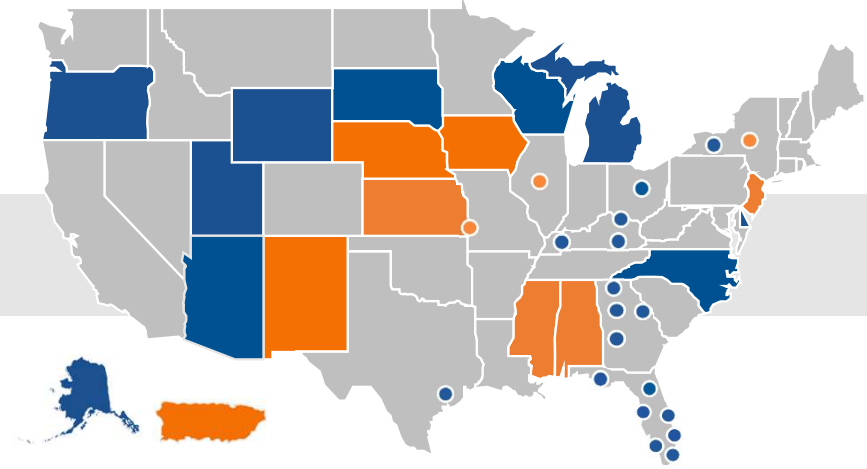


AARP / United Way Worldwide Caregiver Support Program

Participating 211 Call Center Organizations*

**211 organizations offering the Caregiver Support Program as of June 2025;
locations included in the summer expansion depicted in **orange**.*



STATEWIDE SERVICE

Arizona 211
United Way of Anchorage/Alaska 211
Delaware 211 Helpline
United Way of Michigan / Michigan 211
NJ 211 Partnership (New Jersey)
New Mexico 211

United Way of North Carolina / NC 211
211info (Oregon)
United Way of Puerto Rico
Helpline Center (South Dakota)
United Way of the Midlands (Nebraska & Iowa)
United Way of Capital Area (Mississippi)

United Way of Wisconsin / Wisconsin 211
Wyoming 211
United Ways of Alabama / Alabama 211
Utah 211
United Ways of the Plains & Greater Kansas City (KS)

REGIONAL SERVICE

First Contact (Tampa Bay Florida)
211 Brevard, Inc. (Florida)
United Way of West Florida
Jewish Community Services of South Florida
211 Palm Beach Treasure Coast (Florida)
211 Broward (Florida)
United Way 211 Lee Hendry, Glades (Florida)

United Way of Southwest Georgia
United Way of Northwest Georgia
United Way of Greater Atlanta (Georgia)
United Way of the CSRA (Georgia)
United Way of the Midlands (Illinois)
United Way of Greater Cincinnati 211 (Ohio)
United Way of Summit and Medina (Ohio)

United Way of Greater Kansas City (Missouri)
United Way of Greater Houston (Texas)
United Way of Southern Kentucky
United Way of the Bluegrass (Kentucky)
VIA of WNY (New York)
United Way of NY (8 service areas)

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Regional Service by State

211 Call Center Organizations Offering the Caregiver Support Program



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Service Areas of Participating 211 Call Centers in Florida

211 Organization	Counties Served
United Way of Lee, Hendry, Glades	Lee, Hendry, Glades
211 Miami – Jewish Community Services	Miami-Dade & Monroe
211 Broward	Broward, Alachua, Bradford, Dixie, Gilchrest, Lafayette, Levy, Union.
First Contact (Tampa Bay)	Pinellas & Hernando
211 Brevard	Brevard, Flagler and Volusia
United Way of West Florida	Escambia, Santa Rosa, Okaloosa, Walton, Calhoun, Gulf, Holmes, Jackson, Washington, and Bay
211 Palm Beach Treasure Coast	Palm Beach, Martin, St. Lucie, Indian River & Okeechobee

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Service Areas of Participating 211 Call Centers in Georgia

