



# 2018 Annual Report

## 2-1-1 Service in Illinois

Presented to:  
The Illinois Department of  
Human Services and The  
Illinois General Assembly

March 6, 2019

To: The Illinois Department of Human Services and The Illinois General Assembly

Attached for your review is the annual report of 2-1-1 activity in Illinois. This report satisfies the requirement in Section 1.2.2. of the contract between the Department of Human Services and 2-1-1 Illinois; a not for profit corporation established to oversee the implementation of 2-1-1 telephone service in Illinois.

During 2018, service was available in fifty-seven (57) counties within the state. In addition, 98 out of the 102 counties in the state are currently covered by a service agreement with a 2-1-1 call center. The counties without a provider are Cook, DuPage, Grundy, and Will.

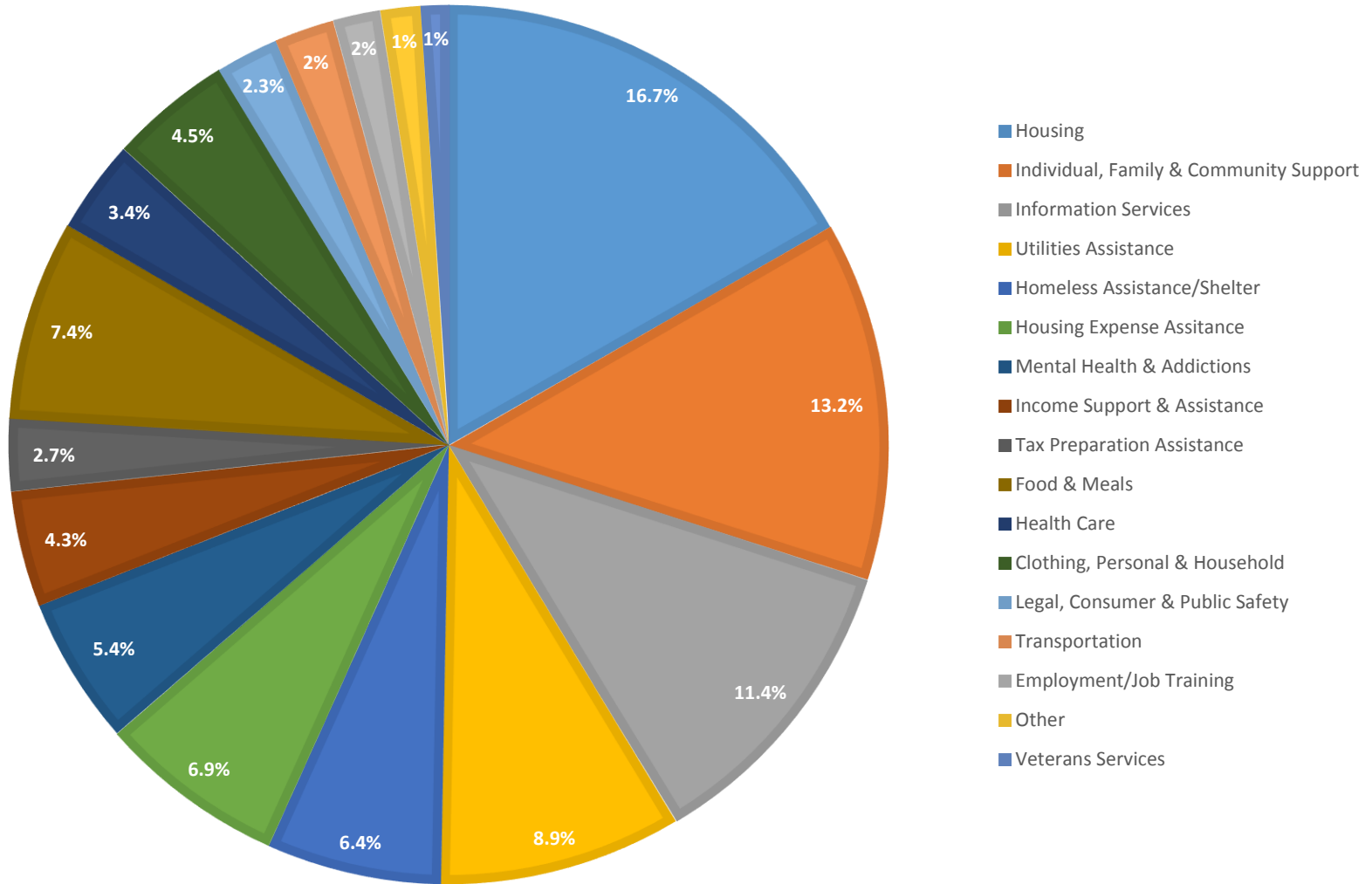
Thirty three percent (33%) of Illinois residents have service in their area. We hope this number will continue to grow as the means to cover the implementation and ongoing costs of the service are identified and allocated.

