



METRO CHICAGO

Connecting People and Services



United Way
of Metro Chicago



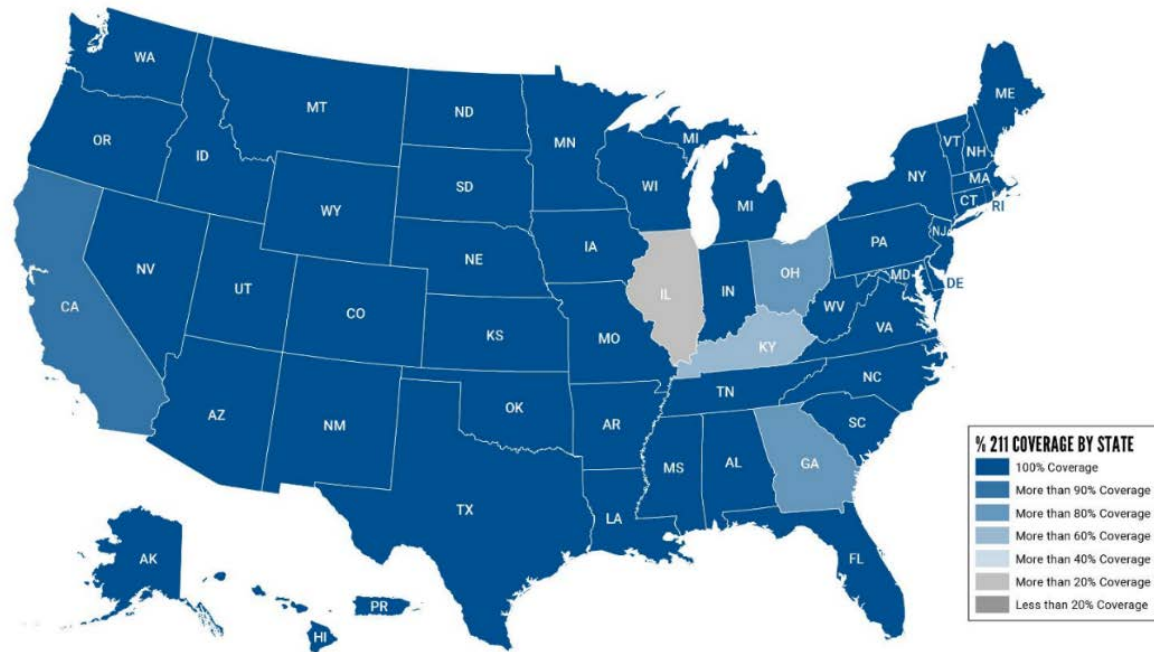
Welcome

- **Richard LaPratt – 211 Metro Chicago – Interim Executive Director**
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- **Anna Lee – VP, Initiatives & Public Programming, UWMC**
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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 will be jointly funded by the City of Chicago, Cook County, and philanthropic partners and operated by United Way of Metro Chicago
- 211 Metro Chicago will be available for residents living in all of Cook County, including Chicago and suburban Cook County

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 **96% of individuals residing** in the U.S. have access to 2-1-1 services.
- Metro Chicago remains the **largest population center** without 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.
- Illinois has a **patchwork of 2-1-1 coverage** with varying levels of quality. There is an effort to strengthen the information and referral infrastructure across the state, but the need for Chicago and Cook County to have 2-1-1 service is critical.

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

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



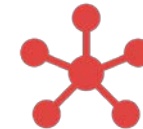
SUSTAINABLE

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

2-1-1 Development: Key Inputs & Considerations

- A systematic review was completed of the top 20 2-1-1 systems in the United States
- Chapin Hall was contracted to conduct community research to inform user experience
- Civic Consulting Alliance was engaged to research and provide recommendations on operating and governance structure
- Advisory Committee members were engaged throughout the development process
- 2-1-1 expert consultants have been engaged in operationalizing the system to ensure alignment with best practices and incorporation of lessons learned from implementation across the county

