



Illinois 2-1-1 - An Overview

June 21, 2016



WHAT IS 2-1-1?



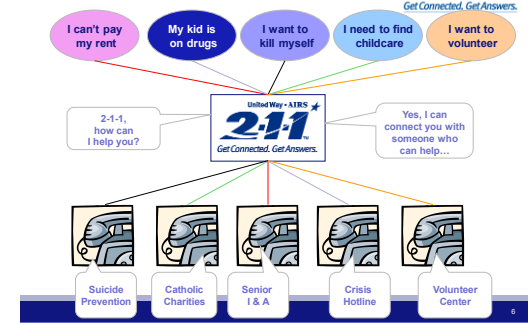
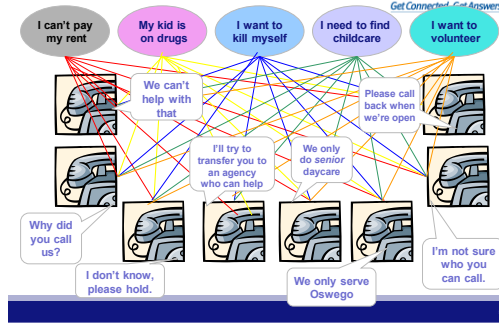
As one provider stated...

“Just like 9-1-1 is core infrastructure for public safety, 2-1-1 is becoming core infrastructure for human services.”



WHAT IS 2-1-1?

- Basic Needs
- Physical and mental health resources
- Job Programs
- Support for seniors and those with disabilities
- Support for children, youth and families





BASIC NEEDS

- Food pantries
- Shelters
- Rent assistance
- Utility assistance
- Mortgage assistance

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PHYSICAL AND MENTAL HEALTH RESOURCES

- Medicaid
- Medicare
- Prenatal care
- Crisis intervention
- Support groups
- Counseling
- Alcohol and drug rehabilitation

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JOB PROGRAMS

- Educational and vocational training programs
- English as a second language classes
- Job training
- General Educational Development (GED) preparation
- Financial and transportation assistance

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SUPPORT FOR SENIORS AND THOSE WITH DISABILITIES

- Centers for independent living
- Adult day care
- Meals at home
- Respite care
- Home health care
- Transportation and recreation

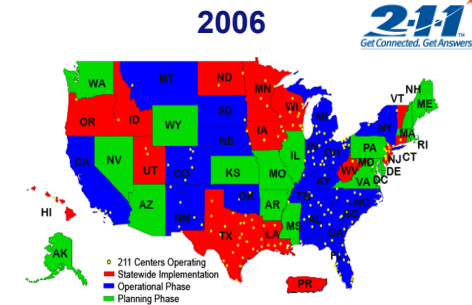
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SUPPORT FOR CHILDREN, YOUTH AND FAMILIES

- After-school programs
- Tutoring
- Mentorship programs
- Family resource centers
- Protective services
- Counseling
- Early childhood learning programs
- Child care referral centers
- Recreation

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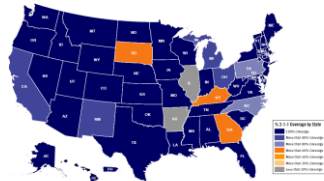


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2015



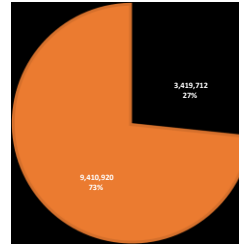
93.5% Overall Coverage
% of Population Covered* by 2-1-1 in Each State



*Not available for AK and HI. **Coverage is defined as population with service divided by total population.

