

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 in every neighborhood across the Chicagoland region.

Why should I donate to United Way?

By allowing United Way of Metro Chicago 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?

Some recent impact made by United Way of Metro Chicago's agency partners in Chicago-region communities includes:

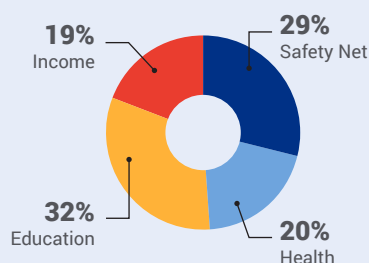
- 85% of youth participating in middle school programs met social and emotional learning standards.*
- 11,329 children received regular, comprehensive developmental screenings, as part of pre-school and home visiting programs.*
- 25,353 health coverage enrollments facilitated by health navigators since 2013.
- 61,559 individuals received behavioral and mental health services.*
- 133,680 households improved their economic stability (2011–2016).
- 30,333 people provided with volunteer income tax assistance.*
- Housing provided to 97,935 people.*
- Meals provided to 394,725 people.*
- 13,529 infants and toddlers and their families participated in vital early care and education programs, like Home Visiting and pre-school.*
- 85% of infants and toddlers improved across all developmental domains.*

*July 2016–June 2017

How is United Way different?

United Way of Metro Chicago 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 within neighborhoods to address the big challenges facing individuals, families and communities.

Where does my money go?



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

Does my money stay in Chicagoland?

Yes, it absolutely does! When you make a donation to United Way of Metro Chicago, it goes to support the 175 best-in-class agencies that work in the six counties of the Chicago metro area and the suburbs.

What is a United Way Neighborhood Network?

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

What is United Way's overhead/operating expenses?

United Way of Metro Chicago's operating expenses are 15.5% 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.

FREQUENTLY ASKED QUESTIONS

How can I make the biggest impact with my donation?

Your investment made directly to United Way of Metro Chicago (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 to United Way of Metro Chicago's Strong Neighborhoods Impact Plan (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 LIVEUNITEDchicago.org/Campaign-Toolkit to download materials from our Online Campaign Toolkit. The site is updated frequently, so check back often.

Which non-profits does United Way fund?

Through a competitive grant process, United Way of Metro Chicago funds 175 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 of Metro Chicago's work. You can **GIVE, ADVOCATE** and **VOLUNTEER**.

- Visit LIVEUNITEDchicago.org and **GIVE** today!
- **ADVOCATE** for United Way with friends and coworkers
- **VOLUNTEER** at your company Day of Caring event!
- Get social with us! Like us on Facebook, follow us on Twitter, check out our impact on Instagram, connect with us on LinkedIn and see our work in action on YouTube!
- Get involved with our Women United, Young Leaders United 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 of Metro Chicago 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 in the Chicagoland region 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.....	815.338.0234
Will County.....	815.722.3344
or.....	www.crisisline247.org
South Suburban Cook County	708.966.9HUB(9482)
or.....	www.hubrelief.org
Homeless Prevention Services.....	877.426.6515
Find a food pantry.....	773.247.3663