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

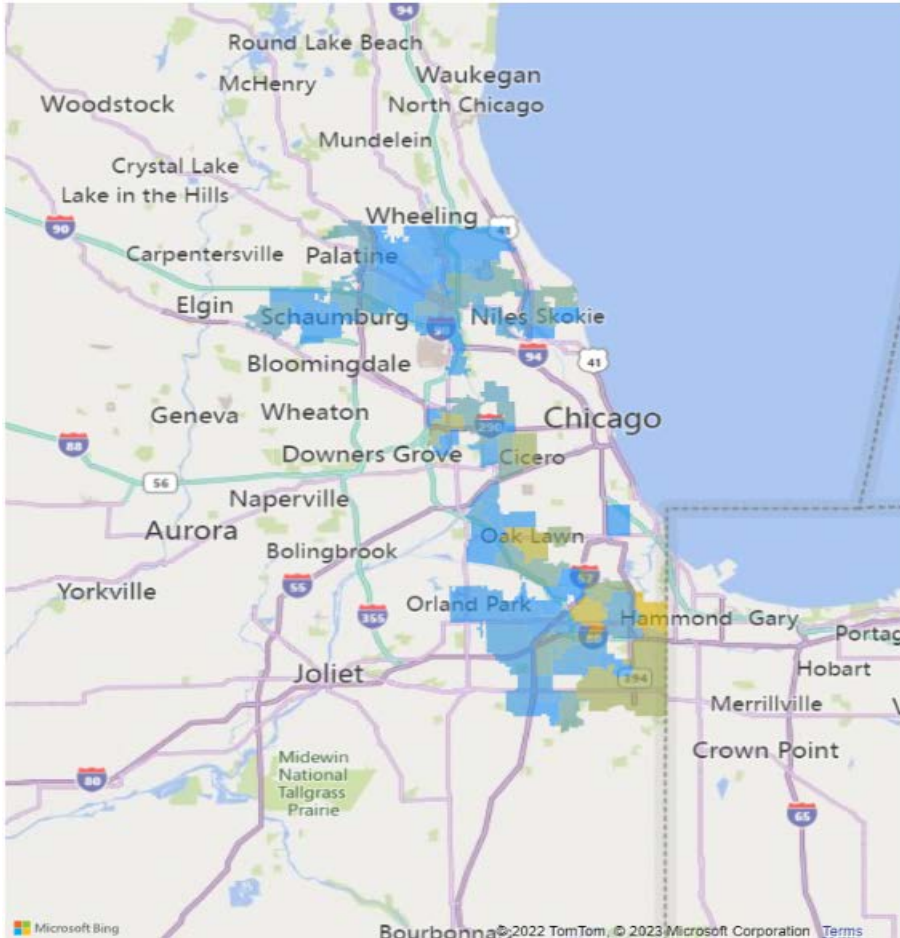


LIVE CHAT OR TEXT MESSAGE with a caring, trained Community Resource Navigator, who assesses the chat visitor's needs and refers them to the best available resource
Available 24/7/365 in English and Spanish. Additional languages will be added as the system develops.



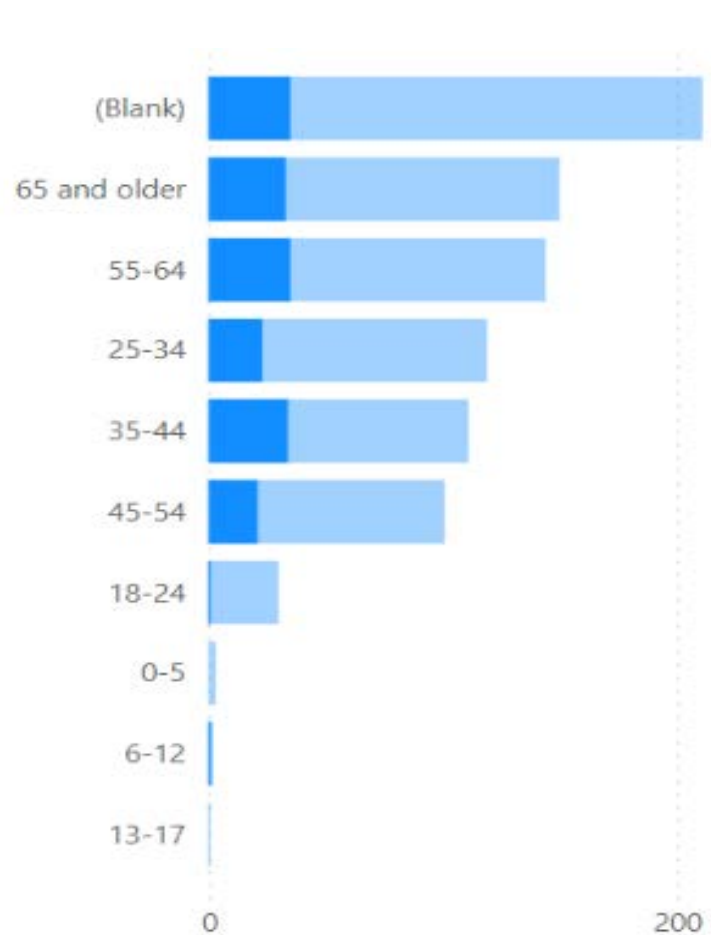
LIVE PHONE LINE connecting caller to a caring, trained Community Resource Navigator, who assesses the caller's needs and refers them to the best available resource
Available 24/7/365 in English and Spanish, with interpretation in additional languages available upon request.

