

# NEWS RELEASE

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FOR IMMEDIATE RELEASE

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LIVE UNITED



United Way  
of Greater Toledo

Serving Lucas, Wood,  
and Ottawa Counties

## United Way of Greater Toledo's 2-1-1 Information and Referral Service Forges a Partnership

**TOLEDO, Ohio** – United Way of Greater Toledo (UWGT) announces they are forging a partnership with United Way of Greater Cleveland (UWGC). As of August 1, 2016, all United Way 2-1-1 information and referral services will be directed by United Way in Cleveland.

This newly formed partnership with UWGC 2-1-1 will continue to offer services to our local community members seeking referral assistance. The same high quality of service will be maintained while expanding capacity as a result of the shared infrastructure and combined strength of the two United Way organizations.

“United Way of Greater Toledo Board of Directors determined that contracting the 2-1-1 services to United Way of Greater Cleveland is the most effective utilization of the organization’s resources, in terms of donor dollars and staff,” said Karen Mathison, UWGT President and CEO. “By dialing 2-1-1, local callers will continue to be immediately referred to resources that connect them to food, housing, utility assistance and more. United Way 2-1-1 service is available 24/7, 365 days-a-year to residents of Lucas, Wood and Ottawa counties.”

Mathison continued, “With digital maps, chatting and texting available because of this partnership, community members will see an improvement in the way they receive information and referral services.”

UWGC will hire three full-time people to support this new partnership: one focused on data in the 2-1-1 database who will work from the Cleveland office; one coordinating access to our local homeless resources; and the third, building United Way 2-1-1’s current partnership and local community resources. In addition, UWGC will hire 10 part-time community resource specialists. Other than the full-time database specialist, all positions remain local and current UWGT 2-1-1 employees can apply for all open positions.”

Mathison emphasized, “United Way of Greater Toledo continues its deep commitment to securing financial support and local dollars to strengthen this vital service to our community.”

This new direction for UWGT 2-1-1 helps build a stronger Ohio network for all individuals seeking information and referral services across county lines.

“We believe this is the right strategic direction to enhance United Way 2-1-1 services across Lucas, Wood and Ottawa counties. This partnership ensures a high level of services with more options to obtain critical information,” Mathison said.

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United Way of Greater Toledo, serving Lucas, Wood and Ottawa counties, unites the caring power of people to improve lives. We are made up of problem solvers, difference makers, and opportunity creators. Together, we’re on a mission to change lives forever in our community by investing in programs focused on education, financial stability, and healthy lifestyles. We tackle the tough problems in these areas by funding and partnering with the most effective local organizations who create real opportunities and get results. You can give, you can advocate, and you can volunteer – that’s how to LIVE UNITED. For more information, visit [www.unitedwaytoledo.org](http://www.unitedwaytoledo.org).