“Our apartment had smoke and water damage and we were not allowed to live there until we had it inspected and cleaned up. We received help from the Red Cross to stay at a hotel for a few nights, but we didn’t know what we were going to do after that. The Red Cross told me to call United Way 2-1-1. I received several resources that helped me find temporary housing options and other basic needs that we lost in the fire. Thank you so much!”

United Way 2-1-1 serves as a hub for community information in times of disaster. 2-1-1 is the first referral given by Red Cross staff after short-term assistance to disaster victims runs out. The Red Cross Regional Manager may also contact 2-1-1 to request a comprehensive list of local resources used to set up multi-agency resource centers when people are displaced by large structure fires, including apartment fires. United Way 2-1-1 responds to the Red Cross’ request for resources within an hour or two of the call.