

2023 - 2024

2·1·1

Illinois

IMPACT REPORT



GET CONNECTED. GET HELP.

211ILLINOIS.ORG

About Us

211 Illinois is the lead entity for designating the 2-1-1 number and overseeing the 211 network in Illinois.

Our work is guided by state legislation called the 2-1-1 Service Act in partnership with the Illinois Department of Human Services (IDHS).

We convene, fund, guide best practices, support, and provide oversight for the 211 Illinois Statewide Network. Our fiscal year runs from July - June annually.

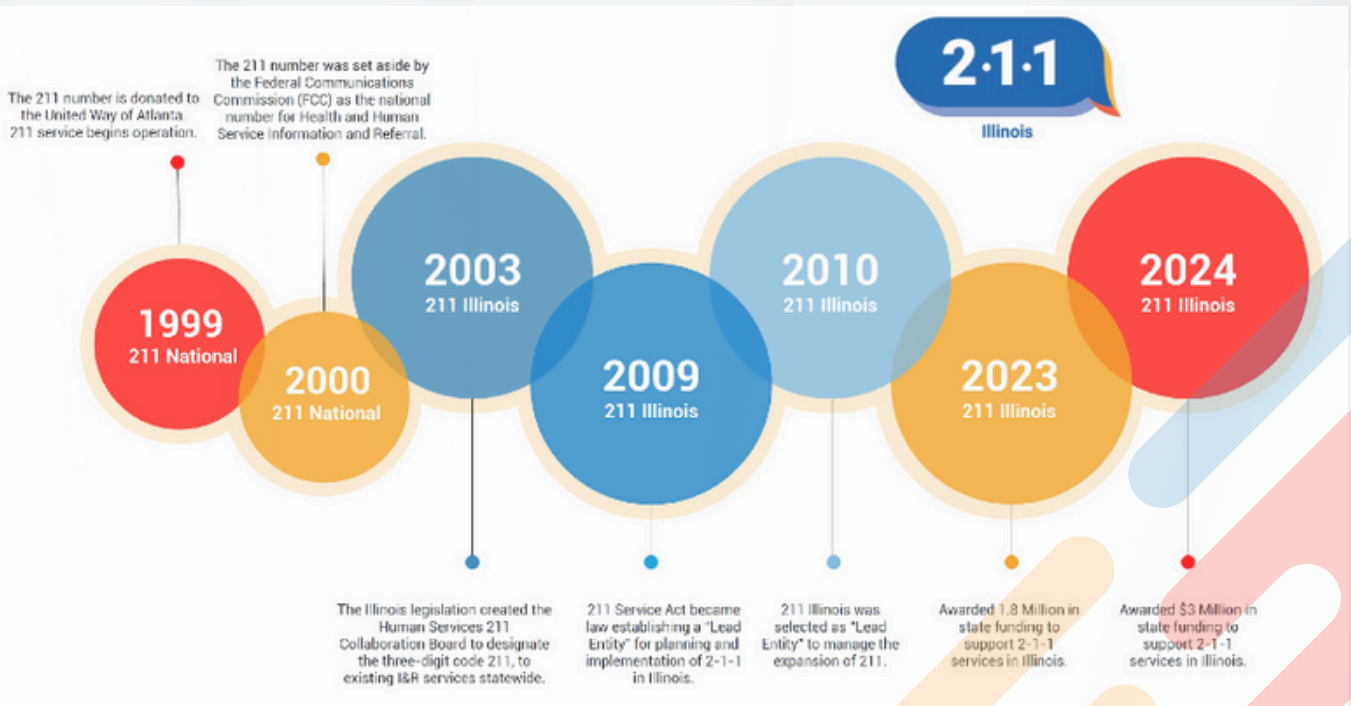
Mission

To serve as the statewide gateway connecting all people and organizations to high-quality health and human services information and resources, 24/7/365.

Vision

Expand 2-1-1 coverage in Illinois by partnering with not-for-profits and government organizations to connect people and organizations to community services, disaster relief services, and volunteer opportunities.

Timeline



2-1-1 Services

Seven contact centers provide 2-1-1 services 24 hours a day in Illinois. This year we added three new contact centers to expand service coverage.

Expansion

A significant goal for our network is to reach 100% statewide coverage by June 30, 2025. We have made excellent progress this year toward expansion efforts. Statewide coverage is a high priority for our network as we know the growing need for 2-1-1 services in Illinois.

In 2023, two new contact centers were added to support Illinois residents in Cook and DuPage Counties. This increased 2-1-1 service coverage from 38% to 91%.