211 Organization	Counties Served
United Way of Southwest Georgia	Baker, Calhoun, Crisp, Dooly, Dougherty, Early, Lee, Mitchell, Randolph, Sumter, Terrell, Wilcox and Worth
United Way of Northwest GA	Whitfield and Murray
United Way of Greater Atlanta	• Butts, Cherokee, Clayton, Coweta, Dekalb, Douglas, Gwinnett, Henry, Paulding, Rockdale • <i>Provide service for Northeast GA 211:</i> Banks, Barrow, Clarke, Elbert, Franklin, Greene, Hart, Jackson, Madison, Morgan, Newton, Oconee, Oglethorpe, Stephens & Walton • <i>Provide service for Central GA 211:</i> Macon-Bibb
United Way of the CSRA	Burke, Columbia, Emanuel, Glascock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Wilkes

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Service Areas of Participating 211 Call Centers in Ohio

211 Organization	Counties Served
United Way of Greater Cincinnati	Adams, Brown, Clermont & Hamilton
United Way of Summit & Medina	Summit, Medina, Portage, Lorain, Harrison, Carroll, Tuscarawas, Jefferson

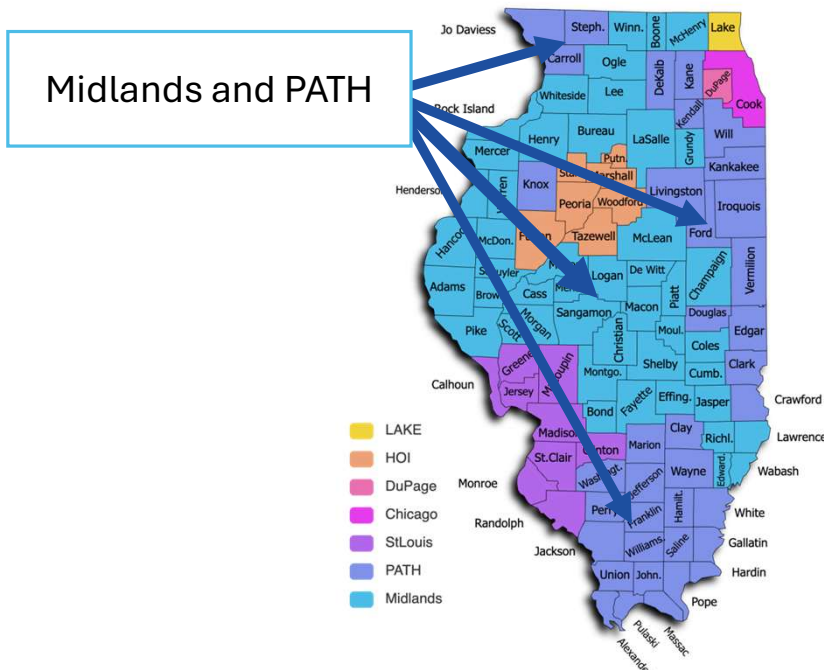
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Service Areas of Participating 211 Call Center in Illinois



211 Organization

211 Central West and most counties covered by PATH (operated by United Way of the Midlands)

Counties Served

Adams, Alexander, Bond, Boone, Brown, Bureau, Carroll, Cass, Champaign, Christian, Clark, Clay, Coles, Crawford, Cumberland, Dekalb, De Witt, Douglas, Edgar, Edwards, Effingham, Fayette, Franklin, Gallatin, Grundy, Hamilton, Hancock, Hardin, Henderson, Henry, Jackson, Jasper, Jo Daviess, Johnson, Kane, Kendall, La Salle, Lawrence, Lee, Livingston, Logan, Macon, Mason, Massac, McClean, McDonough, McHenry, Menard, Mercer, Montgomery, Morgan, Moultrie, Ogle, Perry, Piatt, Pike, Pope, Pulaski, Richland, Rock Island, Saline, Sangamon, Schuyler, Scott, Shelby, Stephenson, Union, Vermillion, Wabash, Warren, White, Whiteside, Williamson, Winnebago

