

WHAT WE DO: COMMUNITY IMPACT

DIRECT SERVICES

2-1-1

United Way
of North Central New Mexico

211 is an information and referral helpline that connects callers with human services in the five-county area UWNCNM serves as well as Catron, Cibola, McKinley and Socorro counties. Usage of this service increased tremendously in 2023, reflecting both increased needs and efforts to inform the community about 211.



211



Calls Answered

2022 > 5,155

2023 > 10,713

Increase > 107%



Referrals

2022 > 9,648

2023 > 16,588

Increase > 72%



Caller's Top Needs

- 1 Rent assistance
- 2 Utility assistance
- 3 Tax Help
- 4 Homeless hotel vouchers
- 5 Homeless shelters



Most Common Location of Callers by Zipcode

87108 | 87121
87105 | 87123
87505



UNITED WAY
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