

# 2-1-1

*Ensuring that everyone has access to the information they need.*

## The Situation

- Every hour of every day, hundreds of people need essential human services – job training and education, child care services, food pantries, help for an aging parent, affordable housing options, support groups and ways to connect with their community.
- It is reported to take nearly six calls before an individual gets connected to an agency that can help.

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***2-1-1 is an easy to remember number that connects people with important community services.***

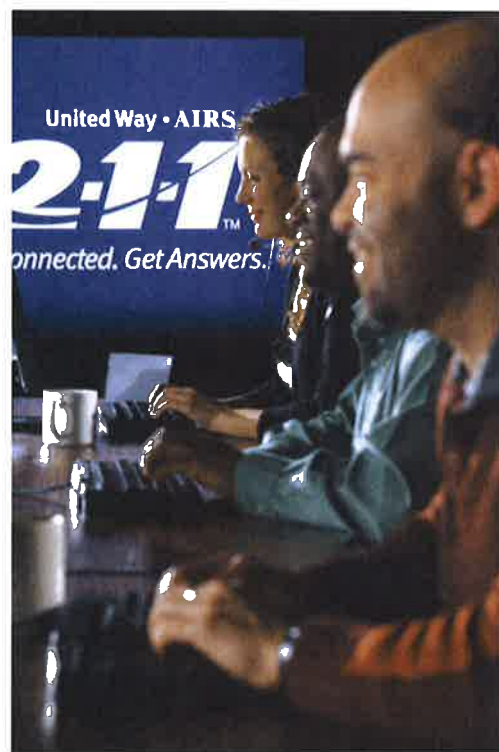
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## The Solution

2-1-1 is the central portal for health and human service information and referrals with experienced call specialists that understand an individual's needs and are able connect them to appropriate local resources. It is both an easy-to-remember three digit phone number to call and an online portal to visit for people in need of finding information about services that can help them, [211sepa.org](http://211sepa.org) in Southeastern Pennsylvania and [NJ211.org](http://NJ211.org) in New Jersey.

Like 9-1-1 for emergency services, 2-1-1 is a cost-effective answer to help local communities navigate the complex and ever-growing system of human service agencies and programs.

**United Way of Greater Philadelphia and Southern New Jersey leads 2-1-1's efforts to connect those in need with local health and human service information in the region. To continue and expand this service, your support is needed. Donate to United Way's Impact fund to ensure that our community is connected to the resources that it needs.**



- Regionally, 52,830 individuals utilized 2-1-1 information and referral services and were connected to a helpful resource.
- Nationwide, 2-1-1 services answered more than 15.6 million calls last year.



## The Return on Investment

2-1-1 as a national service is estimated to provide \$1.1 billion in net value to society over the next 10 years through the consolidation of various help-line telephone services.

United Way's 2-1-1 offers access to many types of services, including:

- **Basic Human Needs Resources:** food banks, shelters, rent assistance, utility assistance.
- **Physical and Mental Health Resources:** crisis intervention services, support groups, counseling.
- **Employment Supports:** financial assistance, job training and education programs.
- **Support for Older Adults and Persons with Disabilities:** Meals on Wheels, home health care, transportation, homemaker services.
- **Support for Children, Youth and Families:** after-school programs, summer camps and recreation programs, mentoring, tutoring, protective services.
- **Regional Disaster Preparation** and response coordination.



*At the end of the day, this means...*

**Well-informed** residents and **reduced costs** for the community overall.

## Investment Opportunities

- You can play a critical role in expanding this service in our region by investing in 2-1-1.
- Contact your United Way representative to learn more about how you can invest and engage in this work.