



METRO CHICAGO

Connecting People and Services



United Way
of Metro Chicago



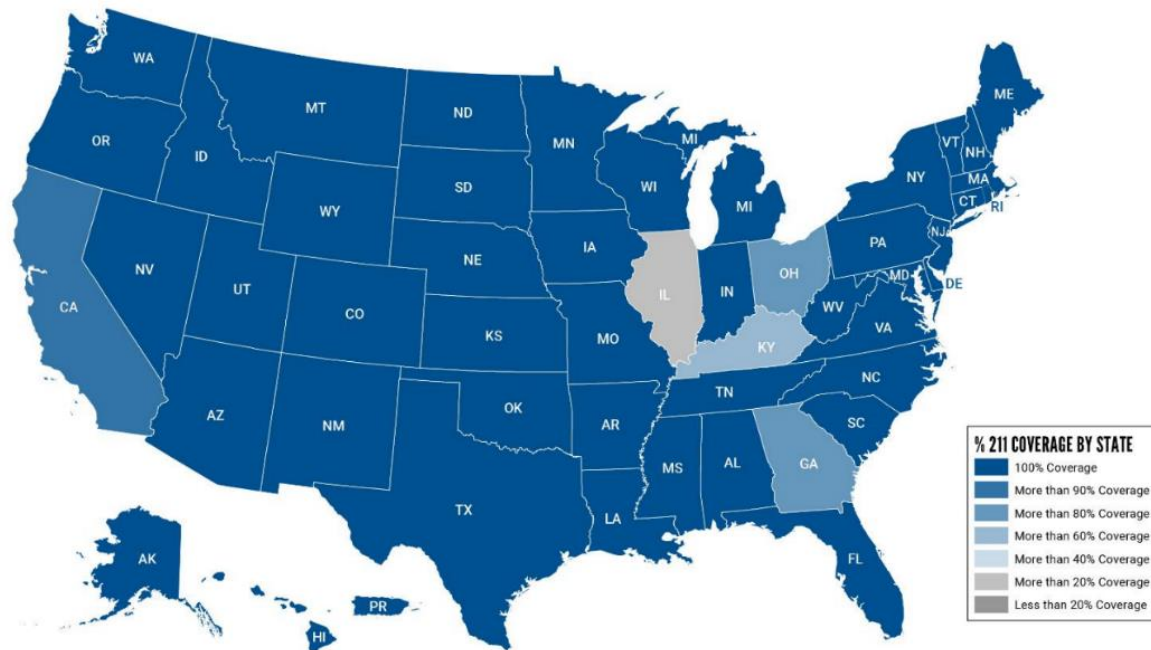
Welcome

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Why 2-1-1

- The social safety net in Chicago and suburban Cook County includes a complex system of service providers and puts the burden for navigating this system on residents
- The COVID-19 pandemic brought this problem into greater focus, highlighting the need for a comprehensive, centralized information and referral system
- A group of stakeholders convened an Advisory Committee in early 2021 to stand up a 2-1-1 line, a comprehensive information and referral system for health and social services
- 211 Metro Chicago is jointly funded by the City of Chicago, Cook County, and philanthropic partners and operated by United Way of Metro Chicago
- 211 Metro Chicago is available for residents living in all of Cook County, including Chicago and suburban Cook County, 24/7/365.

2-1-1 Across the U.S.



- 2-1-1 was first used for information and **referral in Atlanta in 1997.**
- The number was **officially designated** for this purpose nationally by the FCC in 2000.
- Today, nearly **99% of individuals residing** in the U.S. have access to 2-1-1 services.
- Metro Chicago is the **largest population center** with access to 2-1-1 in the country.
- **240 organizations** operate 2-1-1 service lines located in all states plus Puerto Rico and Washington, DC.
- **United Way operates approximately 50%** of 2-1-1 service lines and is the single largest 2-1-1 funder in the country.
- While Illinois does not have complete 211 Coverage for all its counties, it is expected that by the end of 2023 all counties in the State will be covered by 211 services. Currently 90% of the State is covered by 211.

