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PA 211 Newsletter - January

To kjones275@comcast.net

PA 211 | January 2025



New Year. New Possibilities. Kickstarting 2025.



On behalf of the 211 team across the state, I would like to take a moment to welcome us all to 2025 and contribute our share to the collective hope for a year that brims with possibility and promise. Every day we connect with Pennsylvanians who are exploring their possibilities and promise by taking steps to improve their health and wellbeing, and that of their community. Over the next few weeks there will be a lot of information about all the ways this has happened, and all the ways the incredible staff at 211 helped folks along that path, We will acknowledge them. thank them, and sing some praises, all incredibly

well deserved. All patently necessary in the day and ages we all experience. But to those who have reached out, there is also some well-deserved recognition, and due gratitude.

In 2024, a little over 1.8 million individuals reached out to 211. Whether on behalf of friends or family, clients or constituents, or yourselves. This happened through phone calls, texts, chats, stopping by a walk-in center, or actively searching our community resource pages. In those moments 211 was trusted to show up-with kindness, understanding, professionalism, and proficiency. All of you, our neighbors, trusted that by reaching out your concerns could be shared in confidence in a space ringed with dignity. You could hand to us some of your fears and your needs and trust that it would be ok. Regardless of our backgrounds, our beliefs, or our differences, in those moments we are all trying to do the same thing-live the best life possible. Not a day has gone by when we haven't been humbled by this trust in our shared work and our shared mission.

And we are incredibly grateful, because when this kind of connection happens, we know that it places another block in the foundation of our community strength. Every staff person at 211 lives in one of these communities. Every day we "live, laugh, love" in these spaces. And we also struggle, cry, and feel the burden of trying to get through the days as well as we can. We are your neighbor, as you are ours and when you join us in this space, you affirm that is ok to ask for help. In fact, it is wise and responsible, because it helps make all of us better. So we thank you for working with us to help make all of our places a little bit better, connection by connection.

In 2025, the staff of 211 pledge to do our part to make the outcomes of these connections even positively consequential. We will be introducing a new and improved website that will allow you to more efficiently and effectively search for resources. We will be adding more staff to some of the underserved regions of our state so those connections can happen more quickly, and we will be strengthening relationships with community leaders to better address solutions for the needs we know need resourced. We will be working more closely with our partners in government so we can bring critical services to communities, such as preparedness awareness for disaster prevention, participating in work groups and task forces charged with addressing the high cost of housing and lack of supportive resources. We will be doing more to support the efforts and needs of our community agencies, to whom we facilitate the connections that meet need. And we will be advocating for legislation that helps folks stop living paycheck to paycheck, so that when new tires are needed, or a medical procedure, or heating fuel in a particularly harsh winter-those real life every day needs will not push families into a financial crisis.

We can only do this work well, and strive to make it better, because you have shown us that it does take every one of us working together in trust and acknowledging our responsibilities to help each other thrive. Again, welcome to 2025 where we will undoubtedly be better together.

Dr. Emily Aubele
PA 211 Vice President

Latest Happenings at PA 211

PA 211 Community Partner Toolkit



As a valued PA 211 Community Partner, your work helps connect individuals and families to the support they need every day. On February 11, 2025, we're celebrating 211 Day—a time to remind our community that asking for help is a powerful first step towards getting connected and finding solutions. Together, we play a critical role in ensuring that no one has to face life's challenges alone, and your voice can help amplify this message across our shared networks.

This toolkit is designed to make it easy for you to join us. By sharing one of the customizable social media posts included here on February 11th, you'll spotlight a vital resource in our community while demonstrating how our partnership creates meaningful impact. Included below are stock images as well as customizable images and messages that you can easily update with your logo via Canva. Thank you for being a trusted community partner and helping us to spread awareness on 211 Day!

[Click Here to View Toolkit](#)

“During emergencies, PA 211 is here to connect individuals to help and relief,”

PA 211 served as a vital connection point for residents in need of assistance during the snow storm, responding to over 1,400 requests. Most of these requests focused

GET CONNECTED.**GET HELP.****211**

on snow removal with additional needs surrounding shopping assistance, winter storm-related support, and other essential services. PA 211 worked closely with local emergency services to gather information about residents' needs, referring individuals to available resources and triaging requests to share with emergency responders and community organization actively working in the field.

