

FREQUENTLY ASKED QUESTIONS

WHAT DOES UNITED WAY DO?

United Way of Metro Chicago fights for the health, education, financial stability and safety of every person and every neighborhood across the region.

WHY SHOULD I DONATE TO UNITED WAY?

By allowing United Way to put your donation to work supporting proven programs in communities of need, you're helping improve lives for individuals and families. Donating to (not through) United Way supports coordinated action and lasting solutions.

WHAT ARE SOME OF UNITED WAY'S RESULTS?

United Way recently reached their LIVE UNITED 2020 goals:

- 60,223 middle school students on track to graduate or be promoted to next grade level
- 133,680 households more economically stable
- 577,121 people connected to a primary care physician
- 5 million people received assistance last year with food, shelter and safety

HOW IS UNITED WAY DIFFERENT?

United Way knows how to drive lasting change. With more than 80 years of experience, we are strategic community partners who have in-depth knowledge of the communities we serve, the issues that affect them and the organizations and programs having the most impact. We bring the right parties together from across the region and across individual neighborhoods to address the big challenges facing individuals, families and communities.

WHAT IS A UNITED WAY NEIGHBORHOOD NETWORK?

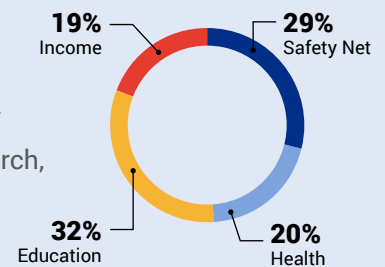
United Way Neighborhood Networks are coalitions of community partners providing neighborhood-specific solutions to challenges like educational success,

employment, health or related issues facing community members. United Way works with a lead partner in the community to coordinate and implement new and enhanced programming to achieve neighborhood goals.

United Way has Neighborhood Networks in Auburn Gresham, Austin, Brighton Park, Bronzeville, Cicero, Evanston, Little Village, Robbins/Blue Island, South Chicago and West Chicago.

WHERE DOES MY MONEY GO?

Based on both community need and significant research, investments are made in these categories:



WHAT IS UNITED WAY'S OVERHEAD/ OPERATING EXPENSES?

United Way's operating expenses are 18% of total revenue. This is competitive with the top 100 nonprofits in the U.S. and is well below the industry standard and recommendations from the Better Business Bureau Wise Giving Alliance and Charity Navigator. United Way keeps a close eye on expenses, while making sure we have the talent, expertise and systems to raise and invest resources for maximum impact.

HOW CAN I MAKE THE BIGGEST IMPACT WITH MY DONATION?

Your investment made directly to United Way (rather than to an agency) supports coordinated action, proven strategies and solutions at scale.

- Support our education work and Exelon will match your gift \$1 to \$1, up to \$150,000.
- Donate directly to United Way (rather than designating to an agency) and Nicor Gas will provide a \$1 to \$1 match, up to \$65,000.



WHERE CAN I FIND A FULL LIST OF COMMUNITIES THAT UNITED WAY SERVES?

United Way of Metro Chicago serves the six county region (primarily Cook and DuPage) from the North-Northwest suburbs to the Western suburbs to the South-Southwest suburbs.

For a full list, visit our website at LIVEUNITEDchicago.org

WHERE CAN I FIND THE LATEST UNITED WAY MATERIALS?

Visit the Online Campaign Toolkit at LIVEUNITEDchicago.org/campaign-toolkit to download all United Way materials. The site is updated frequently, so check back often.

WHICH NON-PROFITS DOES UNITED WAY FUND?

Through a competitive grant process, United Way funds 177 agencies serving six Chicago-area counties. For a complete list of nonprofit organizations that receive funding to help improve lives in our region, visit LIVEUNITEDchicago.org/our-partners.

HOW CAN I GET INVOLVED WITH UNITED WAY?

There are many ways to be part of United Way's work. You can **GIVE**, **ADVOCATE** and **VOLUNTEER**.

1. Visit LIVEUNITEDchicago.org and **GIVE** today!
2. Contact your elected officials to **ADVOCATE** for health and human services.
3. **VOLUNTEER** at your company Day of Caring event!
4. Get social with us! Like us on Facebook, follow us on Twitter, check out our impact on Instagram and see our work in action on YouTube!
5. Get involved with our Women's Leadership Council, Young Leaders Society or United Pride affinity groups.

HOW DO I GET A TAX RECEIPT FOR MY DONATION TO UNITED WAY?

In accordance with IRS guidelines, United Way sends tax receipts to donors who give one-time gifts of \$250 or more.

To request a duplicate receipt or a receipt for donations under \$250, please contact Customer Service at **312.906.2204** or unitedwayhelp@uw-mc.org.

WHERE CAN I REFER SOMEONE WHO NEEDS HELP?

Anyone in need of human service support can call one of the following numbers:

Chicago	311
DuPage County	800.942.9412
or	www.dupagecrisis.org
Kane County	630.966.9393
Lake County	847.775.1000
or	www.findhelplakecounty.org
McHenry County	815.334.4510
Will County	815.722.3344
or	www.crisisline247.org
South Suburban Cook County	708.966.9HUB(9482)
or	www.hubrelief.org
Homeless Prevention Services	800.426.6515
Find a food pantry	773.247.3663