hard work and dedication of individuals in our statewide network of resource navigators who answer the call, text or chat when a neighbor takes the step to ask for help. And, together we announce that PA211.org has been revamped to make it easier than ever to find local resources with a guided search that quickly connects users to services tailored to their specific situations.

"Everyday and all across the state, our neighbors trust the team of experienced resource navigators at PA 211 to listen first, then help. Whether the need looks like difficulty affording household essentials, embracing a new family caretaker role, finding employment, or getting help with tax filing, PA 211 is here 24/7/365 to provide caring support and one on one attention to your need.," said Emily Aubele, Vice President of PA 211.

In 2024, PA 211 helped almost 1.9 million Pennsylvanians. This included nearly 250,000 interactions with resource navigators via calls, texts and chats, and about 1.65 million searches using the PA 211 online database at pa211.org. The 250,000 interactions resulted in almost 705,000 referrals. Top needs in 2024 were: housing, utilities and food. The PA 211 data demonstrates variability in needs by Pennsylvania region. PA 211's public dashboards are available at <https://www.pa211.org/dashboards/> to support our goal of helping more people understand what is happening in our communities, with data updated every day.

"For Pennsylvanians who prefer to self-direct their search for local resources and supports, we are proud to announce the revamp of pa211.org, with a new guided search that allows more options to filter searches for your situation and needs. This design improvement will help you find what you need faster and with more precision. People using pa211.org will also be able to

[www.pa211.org](http://www.pa211.org)



create an account and save their favorite resources to access at any time,” noted Kristen Rotz, President of United Way of Pennsylvania.

“The work of connecting neighbors in need to vital resources cannot be sustained without the support of the local United Ways and state and local governments who invest dollars in 211 and help promote the service. On PA 211 day, we thank all our partners and commit to continue to work with you to use 211’s scale-able platform to help with disaster response and recovery and increasing access to broadband. We continue our efforts to increase the outcome data available on supports and services secured by our neighbors and gaps in services necessary to advance health and financial security for more people in the Commonwealth,” Rotz said.

Numerous PA 211 success stories are available [here](#) from neighbors across the state who took the time to express their gratitude after receiving help from 211.

“This 211 day, we extend our loudest thanks to the people of Pennsylvania who trust us to be the place to seek help, and to the team who is answering the calls everyday,” Aubele said.

To reach PA 211 by phone, dial 211 or text your zip code to 898-211. A guided search for community resources and chat is also available at [www.pa211.org](http://www.pa211.org). To chat with a 211 Resource Navigator on the web site, start a search for resources, and select the option to chat.

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