The next major impact in the implementation is centered on establishing service in the Chicagoland area. 2-1-1 service became available in Kane County November 1, 2018. Lake County should have 2-1-1 available by the summer of 2019. The City of Chicago continues to evaluate the option of adding 2-1-1 services to its 3-1-1 call center. DuPage County provides information and referral Monday through Friday during normal business hours; however, funding is not available to provide 24/7 coverage at this time. We hope that by the end of 2019 Illinois will be at approximately forty percent (40%) covered.

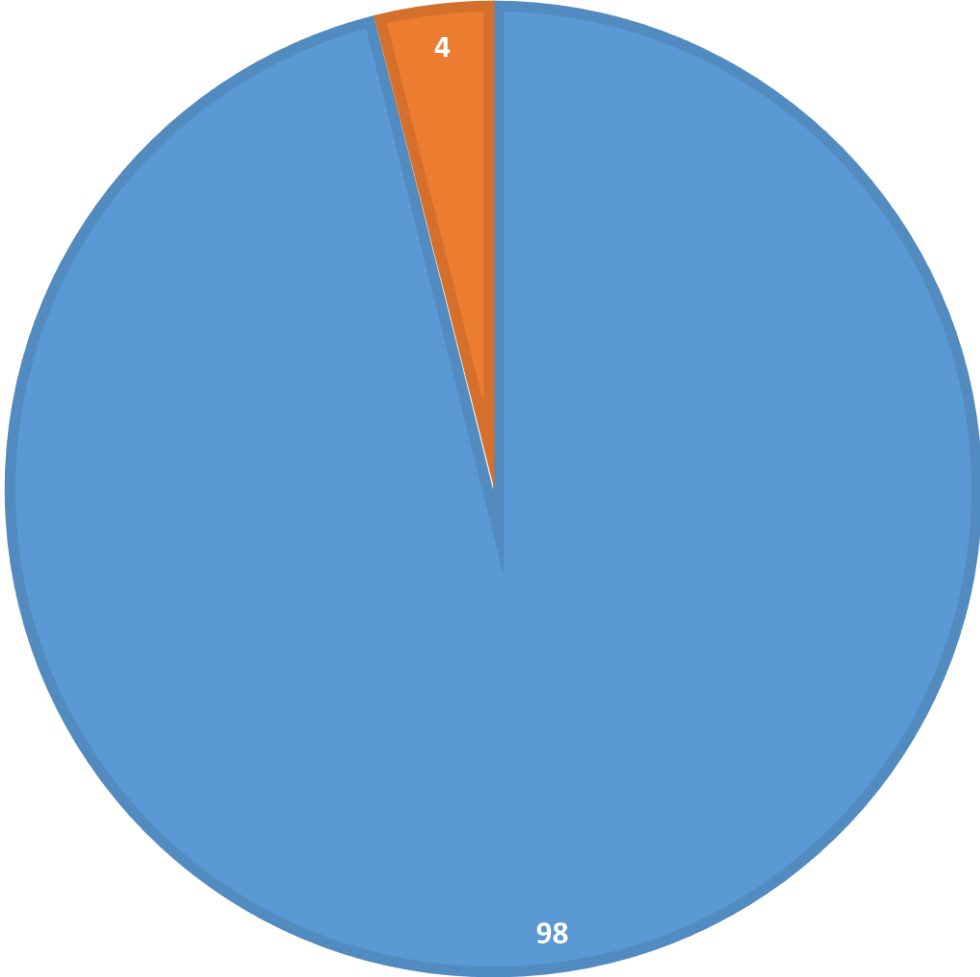
2-1-1 Illinois is proud to report the progress and success of the 2-1-1 system.

