



## What is PA 211?

When people in Pennsylvania need help navigating life’s challenges, they don’t always know where to turn or what options exist. That’s where PA 211 comes in. More than a phone number, PA 211 is a statewide network that connects people in all 67 counties to vital local resources and helps communities respond to real, urgent needs.

**Available 24/7, PA 211 connects Pennsylvanians to free, confidential support—from help with housing, utilities, food, and childcare to recovery services, employment assistance, and more.** Individuals can call 211, text 898-211, or chat with a trained resource navigator to get connected to programs and services in their community, or search PA 211’s database of more than 80,000 resources to find support that meets their needs.

Beyond individual support, PA 211 plays a critical role in strengthening communities and informing decision-makers. By capturing real-time data on what Pennsylvanians need most, PA 211 helps nonprofits, local leaders, and lawmakers understand gaps, respond faster during crises, and invest in solutions that help all to thrive.

### For questions or more information:

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Pennsylvania

In 2025...


 **218,585**  
Contacts Made

 **743,631**  
Referrals Made

 **377,483**  
People Accessed  
Resources via pa211.org

 **500,000**  
Searches for Resources  
on pa211.org

 **3,878**  
Live Chats on pa211.org

 **49%**  
Live Chats Utilized  
Translation Feature



## How is PA 211 helping Pennsylvanians?

### A Lifeline for Pennsylvanians

PA 211 remains one of the most reliable entry points for help in PA. Every day, people reach out looking for food assistance, housing and utility help, child care, health services, crisis support, and more. On the other end of the line is a trained Resource Navigator who listens, asks the right questions, and connects them to local resources that can make a real difference.

Get connected at [pa211.org](https://pa211.org).

### Responding in Crisis

As disasters become more frequent and severe across PA, coordinated systems are essential to protecting communities. PA 211 plays a central role in that ecosystem, ensuring residents can access accurate information, immediate relief, and long-term recovery support. This work is grounded in partnerships with the Pennsylvania Emergency Management Agency, Pennsylvania Voluntary Organizations Active in Disaster, the Department of Human Services, and key response partners like Team Rubicon and Airbnb.

### Financial Security Through VITA

The Volunteer Income Tax Assistance (VITA) program provides free, reliable tax preparation for individuals and families with low to moderate income, helping many ALICE households keep more of what they earn and access critical tax credits. Through a strong partnership between PA 211, local United Ways, and community VITA sites, we made it easier than ever for Pennsylvanians to schedule appointments and get the tax support they needed.

Learn more at [uwp.org/income-tax-assistance/](https://uwp.org/income-tax-assistance/)

### Real People, Real Support

PA 211 combines technology with compassionate, person-centered support to help people find the right help faster. AI-supported tools such as chat translation and enhanced resource database capabilities are expanding access, improving accuracy, and helping residents connect to information more efficiently. These innovations are strengthened by Resource Navigators who provide listening, problem-solving, and follow-through that technology alone cannot. This approach ensures everyone receives quick connections and meaningful human support when they need it most.



# Public - Private Partnership

PA 211 is designed to be a statewide, readily accessible connection point for any Pennsylvanian navigating complex challenges. To operate effectively across all 67 counties—24 hours a day, 7 days a week, 365 days a year—the network requires approximately **\$5.1 million annually**. That investment ensures that when someone reaches out—day or night—there is a trained person ready to answer. For many households, late evenings or weekends are the only time available outside of work or caring for children to assess options to make ends meet. **This singular resource helps families and individuals address housing, utilities, food access, childcare, and employment needs—especially in communities where services may be limited—while also reducing the burden on local agencies so they can focus on delivering services.**

Over the last decade, the Commonwealth has invested \$750,000 annually to support the statewide PA 211 network. As utilization has grown, state funding has not kept pace. We are grateful that the Governor’s proposed budget increases that investment to \$1,000,000—meaningful momentum in the right direction. However, at both these levels, the system still relies heavily on the “private” side of the public-private partnership, with local United Ways, county governments, foundations, and community partners filling nearly \$4.5 million in gaps each year. This commitment demonstrates strong community value, but also creates uncertainty and diverts fundraising dollars from other local community needs.