Current Work – Suburban Cook County



- 30% of Total Volume coming from Suburban Cook County
- Average Wait Time is 24 Seconds before being connected with an Agent
- Top Needs Reported are:
 - Housing/Shelter
 - Access to Food
 - Utility Bill Payment Assistance
 - Temporary Financial Assistance
 - Legal Services

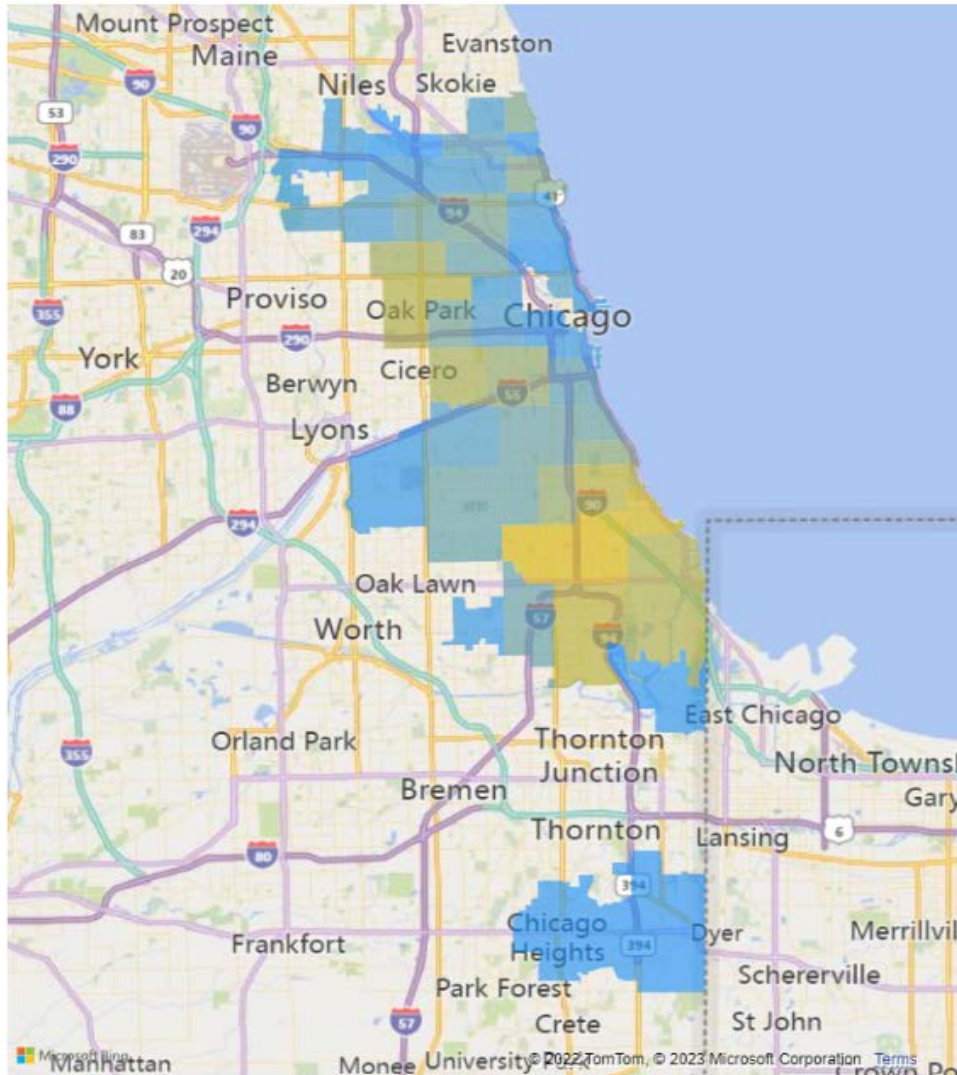
Current Work – Suburban Cook County



PostalCode	Calls
60426	9
60104	8
60409	8
60453	8
60411	7
60438	7
60827	7
60804	6
60162	5
60025	4
60153	4
60160	4
60173	4
60201	4
60402	4
60478	4
60803	4
60008	3
60016	3
60302	3
60419	3
60429	3
60466	3

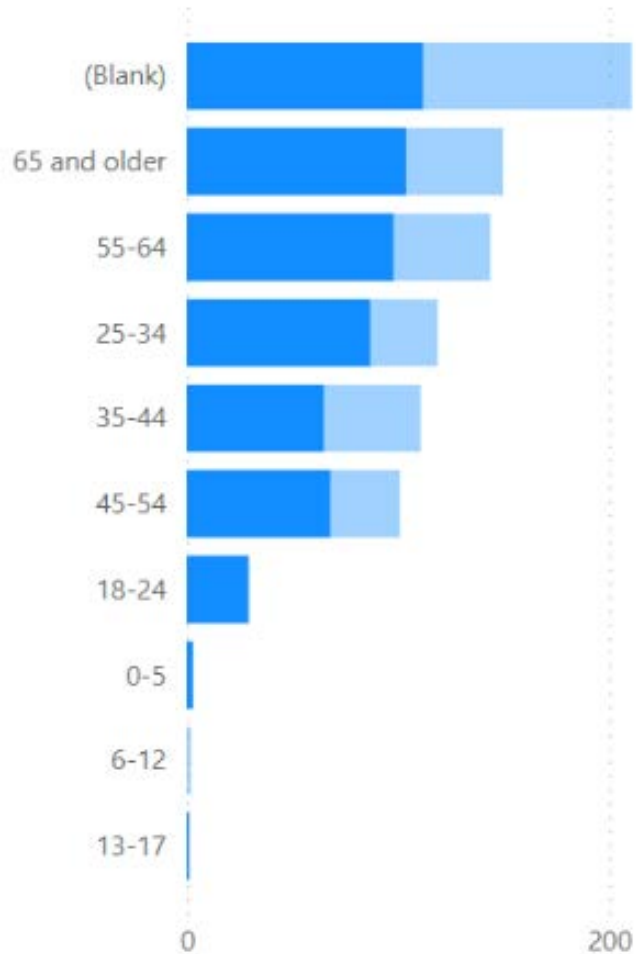
Chat	4
Email	1
Telephone	165
Text	9
Total	183

Current Work – City of Chicago



- 65% of Total Volume coming from City of Chicago Area
- Average Wait Time is 24 Seconds before being connected with an Agent
- Top Needs Reported are:
 - Housing/Shelter
 - Access to Food
 - Utility Bill Payment Assistance
 - Temporary Financial Assistance
 - Mental Health Assessment/Treatment

Current Work – City of Chicago



PostalCode	Calls
60619	32
60649	29
60620	28
60637	26
60644	25
60617	24
60628	22
60651	20
60623	19
60639	19
60615	18
60608	17
60621	17
60640	17
60618	15
60624	15
60626	14

Call Information - Method of Contact	Calls
Telephone	465
Chat	18
Text	18
Email	1
Total	567

How You Can Help

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:

- Memoranda of Understanding (MOUs)
- Managing service provider capacity
- Resource verification
- System feedback, ideas, and recommendations
- Get in touch: Info@211metrochicago.org

Questions?

