

# 211 IMPACT REPORT

In 2025, 211 community specialists made 19 million referrals for locally available help, 1 million more than in 2024. **That's 53,000 referrals a day, or 37 referrals a minute.**



**211 is America's most powerful tool for identifying and responding to community needs.**

As the nation's most comprehensive source of information about local resources and services, **211 is a 24/7 go-to resource in times of disaster, personal crisis, or daily challenge** – connecting people with locally available help. It's free, confidential, available in more than 180 languages, and accessible to 99% of the U.S. population.

Every day, **211 Community Resource Specialists help people** find local resources such as food, healthcare and insurance assistance, stable housing and utilities payment assistance, employment services, veteran services, childcare, caregiving and family services, crisis and emergency counseling, disaster assistance, and more.


If anyone you know needs help, encourage them to **call 211**, or visit **211.org**



## FLORIDA BY THE NUMBERS

 **840,305**  
Requests for help in 2025\*

 **365,235**  
Referrals for housing assistance

 **180,612**  
Referrals for mental health and substance use disorders assistance

 **162,485**  
Referrals for utilities assistance

 **107,300**  
Referrals for food assistance

 **73,461**  
Referrals for individual, family, and community support assistance

\* Total referrals may exceed total requests for help as multiple referrals may be provided in response to a single request for help.