



Help
When You
Need It Most

South Sound 211



United Way of Pierce County

South Sound 211 is a free helpline that connects people facing barriers to hundreds of services and programs including utilities, transportation, behavioral health, housing and employment. The helpline supports Pierce, Thurston and Lewis Counties.



2022 By the Numbers

- 211 launched a Client self-referral form, resulting in 46 families connecting with Family Resource Navigators.
- 211 expanded the Ride United Program, providing more rides and longer-term trip coordination for employment, resulting in a 197% increase in rides.
- 211 expanded our Workforce Development Common Referral System partnership with four new partners.
- 211 expanded our Workforce Development Common Referral System in partnership with WorkForce Central, welcoming four new partners resulting in 144 additional Job Seekers connecting to Employment and Education to further their careers.
- 211 coordinated a Paid Family Medical Leave outreach program enabling us to provide 85 families with financial stability to bond with a new child, care for a family member or recover from a medical condition.

Total Number of
Contacts

76,529

Connected to
Transportation

3,201

Connected to
Ride United
Rides

2,092

Connected
to Rental
Assistance

7,270

Connected to
Permanent Housing

14

Connected to
Shelter

5,041