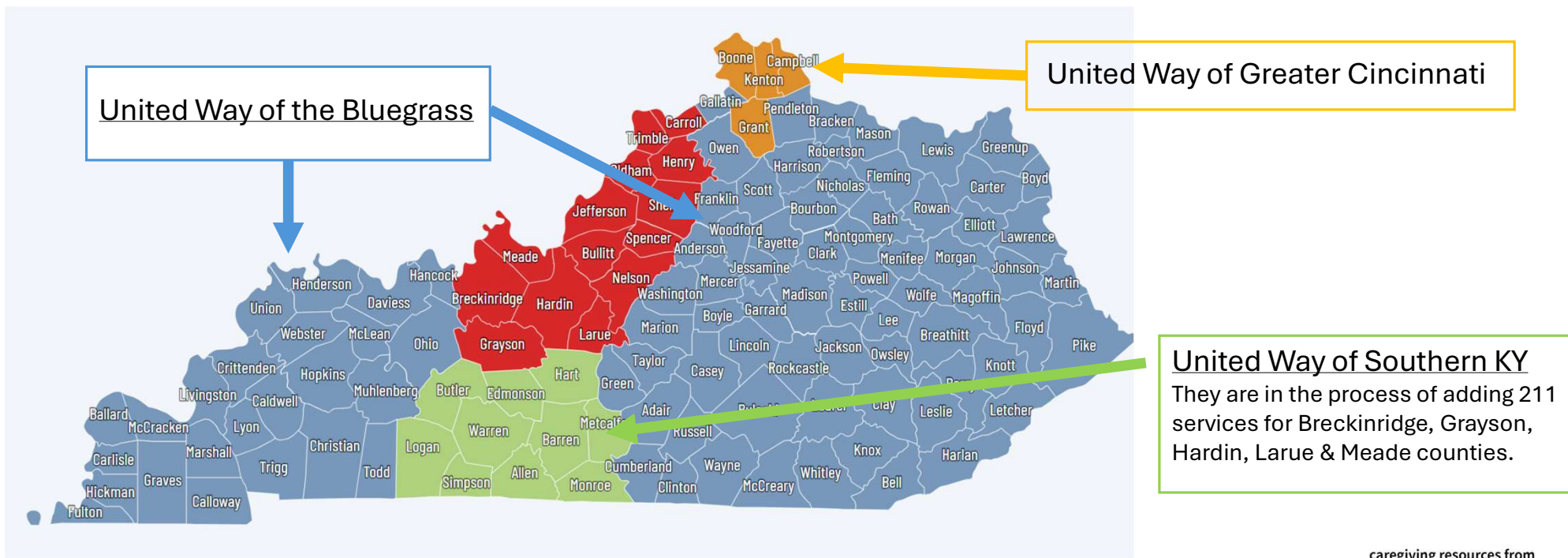
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Service Areas of Participating 211 Call Centers in Kentucky



Note: United Way of Central KY is not currently offering the Caregiver Support Program



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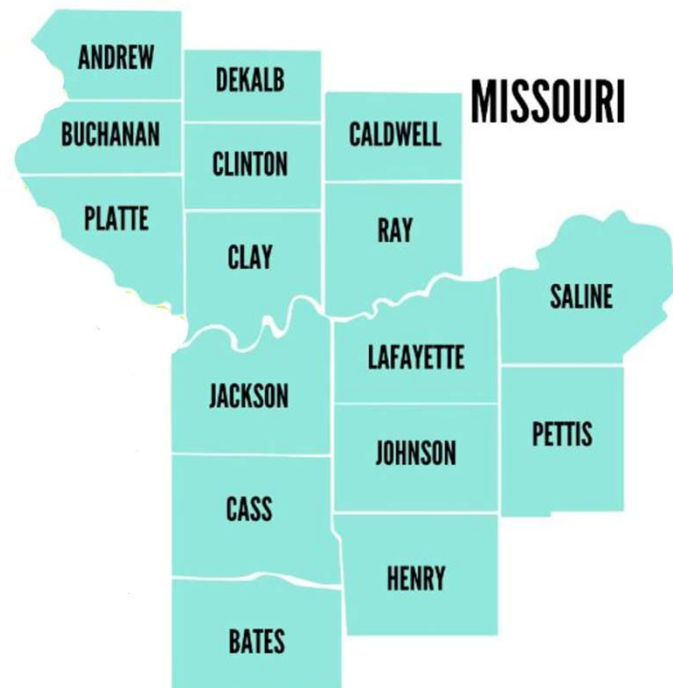