Gina Strafford-Ahmed  
Board Chairperson  
2-1-1 Illinois

## DISTRIBUTION OF CALLS BY NEED - 2018

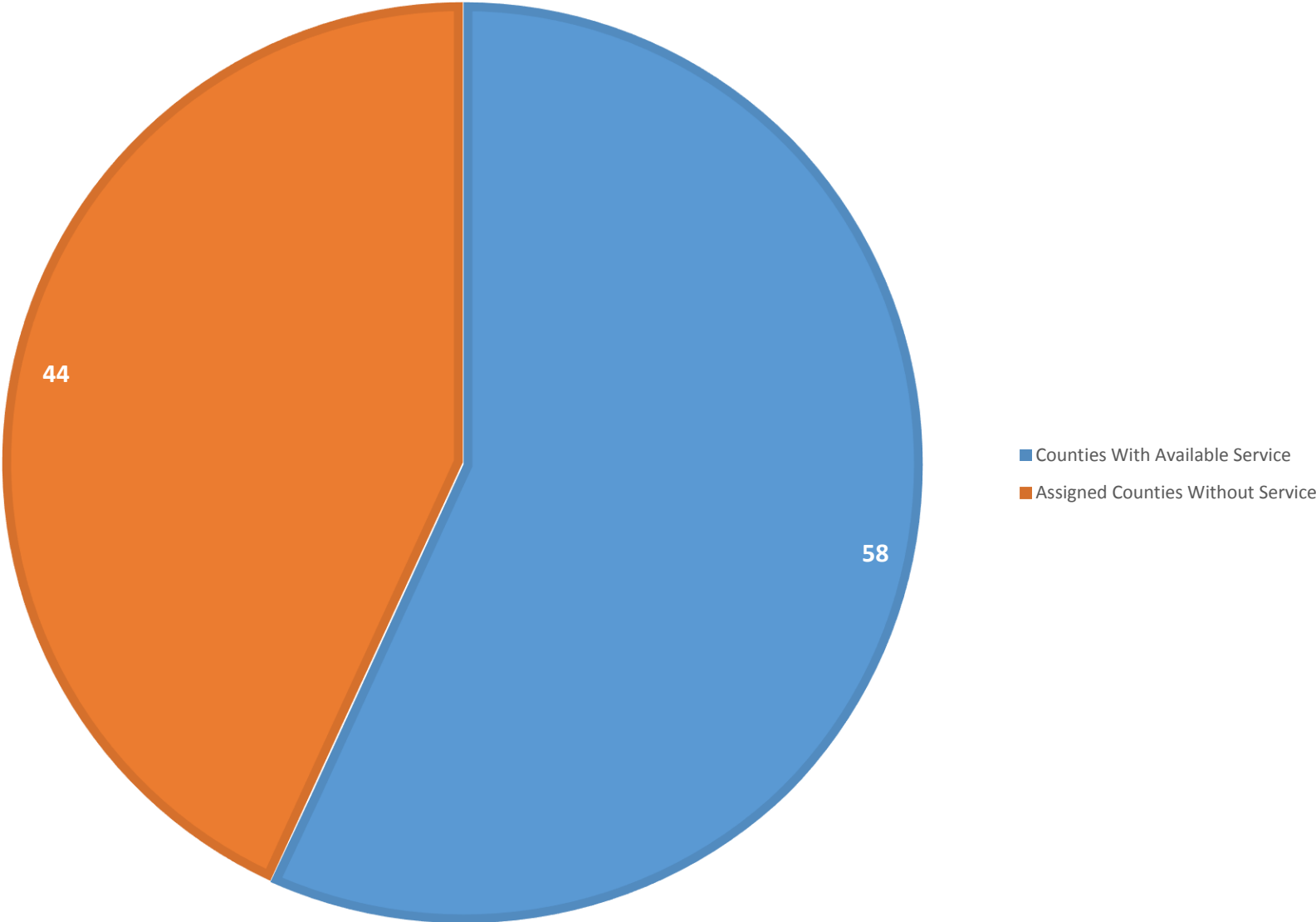


COUNTIES AVAILABLE FOR SERVICE

