HOW DOES 211 WORK?

211 is a free and confidential service in that helps people find the local resources they need 24/7.

**THIS IS MATT’S JOURNEY**

**MEET MATT:**
Matt is a community college student living at home.

**211 IS AVAILABLE TO 100% OF PENNSYLVANIANS 24/7/365**

**STEP 1:**
Matt’s father injured his back and is unable to work. Concerned about paying hospital and utilities bills, Matt is advised to call 211 for help.

**STEP 2:**
A PA 211 specialist helps Matt find financial assistance to pay their utilities bill, plus connects him to an agency that helps patients navigate complicated hospital bills.

**STEP 3:**
When PA 211 follows up with Matt via text, he mentions that he cannot take his father to physical therapy appointments and continue attending classes.

**STEP 4:**
A PA 211 specialist arranges for his father to access free transportation to and from his appointments, so Matt can focus on attending class.

**PA 211 RECEIVED MORE THAN 52 THOUSAND REQUESTS FOR UTILITIES PAYMENT ASSISTANCE IN 2021**

**PA 211 RECEIVED MORE THAN 4,900 REQUESTS FOR TRANSPORTATION ASSISTANCE, MANY RELATED TO MEDICAL APPOINTMENTS, IN 2021**

Matt finishes his semester’s coursework, and his father is back on his feet. Help people like Matt achieve financial stability by supporting 211’s employment assistance efforts and other services. pa211.org