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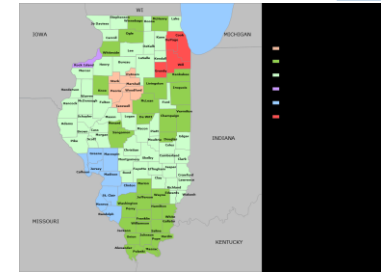
POPULATION WITH SERVICE



■ Population Covered By Service
■ Uncovered Population

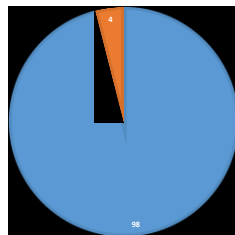
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2-1-1 Implementation Status as of April 2015



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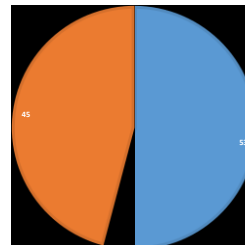
COUNTIES AVAILABLE FOR SERVICE



■ Counties Assigned Service Provider
■ Unassigned Counties

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ASSIGNED COUNTIES WITH SERVICE



■ Counties With Available Service
■ Assigned Counties Without Service

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Elements of 2-1-1 Illinois Planning



1. A commitment to a shared vision of what 2-1-1 will be and to working in partnership to achieve that vision.
2. A commitment to ensuring everyone in the state has access to the same high quality 2-1-1 service.
3. A call distribution system that will route all calls and allow for immediate back-up among call centers in case of an emergency.
4. Commonly agreed on standards of performance and methods for collecting and assessing data that supports continuous improvement system-wide.
5. System-wide disaster preparation and system-level relationship with the state's emergency management system.

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Elements of 2-1-1 Illinois Planning

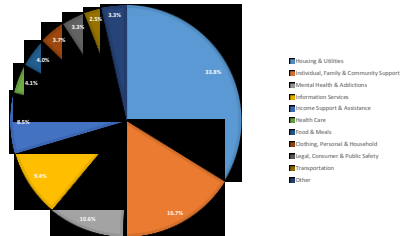


6. Common agreement on tracking and achieving shared outcomes in keeping with the AIRS standards.
7. An agreed-upon governance structure for guiding development of the 2-1-1 system and resolving differences in a manner that promotes effective operations.
8. A commitment to developing options for alternate modes of access to referrals including self-directed searches, text, chat, and emerging technologies.

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DISTRIBUTION OF CALLS BY NEED - 2015



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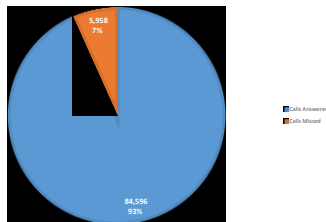
DISTRIBUTION OF CALLS BY NEED - 2015

Housing	18,187	21.1%
Individual, Family & Community Support	14,358	16.7%
Utility Assistance	10,915	12.7%
Mental Health & Addictions	9,094	10.6%
Information Services	8,083	9.4%
Income Support & Assistance	7,207	8.5%
Health Care	3,559	4.1%
Food & Meals	3,469	4.0%
Clothing, Personal & Household	3,201	3.7%
Legal, Consumer & Public Safety	2,861	3.3%
Transportation	2,131	2.5%
Employment	797	0.9%
Volunteers & Donations	625	0.7%
Disaster Services	547	0.6%
Other Government/Economic Services	453	0.5%
Education	317	0.4%
Arts, Culture & Recreation	95	0.1%
Totals	85,999	100.0%

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CALLS ANSWERED/MISSED



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Cost Components to 2-1-1

- Database Creation and Maintenance
- Telephone Switch Conversion
 - Land lines
 - Cell phones
 - VOIP
- Equipment
- Personnel

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Next steps?



Thank You For Your Input!!!!

- Local
- State
- Regional
- National

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Thank You For Your Input!!!!

- **Advanced Medical Transport**
- AgeSmart Community Resources
- Ameren
- AT&T
- Catholic Charities
- Chicago Metro Agency for Planning
- Deere & Company
- ENTRE Computer
- Heart of Illinois United Way
- Illinois Alliance of Information and Referral Systems
- Illinois Commerce Commission
- Illinois Telecommunications Assoc.
- IL Emergency Management Agency
- IL Dept. of Healthcare and Family Services
- IL Dept. of Human Services
- IL Dept. of Public Health
- IL Emergency Management Agency
- **Path Crisis**
- **United Way of Central Illinois**
- **United Way of Greater St. Louis**
- **United Way of Metropolitan Chicago**
- **United Way of the Quad Cities**
- **United Way of Whiteside County**

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