“During emergencies, PA 211 is here to connect individuals to help and relief,” said Emily Aubele, Vice President of PA 211. “We were proud to be a trusted partner in times of crisis, helping Pennsylvanians navigate challenges and access support.”

Seasonal Resource Highlights

Volunteer Income Tax Assistance (VITA)

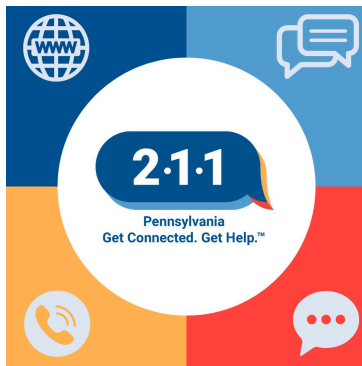


The Volunteer Income Tax Assistance (VITA) program is an IRS-sponsored initiative designed to provide free tax preparation services to individuals and families who may struggle with the complexities of filing taxes independently. The program typically serves low- to moderate-income earners, those with disabilities, the elderly, and individuals with limited English proficiency. It offers in-person tax preparation at designated VITA sites, with services provided by IRS-certified volunteers trained to assist with accurately filing federal, state, and local taxes.

VITA volunteers can help eligible taxpayers claim essential credits such as the Earned Income Tax Credit (EITC), the Child Tax Credit (CTC), and any other credits or deductions that might increase their refunds. By offering a free, trustworthy alternative to paid tax preparation services, VITA helps households save money and avoid the pitfalls of using costly or predatory tax services.

[Click Here to Visit our Website for More Information](#)

Winter Resources



As temperatures drop and winter settles in, the needs of individuals and families in Pennsylvania change. 211 is here to connect you with vital winter resources in your community, whether you're seeking assistance with heating bills, shelter from the cold, or a warm meal. Access these services easily by entering your zip code in the search tool below or dialing 211. You can also text your zip code to 898-211 to speak with a resource navigator for personalized help. Click below are some essential winter resources we can help you connect with.

[Visit our Website](#)

Success Stories

"The Resource Navigator was Kind, helpful, and calming."



Wendy recently moved from Florida to Erie, Pennsylvania. When Erie was hit by a record-breaking snowstorm just after Thanksgiving in 2024, she called 211 for help.

Wendy says the Resource Navigators who took her call were “kind, helpful, and calming.” By the end of the call, Wendy was actually laughing. The Resource Navigator helped to calm her as if she was in the same room. Wendy needed to call 211 three times in two days during the storm, and is so happy that 211 is always there to help in such a wonderful way.

[Visit More Success Stories](#)

Community Events

Virtual Financial Seminars



We're excited to announce an upcoming collaboration with Primerica. In the upcoming months, a complimentary financial seminar series will be designed to empower you with the knowledge and tools to take control of your financial future. Whether you're planning for retirement, managing debt, or looking to invest wisely, these seminars are packed with valuable insights from expert financial professionals.

This seminar series is open to anyone looking to improve their financial literacy, regardless of your current financial situation. Whether you're just starting out or looking to refine your existing strategy, there's something for everyone!

Registration is easy! Click the button below to fill out registration for one or all of the financial seminars.

Virtual Dates:

February 11th, 6PM- 7PM- Take Control and Pay Yourself First
 March 11th, 6PM-7PM- The Power of Home Ownership and Life Insurance

April 8th, 6PM- 7PM- Become an Owner, Not a Loaner; Invest with Professional Management

[Register Here](#)

PA 211 in Action: Regional Highlights

PA 211 East: 211 Day Capacity Building Summit



This one-day event brings together nonprofit leaders, community advocates, and changemakers for a day of connection, inspiration, and growth. The morning will begin with a presentation by PA 211 East Director, Patricia Espinosa-Vargas and a Q&A panel featuring our amazing 211 Resource Navigators. Keynote Speaker, Representative Ismail Smith-Wade-EI will join us at lunch. Check out the link below to learn more about the workshops and presenting organizations.

[Purchase Tickets Here](#)

Mark your calendar for Tuesday, February 11th, 2025, and join us at the DoubleTree Resort, 2400 Willow Street Pike, Lancaster—our exciting new location for this year’s highly anticipated 211 Day: Capacity Building Summit!

PA 211 Careers

JOB OPENINGS Across the Network



[View Openings](#)

To list a job opening from your local United Way, contact aleary@uwp.org.

PA 211

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