What 2-1-1 is

- A free, easy-to-access helpline
- An information and referral resource, helping people who need access to food, housing, utility payment assistance, health care, transportation, childcare, employment, mental health, disaster information and assistance, and more
- A go-to resource for any essential health and social service needs, utilizing comprehensive, accurate information, and delivering a user-friendly experience

What 2-1-1 is not

- A replacement for 9-8-8
- A non-emergency form of direct service, i.e. 3-1-1 or other nonprofit organizations, businesses, and government agencies
- An emergency medical assistance or dispatch line, i.e. 9-1-1
- A tool for surveillance, evaluation of services, or reporting on individuals or agencies

Multiple ways to get help



SEARCH function that allows website visitors to search for the type of help they need—across a database of local, state and federal government and non-profit services and resources



LIVE CHAT OR TEXT MESSAGE with a caring, trained Community Resource Navigator, who assesses the chat visitor's needs and refers them to the best available resource
Available 24/7/365 in English and Spanish. Additional languages will be added as the system develops.



LIVE PHONE LINE connecting caller to a caring, trained Community Resource Navigator, who assesses the caller's needs and refers them to the best available resource
Available 24/7/365 in English and Spanish, with interpretation in additional languages available upon request.

KEY COMPONENTS OF 2-1-1



LIVE SUPPORT

24/7/365 access to a trained, empathetic specialist via web, chat, and text message (call center live this winter)



AWARENESS

Secure data about client needs, service gaps, and trends used to inform decision-making and local investments



SUSTAINABLE

Diversified public and private funding.



DATA

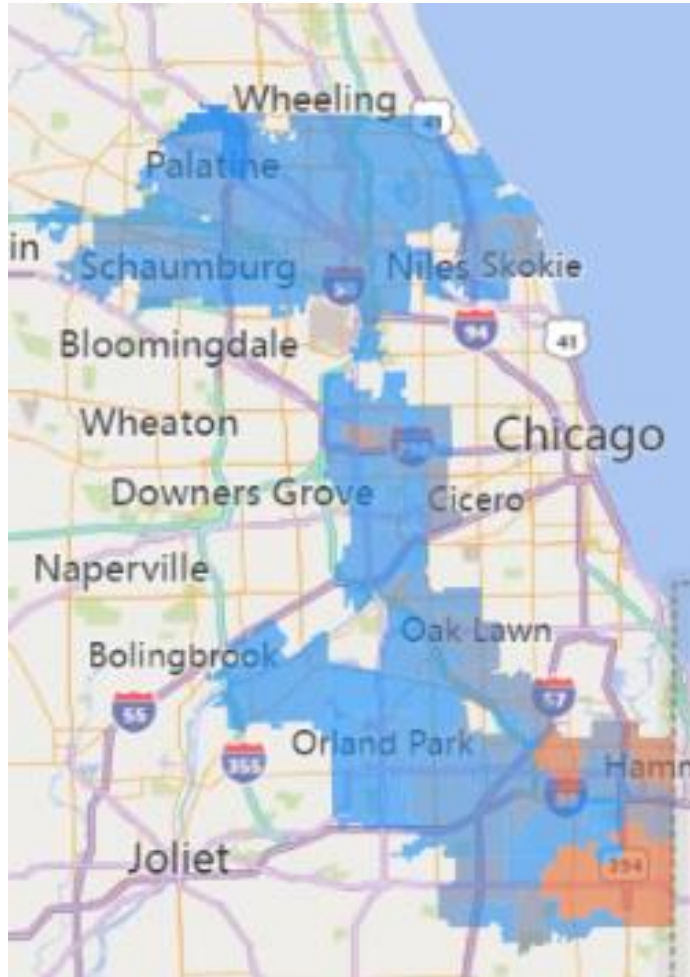
Secure data about client needs, service gaps, and trends used to inform decision-making and local investments