In 2024, a third new contract center was added to expand services in twelve (12) uncovered counties in the western central Illinois. A new 2-1-1 service partner, the United Way of the Midlands, was added to our network bringing statewide population coverage to 97% and county coverage to 85%.

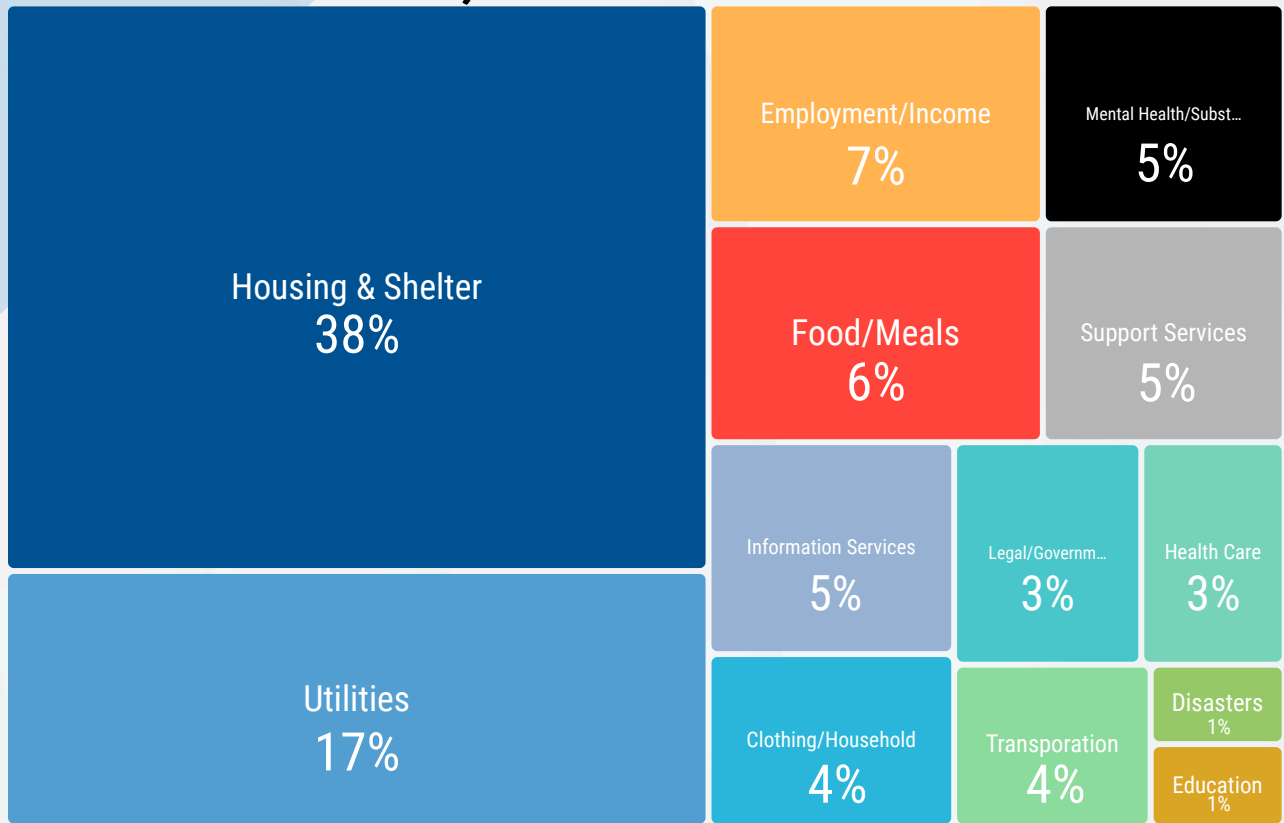
Service Partners



Network Impact

Three tenets guide the 211 Illinois Statewide Network evolution and drive our collective impact. These are accessibility, accountability, and alignment.

