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.

**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.

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

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

PA 211 RECEIVED MORE THAN 45 THOUSAND REQUESTS FOR UTILITIES PAYMENT ASSISTANCE IN 2019

PA 211 RECEIVED MORE THAN 3,500 REQUESTS FOR TRANSPORTATION ASSISTANCE, MANY RELATED TO MEDICAL APPOINTMENTS, IN 2019