INFORMATION

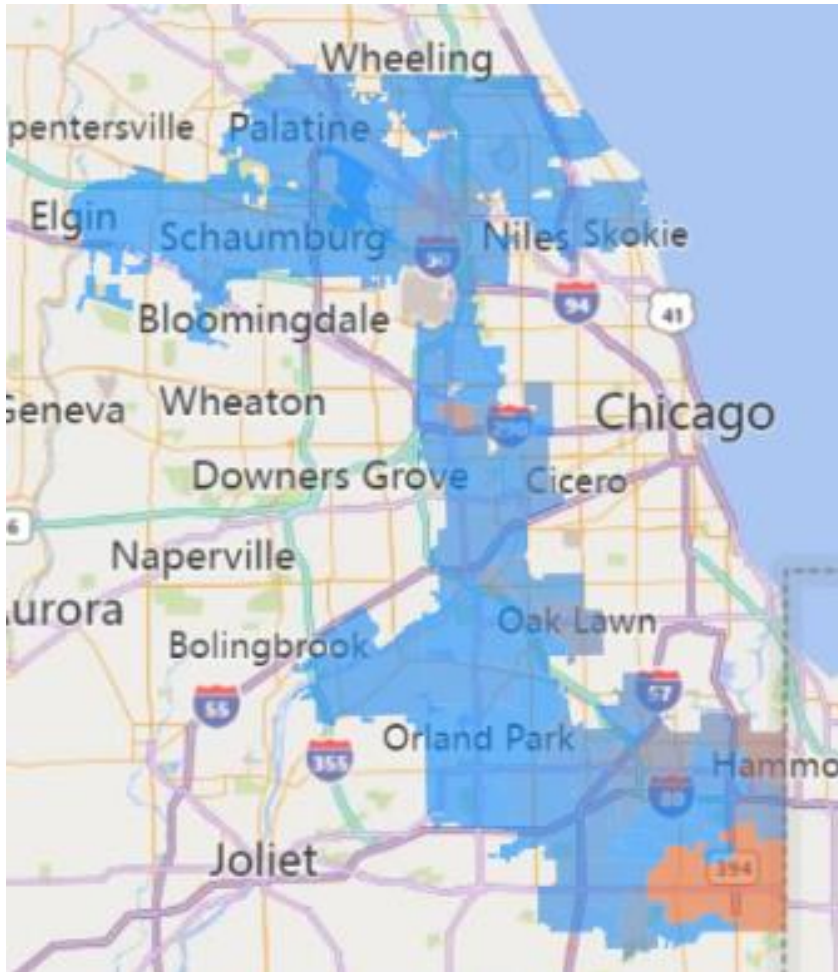
Comprehensive database of available services, programs, and benefits

Current Work – Suburban Cook County



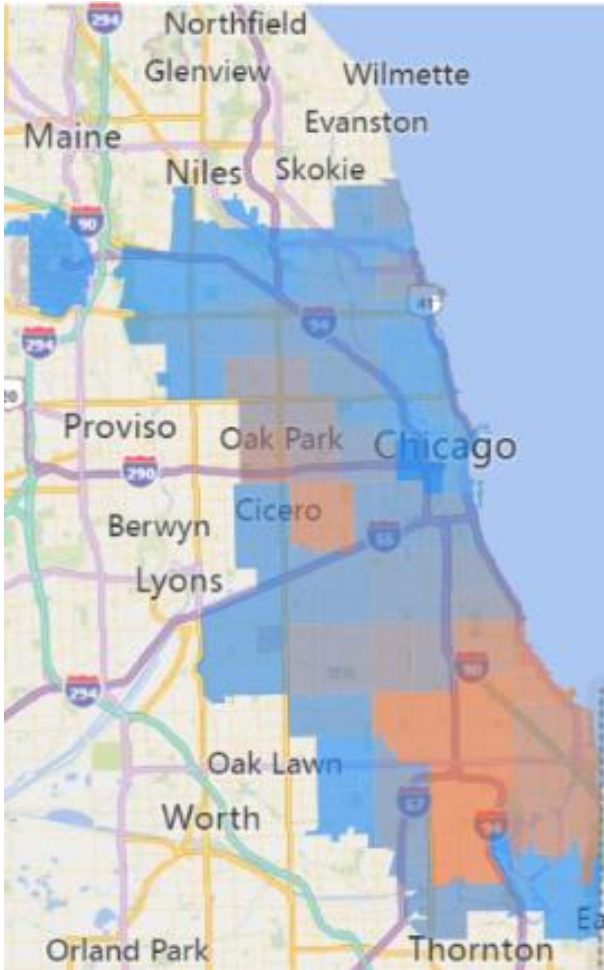
- 24% of Total Volume coming from Suburban Cook County
- Average Wait Time, in the month of April, is 11 Seconds before being connected with an Agent
- Top Needs Reported are:
 - Housing/Shelter
 - Utility Bill Payment Assistance
 - Access To Food
 - Mental Health Assessment/Treatment
 - Temporary Financial Assistance

