

## PA 2-1-1 Fact Sheet



**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 to reach a trained, professional resource navigator
- Website with a searchable database of agencies/programs/resources
- Now includes chat feature on website; also includes texting (text need and zip to 898-211)

**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 placed up to seven calls to various agencies to get the right referral for assistance before 2-1-1 was established.
- 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 in cleanup efforts
  - 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 60% 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.
  - 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 launched in three counties on May 23, 2017 (Erie, Venango and Warren)
- Another five counties added in mid-2017 (Crawford, Forest, Potter, McKean and Jefferson)
- Final four 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.**

Need Help?  
**Call 2-1-1**

2-1-1 is a simple way to connect people in need with human services.

**Food & Shelter  
Employment  
Counseling  
... and much more!**

**I Need Help**

This site is being hosted by the generous support of INdigital Telecom

For more information, contact:

Joshua Jaeger at NWPA 2-1-1

[jjaegeer@pa211nw.org](mailto:jjaegeer@pa211nw.org) | 814-823-5412

