



What is 2-1-1?

- **A national 3-digit dialing code that allows individuals to get information and referral for human and social service needs in their communities.**
- **Maintain a database with local, state, and federal agencies and programs, both non-profit and government.**
- **Collect caller data & needs and report information that can be used to manage and improve the service delivery system.**
- **Disaster Response**
- **Nationally Accredited through Alliance of Information & Referral systems (AIRS) since 2005.**
- **Certified Information & Referral Specialists and Certified Resource Specialist.**



What is 2-1-1?

- Member of the IN211 Partnership.
- UWAC 211 covers 9 counties in NE Indiana.
- Answered over 36,000 calls in 2008; up 41% over 2007 call volume.



Most Common Requested Problems/Needs

- **Financial Assistance (Utilities, Rent, Mortgage, etc.)**
- **Food**
- **Health Care**
- **Material Assistance (Clothing, Furniture, Household Items, etc.)**
- **Legal Assistance**
- **Counseling**
- **Housing/Shelter Needs**
- **Education**



Disaster Response

- **Coordinate with local EMA to provide I&R services to the community during & following a disaster.**
- **Take disaster resource related calls; allows 911 to handle emergency calls.**
- **Develop, maintain, and update disaster response & resource information during a crisis.**
- **Track requests for disaster services & referrals; collect & track demographic information from callers.**



Benefits

BENEFITS TO CALLERS

- Free, confidential service
- 24/7
- Information on services or assistance that they did not know existed or how to access.
- Educated on service delivery, what to take to appointments, etc.

BENEFITS TO AGENCIES

- Track & report needs
- Track gaps in service
- Report on any unmet needs in community
- Ideally, a better prepared client before they call for assistance or come in for an appointment for possible services.



Agency & Program Update Process

- **Formal updates 1 time a year by mail/email contact.**
- **Informal updates done 6 months after formal update by telephone contact from 211 Staff.**
- **Important information to complete on forms: Program Description; Hours/Days of Operation; Eligibility Requirements; Fees (if any); Intake Procedures; Documents Required for Appointments**