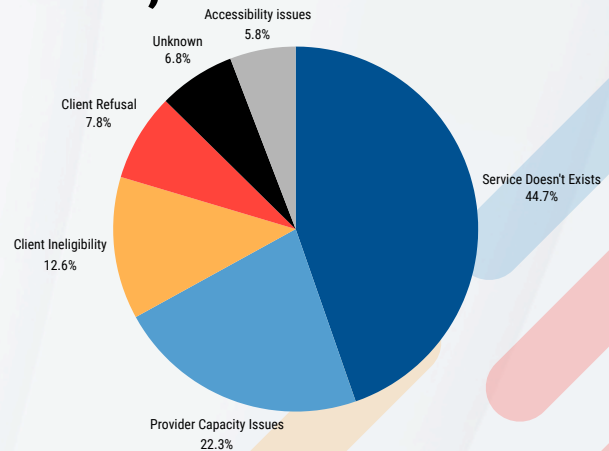
170,786 Needs Identified



141,043 Conversations

Contact Type	Contacts	% of Total
Phone	136,848	97%
Text	2,880	2%
Chat	1,168	0.8%
Email	147	0.1%

13,550 Unmet Needs



Accessibility

Improving accessibility to 2-1-1 services is an important equity marker. As we expand into new communities, equal access to 2-1-1 services is vital.

We have expanded access to services to include texting, chat, and email services as well as improving online access to our Resource Directories.

Accountability

Being transparent and accountable to our community, stakeholders, and state partners is paramount to our network's success. We increased the accountability and transparency of our organizations and network this year.

Refreshed Website

211 Illinois updated its website with our first professional website re-establishing our brand. The new website provides space to publicize our work, be accountable to the public, highlight our partners, and recognize our funding partners. Learn more about us at 211Illinois.org.

Dashboards

We have invested in a business intelligence infrastructure to showcase the impact 2-1-1 makes in local communities. We launched four dashboards on our website this past year. These four tools are a primary, analytics, legislative, and township dashboards. Each dashboard helps our many audiences display our data in the way that works for them.



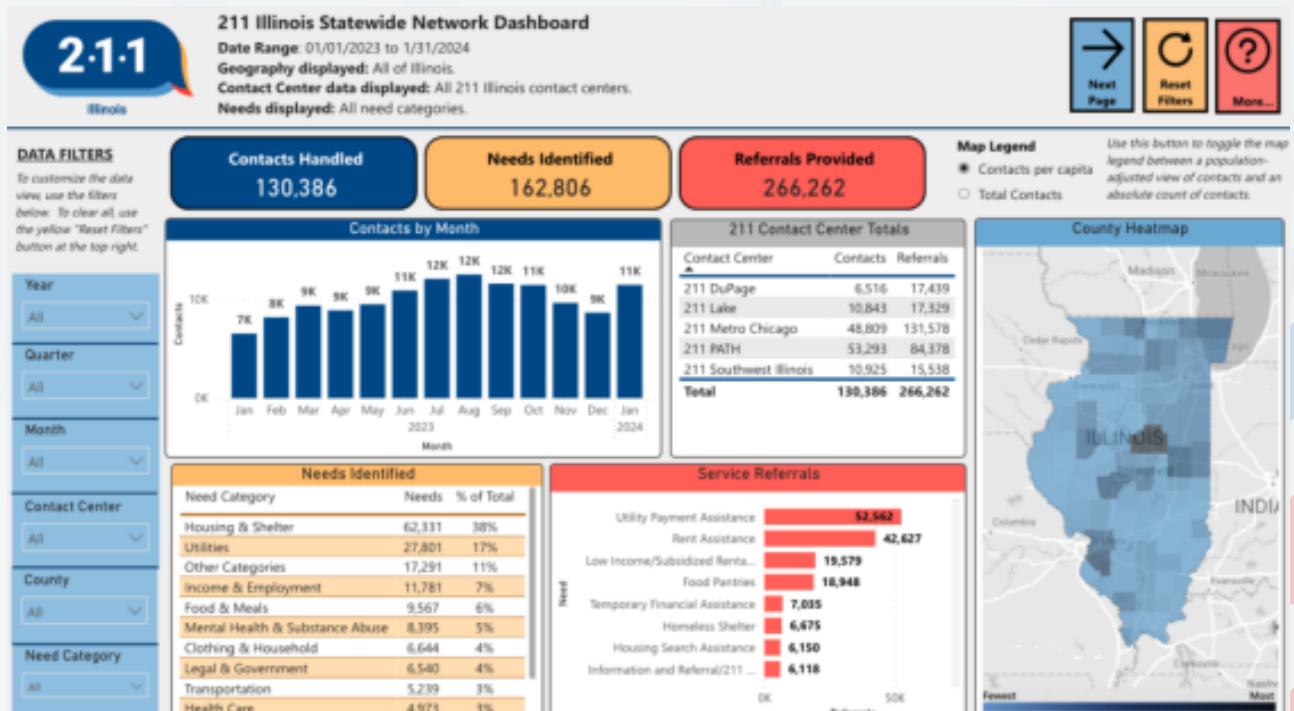
Impact Dashboard

A simplified dashboard telling the story of 211. The impact tab has client stories to read.



