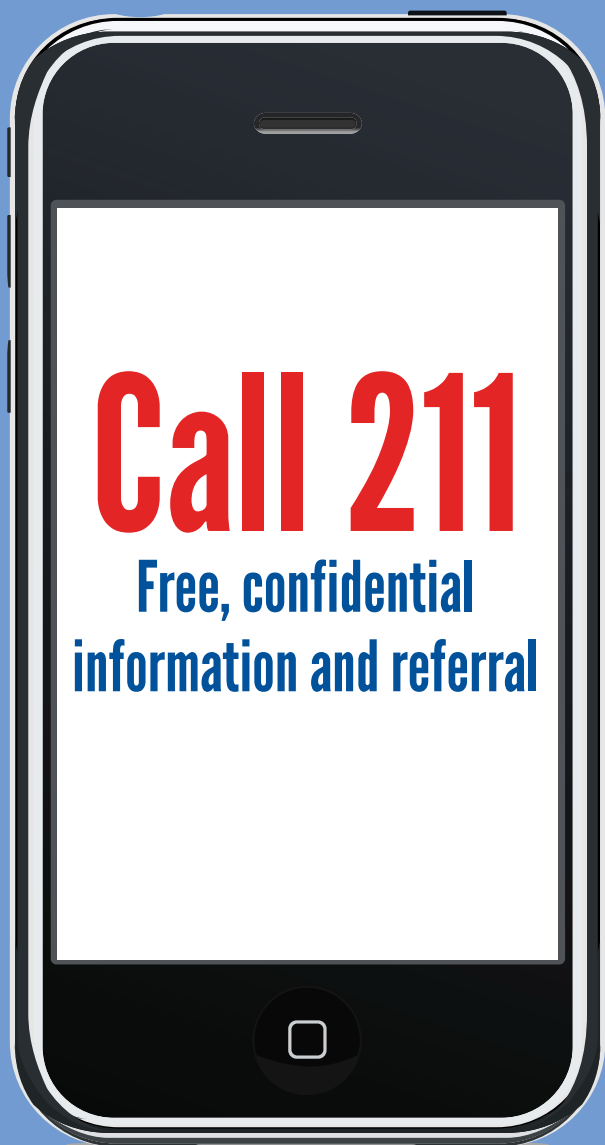


Need Help? Don't Know Where to Turn?



DIAL 2-1-1

or visit PA211NW.org

2-1-1 connects you to information about:

- Aging Services
- Child & Youth Services
- Counseling
- Education/Training
- Food/Shelter/Clothing
- Health Services
- Parenting
- Support Groups
- Substance Abuse
- and much more!

FIND HELP. GET CONNECTED.



Funding provided in part by: Fulton Athletic Club, Erie Maennerchor Club, Moniuszko Singing Society, Slovak National Club and the South Erie Turners

PA 2-1-1 Fact Sheet

May 2017



2-1-1 is the social services equivalent of 9-1-1. It is a comprehensive Information/Referral service available to everyone via:

- An easy-to-remember phone number with texting capabilities
- Online site with a searchable database of agencies/programs/resources
- Now includes text to chat; will offer texting capabilities in near term

Some examples of how 2-1-1 is used to find available resources:

- Single mom with kids can't pay heating bills
- Elderly person needs ride to doctor
- Middle aged man has substance abuse problem
- Grade school child subject to bullying

Advantages:

- It's free, confidential and convenient – it's estimated that people must place up to seven calls to various agencies to get the right referral for assistance.
- It's professional. Call centers must meet stringent standards established by the Association for Information and Referral Services.
- It has proven its worth in times of disaster:
 - People who need assistance
 - People volunteering to assist
 - Reducing the number of non-emergency calls to 9-1-1
- It tracks each community's needs in real time, providing data to:
 - Substantiate needs
 - Identify gaps in service
- 2-1-1 has reduced the need for states to create new 1-800 hotlines.
 - CT saved more than \$250,000/year by using 2-1-1 for its new smoking cessation service instead of establishing a new 1-800 line.
- 2-1-1 reduces the number of non-emergency calls to 9-1-1 in times of emergencies.
 - During wildfires in Fr. Carson CO, calls to 9-1-1 dropped 65%.
 - MI projects to save \$54M per year from reduction of non-emergency calls to 9-1-1 thanks to 2-1-1 availability.

2-1-1 generates data that provides a detailed understanding of needs needed to identify usage and pinpoint gaps in resources – this analysis can be done by community and zip code.

Top needs are basic needs like Food, Clothing and Shelter (gas, electric, water, rent assistance, mortgage assistance). Basic need calls typically account for 50% or more of all calls.

PA Update

- The NW region is the “missing link” in creating a true state-wide 2-1-1 call network.
- SW PA 2-1-1 has agreed to manage our calls and contact center; annual cost to the 12-county NW region is \$301,000 for a full service, 24/7/365 system.
 - SW PA handles the 11-county SW region.
 - SW PA also handles the 3-county SE region (Philadelphia).
- NW PA 2-1-1 contact center is located at Venango County Human Services in Franklin PA and operates under contract to SW PA 2-1-1.

Time Table for Implementation

- Public launch in three counties in late May 2017 (Erie, Venango and Warren)
- Another three counties added in mid-2017 (Crawford, McKean and Jefferson)
- Final six counties added by end of Year 3 (7/1/18 – 6/30/19)

Nationally, 2-1-1 is *changing the way Americans find and offer help.*

2-1-1 coverage extends to more than 93% of all Americans and all Pennsylvanians except those living in the 12-county NW PA region.

The NW region is the “missing link” in establishing a state-wide 2-1-1 network.



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