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Service Area of Participating 211 Call Center in Missouri

211 COVERAGE MAP



United Way of Greater Kansas City



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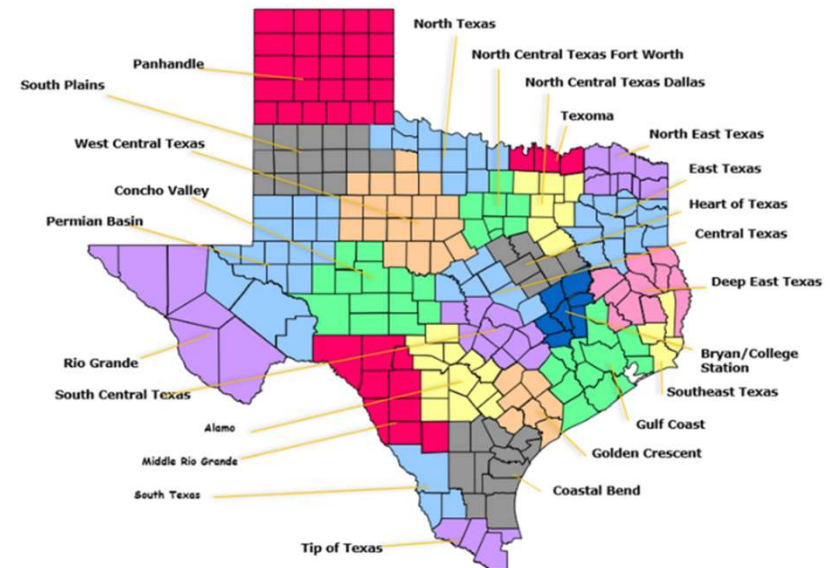


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Service Areas of Participating 211 Call Center in Texas

211 Organization	Counties Served
United Way of Greater Houston	Provide service to 33 counties 24/7. - Gulf Coast, Coastal Bend, & Fort Worth regions depicted on the map. 70% of state is serviced during the nighttime hours, covering 14 other call centers after hours.



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Service Areas of Participating 211 Call Centers in New York

211 Organization	Counties Served
211 Western NY	Chautauqua, Cattaraugus, Genesee, Erie, Niagara, Orleans and Wyoming
Goodwill of the Finger Lakes – 211/Lifeline	Cayuga, Livingston, Monroe, Ontario, Seneca, Wayne
Institute for Human Services - 211 Helpline	Allegany, Chemung, Schuyler, Steuben, Yates
United Way of Central New York - 211 CNY	Jefferson, Lewis, Onondaga, Oswego, St. Lawrence
United Way of Broome County - 211 Susquehanna River Region	Broome, Chenango, Delaware, Otsego, Tioga
United Way of the Mohawk Valley – 211 Mid-York	Herkimer, Madison, Oneida
United Way of the Adirondak Region – 211 ADK	Clinton, Essex, Franklin
United Way of the Greater Capital Region – 211 NENY	Albany, Columbia, Fulton, Greene, Hamilton, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, Washington
United Way of Westchester Putnam - 211 Hudson Valley	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, Westchester
United Way of Westchester Putnam - 211 Long Island	Nassau, Suffolk