Analytics Dashboard

For data savvy visitors, we have an advanced dashboard with filters to drill down on the data.



Testimonials

Our network of 2-1-1 service partners capture stories highlighting the impact we make in transforming peoples lives.

Disaster Recovery

In July 2022, a devastating flash flood occurred in St. Clair and Washington Counties following a historic rainfall.

The floods caused swift water recuses and evacuations, left hundreds of displaced residents, damaged homes and businesses, and led to significant road closures in this federally declared disaster.

211 Southwestern Illinois completed more than 600 disaster intakes with Emergency Management Agencies. They co-hosted a multi-agency resource center bringing together community-based organizations. 211 facilitated approvals for an Individual Assistance declarations from FEMA. Once approved, 211 sent text and voice messages to residents informing them of the next steps. They followed up to survey needs and coordinate clean-up efforts.

Income Support

A legally blind mother of three had difficulty finding employment and her unemployment benefits had been exhausted. Her SSDI application was pending. She found herself a few months behind on her rent, utility bills, and a car note. She reached out to 211 Metro Chicago where a compassionate Resource Navigator engaged in some problem-solving strategies and identified some resources that might help address her needs.

211 placed a follow up call and was happy to learn the Salvation Army was able to help with rental assistance and the LIHEAP program help with her utility assistance. She was able to get her needs met by talking with 211 and working with our community partners.



Bereavement Support

A woman contacted 2-1-1 after experiencing the sudden and tragic loss of an adult son.

Without insurance or additional income, she was unable to afford the funeral expenses. A caring friend reached out to 2-1-1 on her behalf.

Upon offering her condolences, a 211 Metro Chicago Resource Navigator diligently searched the database to identify the most appropriate financial assistance programs.

With a referral to Catholic Charities, FB was able to receive some funding to assist with the burial expenses. On a follow-up call shortly after her son's funeral service, FB's friend expressed her gratitude for the referral. "I actually wanted to send a card to let you know that we appreciate what you did because we didn't have anything. I thank 211!"

Housing Support

A woman in Elgin contacted 2-1-1 for assistance. This working mother is the sole provider for a young child with a serious health condition. Her income barely covered their basic needs, let alone, the medication needed for her son.

She was struggling with income losses and keeping stable housing was crucial to her son's health success. During the conversation with 211 Metro Chicago, two promising social service agencies were identified that could help meet her needs. She was encouraged to contact them quickly regarding her complex situation.

When 211 followed up with her, she stated that she was able to make a partial payment for the previous month and received assistance for the rest. However, she still needed help for the current month's rent. Two additional resources were provided. After another follow up conversation, she reported that new referrals help her catch up. "Everything is good, I paid everything, thank you so much!"



Accreditation & Standards

Accreditation encourages our network to emphasize continuous operational and service excellence.

Six of our seven contact centers are or are in the process of being accredited by Inform USA for their information & referral work. This means they meet or exceed national industry standards

Successfully completing accreditation is a milestone showing the community our commitment to quality and excellence. Achieving accreditation means meeting national standards for our industry.

Alignment

Aligning the service experience across the network started this year. We convened our 2-1-1 service partners in workgroups to evaluate operations for improvement and standardization.

Education & Training

211 Illinois invested in network training and education to improve the skills at each contact center. We aligned training curricula in each center and encouraged staff to seek national certification. Our intention was to create not just jobs, but also career opportunities within 2-1-1 in Illinois.

Industry Best Practices

In addition to training and education, we invested in accreditation and standards of practice for each contact center. We convened workgroups around data curation, data collection, reporting, training, and network leadership to support work around accreditation prep and solidifying I&R standards.