A more balanced partnership would strengthen PA 211’s ability to support constituents during natural disasters, severe weather, and system disruptions, like last year’s SNAP disruption. Without PA 211, constituents are often left to navigate complex systems during challenging times, navigating systems that already operate with limited hours and staffing. Many will flood legislative offices or overwhelm local service providers in search of help, while others will delay seeking assistance until their needs escalate into crisis. This approach is inefficient for residents, increases costs for government, and contributes to poorer employment and health outcomes. **To ensure long-term reliability, we are requesting a \$2.5 million state investment to preserve this highly utilized statewide service and help prevent larger costs later.**



## Pennsylvania SNAP Disruption

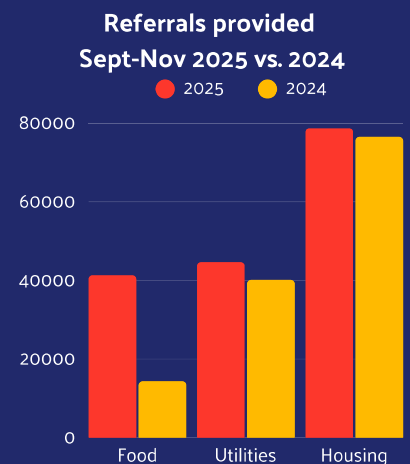
**PA 211 Data In Action**  
PA 211’s data is an essential tool that provides a clear, timely picture of community needs and helps leaders make informed decisions throughout the year.



Increase in referrals  
Sept–Nov 2025 vs. 2024



### Food, Utilities, and Housing: Top Shutdown Needs



[pa211.org/dashboards](https://pa211.org/dashboards)



## Investing in PA 211

### **\$750,000 State Government investment:**

The statewide network will not be sustainable. Coverage across Pennsylvania will fracture, and the concept of a truly statewide PA 211 system will disappear. The communities that rely most heavily on PA 211—often rural, under-resourced areas—would be the least likely to maintain service, widening disparities in access to help.

- INFRASTRUCTURE COSTS: \$210,000 (15%) of the Fixed Costs
- WAIT TIMES: 40+ minutes per call
- CALL CENTER OPERATIONS: Statewide Service Unavailable; Reduced Service Hours in Many Parts of PA
- STAFFING: 7 Resource Navigators, 1 Supervisor/Quality Assurance Staff, 0.75 Database & Reporting Analysts

### **\$1,000,000 State Government investment:**

Statewide service can continue, but the system will remain under significant strain. Wait times will remain longer than we want them to be, and maintaining 24/7/365 coverage will be increasingly difficult.

- INFRASTRUCTURE COSTS: \$280,000 (19%) of the Fixed Costs
- WAIT TIMES: 30-35 minutes per call
- CALL CENTER OPERATIONS: Statewide Service Remains, with Reduced Hours; 14 hours per day
- STAFFING: 9 Resource Navigators, 2 Supervisors/Quality Assurance Staff, 1 Database & Reporting Analysts

### **\$2,500,000 State Government investment:**

The statewide structure stabilizes. PA 211 can operate the way both the network and lawmakers have long envisioned: a reliable, accessible, and responsive system that ensures every Pennsylvanian—no matter where they live—can reach someone who knows how to help.

- INFRASTRUCTURE COSTS: \$704,000 (49%) of the Fixed Costs
- WAIT TIMES: Under 5 minutes per call
- CALL CENTER OPERATIONS: 24/7/365 Service; Statewide
- STAFFING: 23 Resource Navigators, 4.5 Supervisors/Quality Assurance Staff, 2 Database & Reporting