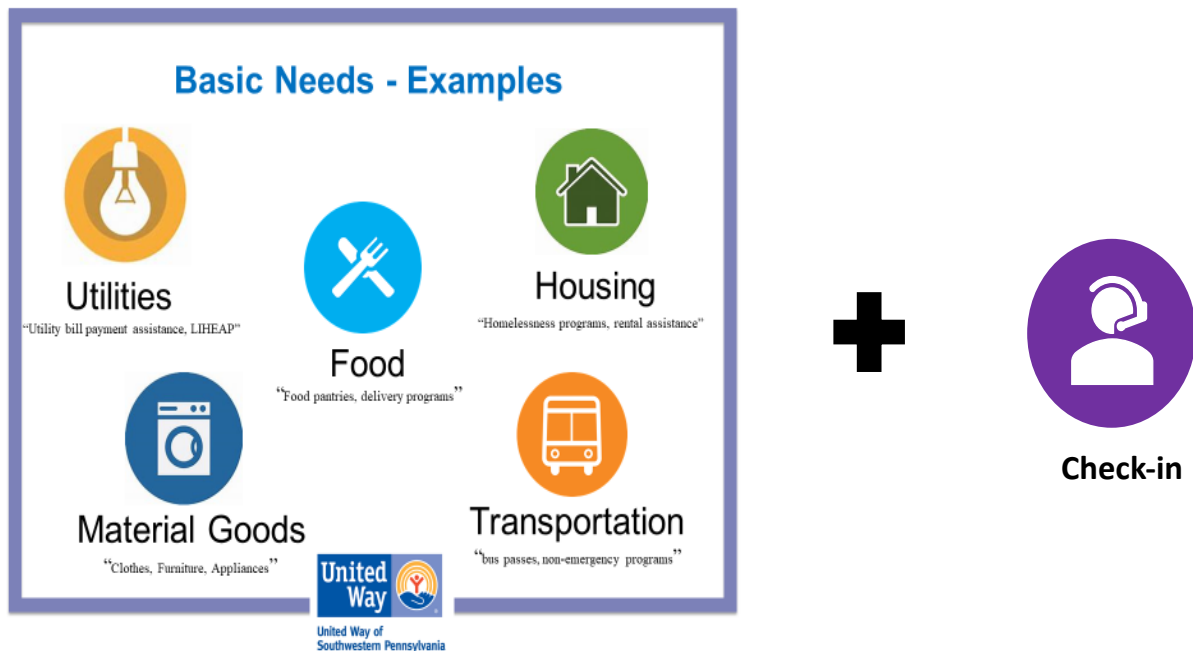


United Way Expanded “Check-In” Program

Since 2011, the United Way of Southwestern Pennsylvania and 2-1-1 has helped individuals in this region access assistance with their utilities, housing, transportation, food, and material goods. In response to the COVID-19 pandemic, United Way has added an additional “check-in” service, whereby individuals can sign up to have United Way contact them on a regular basis to ensure they are safe and healthy, and to identify any additional services that are needed. United Way/211 is able to offer this service broadly, and DHS would like to spread the word to our clients and the public about this new service.




This check-in program was in part motivated by the COVID-19 pandemic which saw an increase in the number of vulnerable individuals who were socially isolated. These individuals typically have a limited social network and were lacking access to services and information during the rapidly changing response to COVID-19. The United Way began to offer check-in calls to its senior clients, using the script below, to maintain social contact and to give information on the pandemic.

Check-In Script

“If you’d like, one of our community partners can call you (every week? every few days?), just to check-in until we all return to our normal routines. You can contact 2-1-1 to enroll, or I’d be happy to pass along your information.”

If yes, write down their name, phone number, zip code and age (either 60+ or under 60).
Email to checkins@unitedwayswpa.org



In the past 2 months, DHS and United Way has been coordinating with the Pittsburgh Bureau of Police (PBP) to train its officers to begin informing individuals of this new check-in service (along with the standard United Way basic needs services). DHS is now ready to take the next step to disseminate this information to our staff and Providers and begin a public outreach campaign to promote this new check-in service.