



United Way 2-1-1 Report

13 Counties Participating in the Pilot Program

OVERVIEW

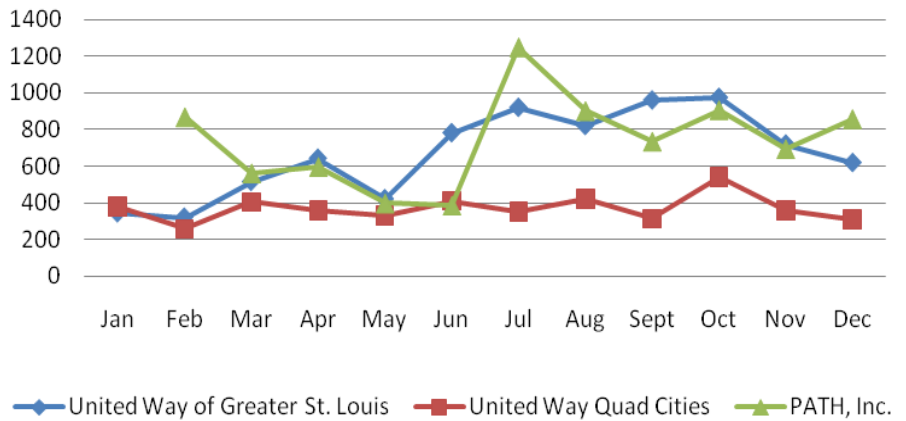
Illinois communities covered by 2-1-1 are those covered by PATH, United Way of Quad Cities and United Way of Greater St. Louis. United Way of Greater St. Louis operates Southwest Illinois 2-1-1 and 99 Missouri Counties. This includes Illinois counties: Calhoun, Clinton, Macoupin, Greene, Jersey, Madison, Monroe, St. Clair and Randolph. United Way of Quad Cities covers the counties of Rock Island in Illinois and in Iowa: Clinton, Muscatine and Scott. PATH 2-1-1 covers DeWitt, Livingston and McLean counties.

2-1-1 Call Specialists are available to help individuals locate health and human service assistance, on everything from food and shelter, job counseling, mortgage assistance, mental health issues, etc.

The State of Illinois Department of Human Services awarded 3 pilot projects in Illinois that began February 11, 2009, National 2-1-1 Day. The pilot programs are funded primarily by United Ways.

CALL VOLUME SUMMARY

2-1-1 Illinois Pilot Sites
2009 Call Volume



Total Calls Handled – 19,875

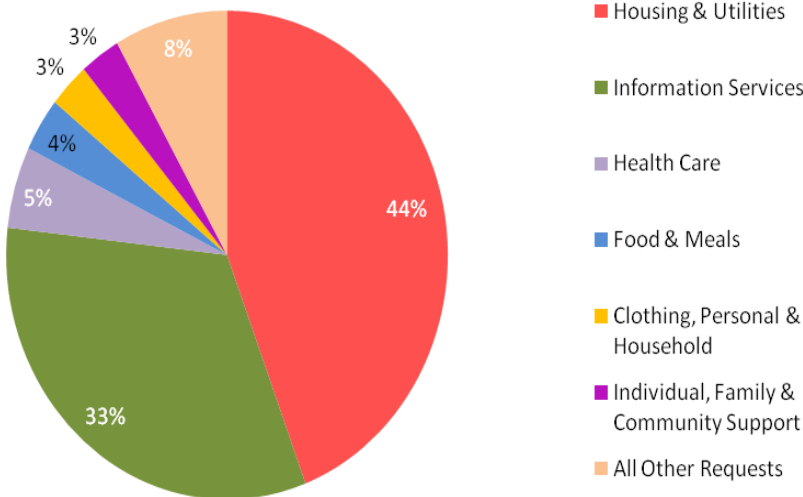
Needs Identified – 16,991



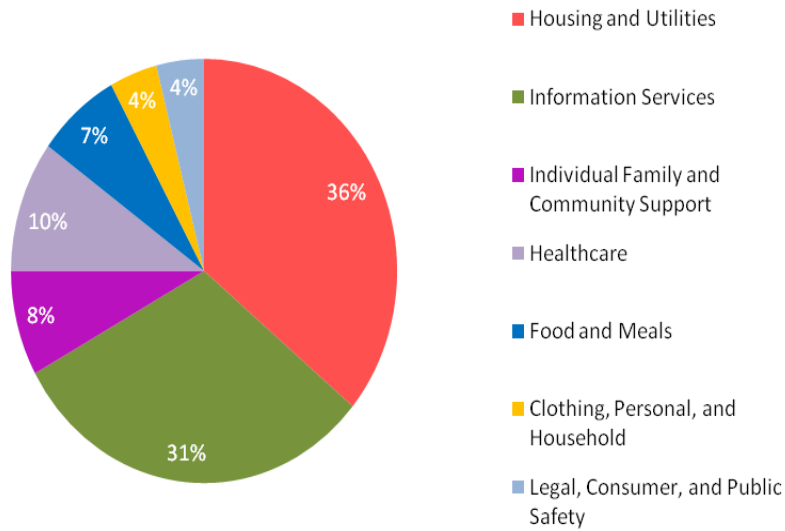
HIGHLIGHTS

- Pilot projects became operational on February 11, 2009.
- Three pilot call centers received 19,875 calls; 16,991 Illinois resident needs identified.
- Calls for Basic Needs-food, shelter, rent, and utility assistance were most frequent request in Quad Cities and Southwestern Illinois; calls to Path were primarily for mental health issues.
- Cell phone access available in most areas through AT&T, Verizon, and Sprint/Nextel.
- PATH, Inc. and Illinois Public Health partnered on I&R for H1N1.
- 2-1-1 was promoted through Radio; TV; promotional materials; and face-to-face/ group meetings with community leaders and organizations.
- United Way of Greater St. Louis, KETC, and KWMU collaborated to create the "Facing the Mortgage/Financial Crisis" program. The program was replicated by 30 PBS stations nationwide.

United Way of Greater St. Louis



United Way Quad Cities



For additional information about the 2-1-1 Pilot programs, please go to one of the following websites:

- United Way of Greater St. Louis
www.211southwestillinois.com
- United Way Quad Cities
www.unitedwayqc.org
- PATH, Inc.
www.pathcrisis.org

Path, Inc.