Suburban Cook County 55 and Older Community



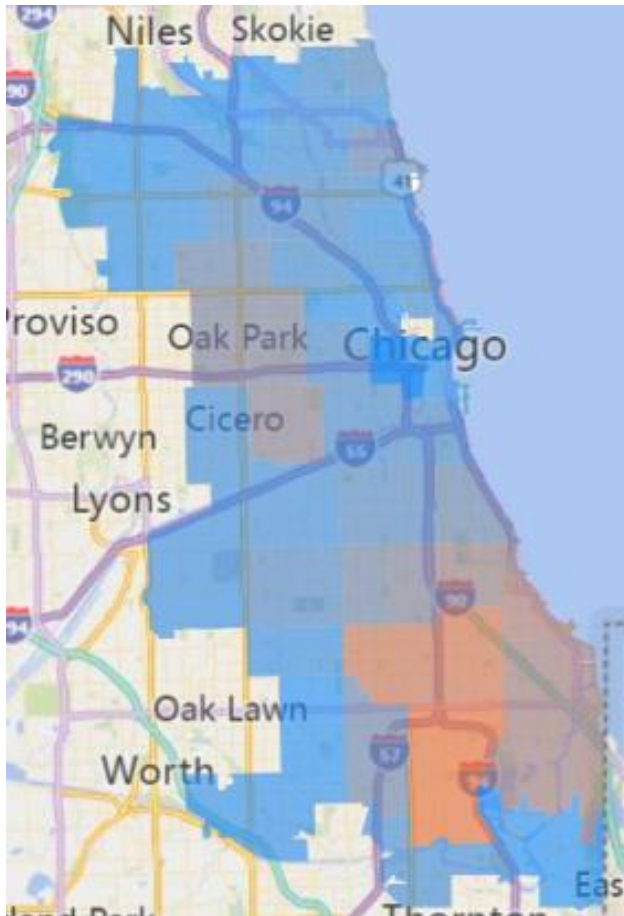
- 33% of Total Suburban Cook County Contact Volume from Individuals 55 and older
- 25% of those 55 and older contacting 211 Metro Chicago are veterans
- Top Needs Reported are:
 - Housing/Shelter
 - Utility Bill Payment Assistance
 - Access To Food
 - Individual/Family Support Services
 - Temporary Financial Assistance

Current Work – City of Chicago



- 76% of Total Volume coming from City of Chicago Area
- Average Wait Time, in the month of April, is 11 Seconds before being connected with an Agent
- Top Needs Reported are:
 - Housing/Shelter
 - Access to Food
 - Utility Bill Payment Assistance
 - Mental Health Assessment/Treatment
 - Legal Services

City of Chicago 55 and Older Community



- 31% of Total City of Chicago Contact Volume is from Individuals 55 and older
- 24% of those 55 and older contacting 211 Metro Chicago are veterans
- Top Needs Reported are:
 - Housing/Shelter
 - Utility Bill Payment Assistance
 - Access To Food
 - Mental Health Assessment and Treatment
 - Temporary Financial Assistance

How You Can Help

211 Metro Chicago is constantly looking at ways to improve access to services. Added resources or updates are always welcome! The partnership with service providers is vital to the success of 2-1-1. The 2-1-1 team invites you and the organizations you partner with to collaborate in the following ways as the system develops:

- Managing service provider capacity
- Resource verification
- System feedback, ideas, and recommendations
- Get in touch with questions or issues: Info@211metrochicago.org
- **Want your program/resource added? Email us at:** resources@211metrochicago.org

Questions?

