



211



## MEET BILL

Bill is a senior citizen and widower who lives alone in a rural area of Southwest Louisiana.



### STEP 1

Bill slips and breaks his hip. In the hospital, he talks openly of his worries about the ability to pay utilities and medical bills. A nurse tells him to call 211 for help.



### STEP 2

A trained 211 Call Specialist helps Bill find all of his needs while he recovers. They find utility bill assistance, food delivery until he can drive again and a senior center to join so he can socialize and not be alone.



### STEP 3

Bill uses 211 to get a ride home from the hospital where he receives meals and other services while he recovers.



### STEP 4

Bill is driving, making new friends and now spreading the news about United Way's 211 helpline!

## THE LESSON?

# DIAL 211