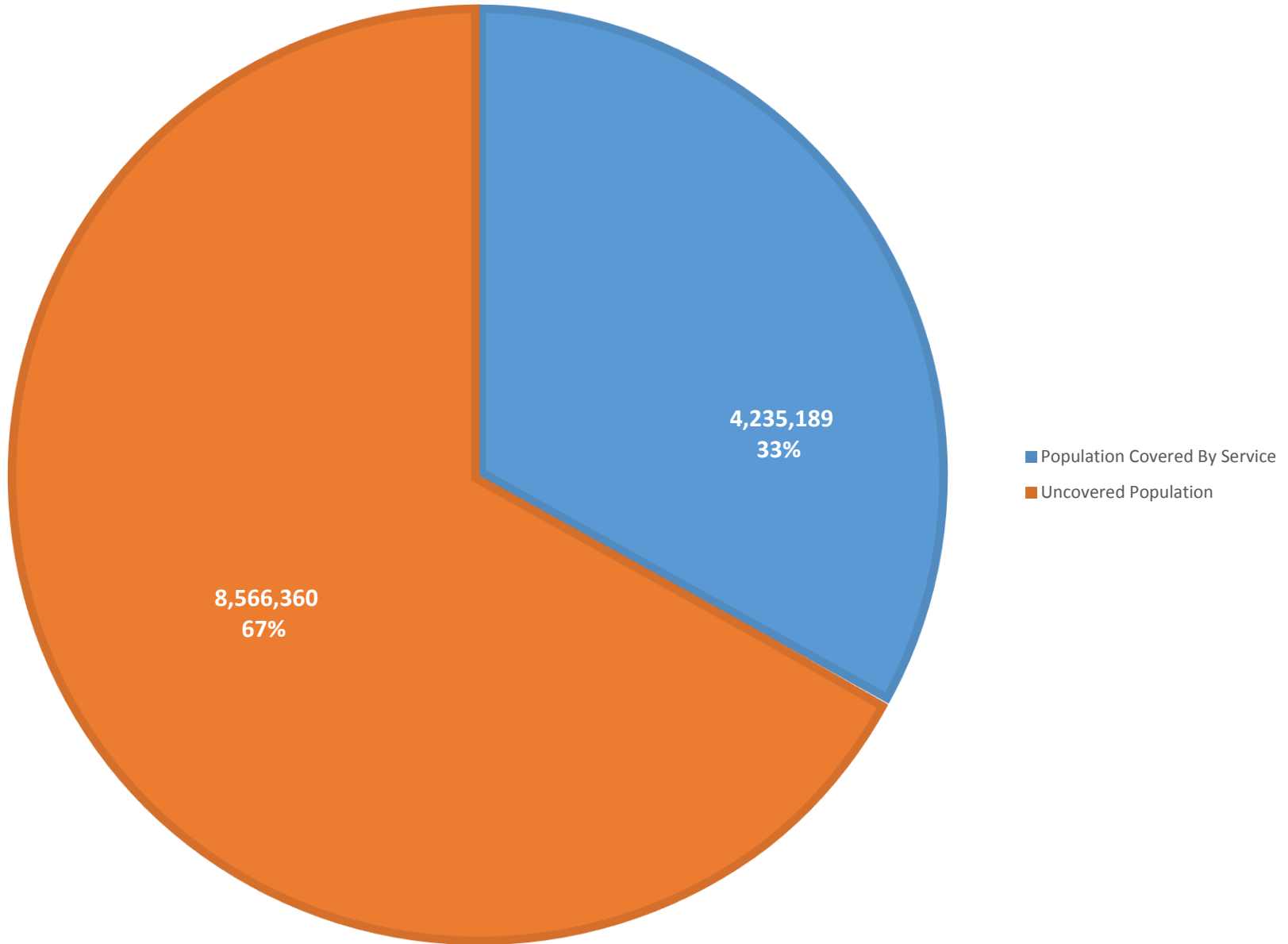


- Counties Assigned Service Provider
- Unassigned Countied

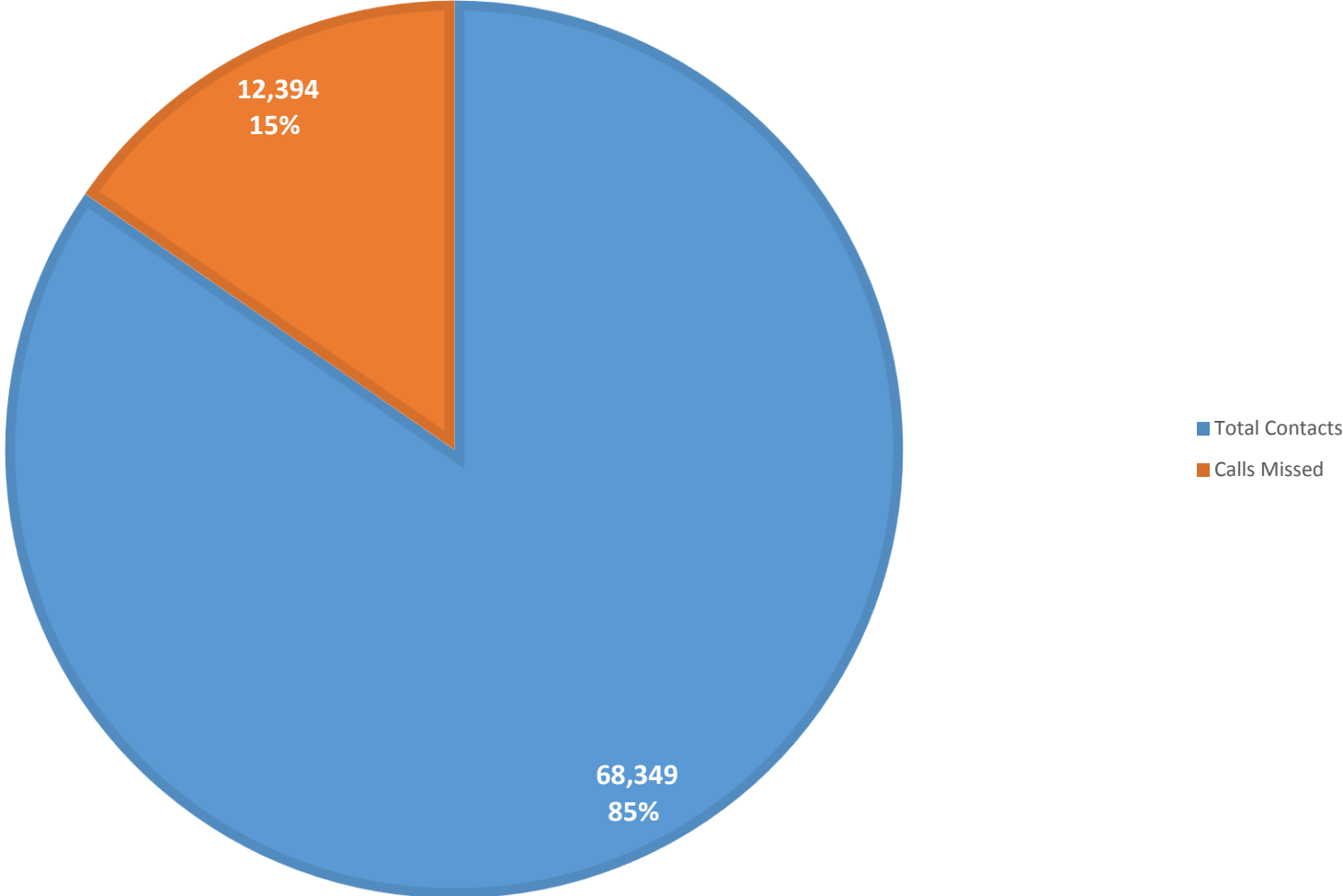
**ASSIGNED COUNTIES WITH SERVICE**



### POPULATION WITH SERVICE



**CALLS ANSWERED/MISSED**



Missed calls were higher than normal due a call center's telephone system upgrade issues which have now been remedied.