Advocacy & Marketing

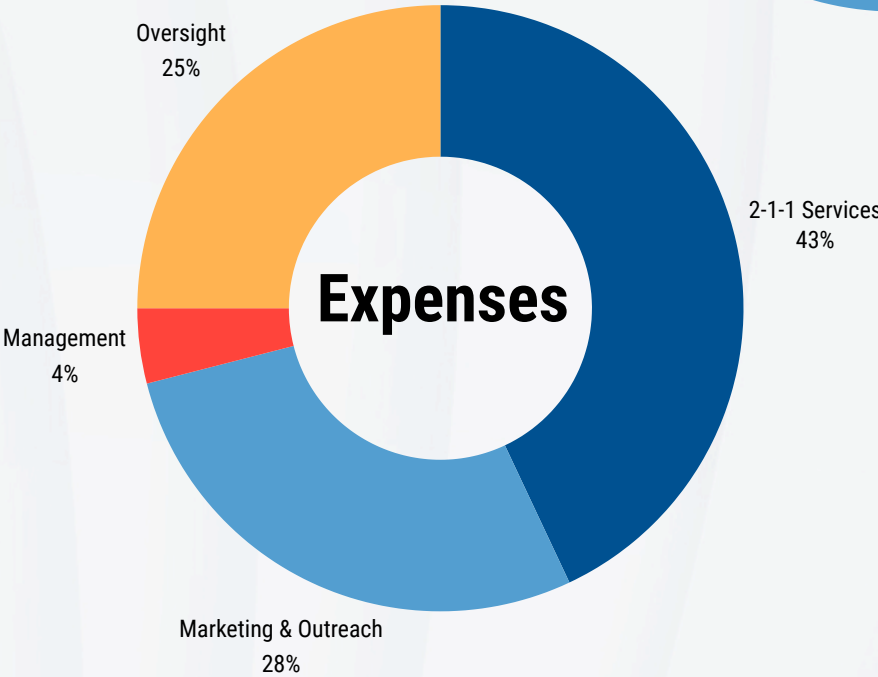
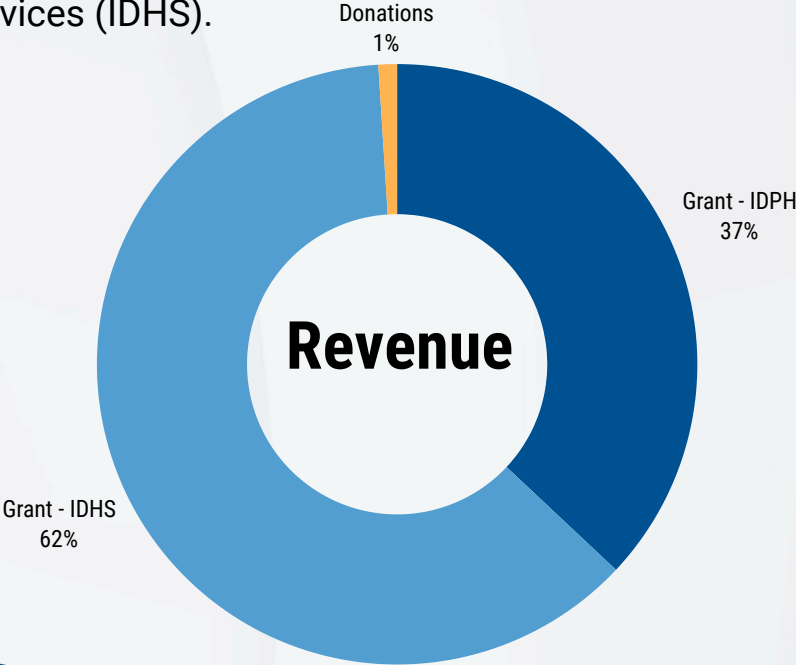
While funding 2-1-1 services, we also funded local marketing and outreach partners with promotional dollars to market 2-1-1 services to raise the profile of 2-1-1 in local communities and at the Illinois State Capital.



Investment

The State of Illinois invested \$4.8 million into 211 Illinois and our network for infrastructure and 2-1-1 service expansion.

We received a grant for \$1.8 million from the Illinois Department of Public Health (IDPH) and \$3 million from the Department of Health and Human Services (IDHS).



Board of Directors

The 211 Illinois Board of Directors is comprised of State Appointees, United Way Leaders, and Community Volunteers.

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Jack Kaplan, Treasurer

David Wortman, Vice Chair

John Kelker, Secretary

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Beverley Baker

Darren Boundy

Steve Carlson

Andrea De Santos

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Caleb Goodrum, Business Intelligence

Gina Gallo, Contract Manager

Michelle Crombie, Contract Manager

Cathleen Dwyer, Data Curation

Heather English, Training

Grace Alfiero, Marketing/Communications

Funding Partners

Thank you to our funding partners for supporting 2-1-1 service expansion in Illinois.





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Partner Appreciation

Thank you to our partner and vendors for helping drive our success forward.

211 Counts
Arts in Action
Bonterra
CDK Consulting
Connect 211
DocuSign
Gallo Nonprofit Solutions
Inform USA
KEB CPA
Mega Scope Data

Neuwave Consulting
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