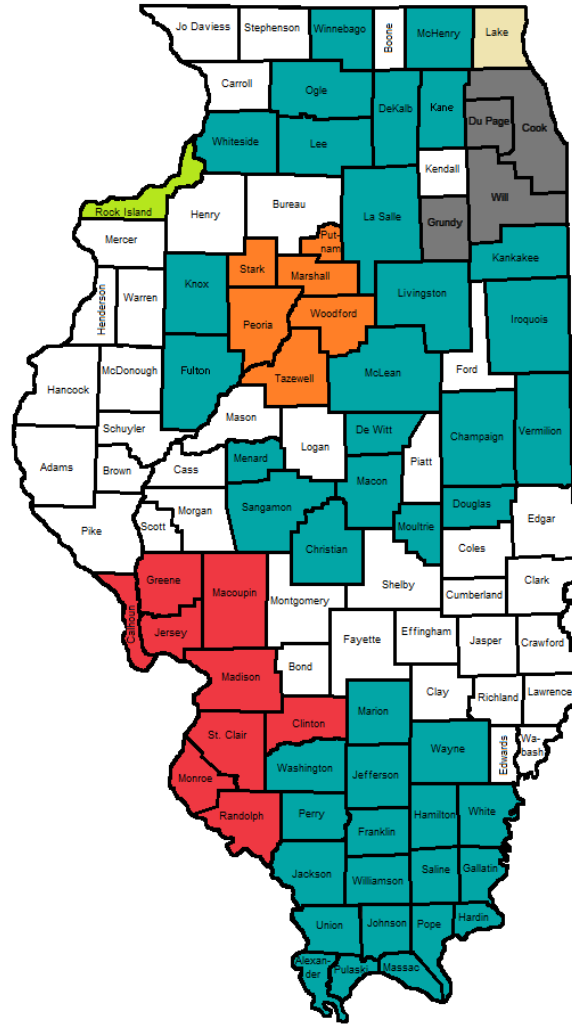
## DISTRIBUTION OF CALLS BY NEED - 2018

Housing	16,482	16.7%
Individual, Family & Community Support	13,029	13.2%
Information Services	11,240	11.4%
Utilities Assistance	8,793	8.9%
Homeless Assistance/Shelter	6,331	6.4%
Housing Expense Assistance	6,789	6.9%
Mental Health & Addictions	5,362	5.4%
Income Support & Assistance	4,198	4.3%
Tax Preparation Assistance	2,615	2.7%
Food & Meals	7,254	7.4%
Health Care	3,372	3.4%
Clothing, Personal & Household	4,443	4.5%
Legal, Consumer & Public Safety	2,290	2.3%
Transportation	2,166	2.2%
Employment/Job Training	1,704	1.7%
Other	1,453	1.5%
Veterans Services	1,002	1.0%
Totals	*98,523	100.0%

\*Note the number of calls and number of needs do not match due to callers having more than one need at the time of the call.



# 2-1-1 Implementation Status as of 01-01-2019



### Legend

- AMT
- PATH—Current
- PATH—In planning process
- PATH—Potential implementation
- Lake County UW—In planning process
- Quad Cities
- St. Louis
- Unassigned

### Contact Information

- |                |                     |
|----------------|---------------------|
| AMT            | 211 or 309-999-4029 |
| PATH           | 211 or 888-865-9903 |
| Lake County UW | 847-775-1000        |
| Quad Cities    | 211 or 563-355-9900 |
| St. Louis      | 211 or 314-421-4636 |