



2019 Annual Report

2-1-1 Service in Illinois

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

March 6, 2020

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. Also note I have left in the 2018 charts as a comparison.

During 2019, service was available in fifty-five (55) counties within the state. In addition, 91 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, Christian, Will, Peoria, Fulton, Tazewell, Woodford, Marshall, Stark and Putnam.

Thirty-six percent (36%) 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 2-1-1 Board has started a statewide planning process due to the loss of coverage in Peoria and the surrounding counties. The Heart of Illinois United Way/AMT was de-designated on July 31, 2019 due to failure to meet Accreditation Standards set in their 2-1-1 contract. They will continue to provide information and referral via their local call center 800 number.

Lake County implemented 2-1-1 in September of 2019. The City of Chicago and Cook County are not actively planning on implementation. DuPage County Department of Community Services provides information and referral Monday through Friday during normal business hours and is currently in the planning stages to provide 2-1-1 service by January 1, 2021. Will and Grundy Counties have information and referral provided by Crisis Line of Will County 24 hours a day, they are not 2-1-1 due to cost factors of the 2-1-1 switching fees, telephone upgrades and data tracking. We hope that by the end of 2020 Illinois will be at approximately forty-three percent (43%) covered with addition of DuPage, Ford, Logan and Crawford Counties.

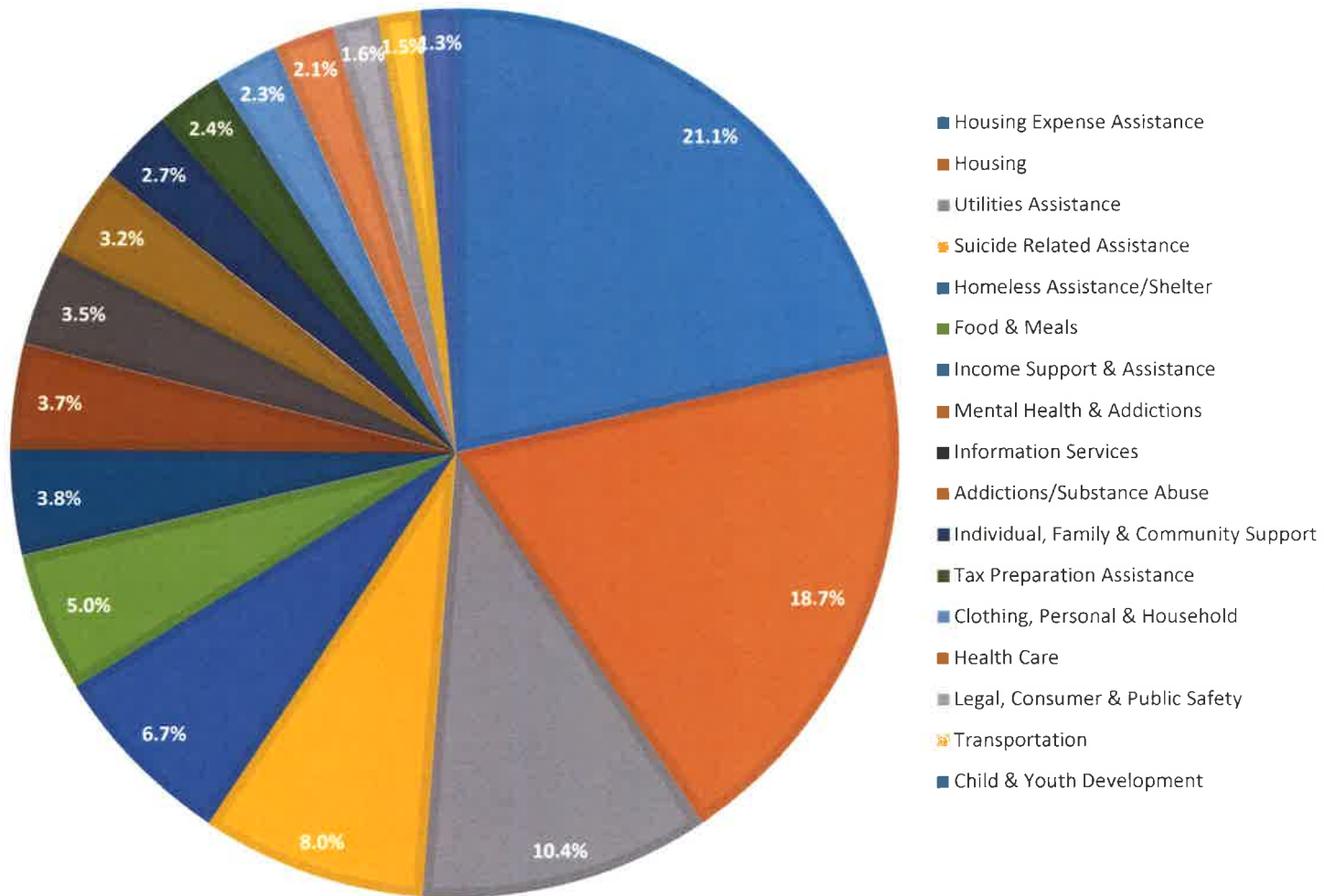
If you should have any questions, please let us know via your 2-1-1 Board members: Jay Hidalgo IDHS; Mark Kinnaman IDHFS; Phil Anello IEMA; Winfred Rawls IDPH; Lisa Zurbier IDOA; Michelle Hanneken Serve Illinois Commission; or George Light ICC. You may also contact me directly at (630) 407-6444 or gina.strafford@dupageco.org.

Thank you,

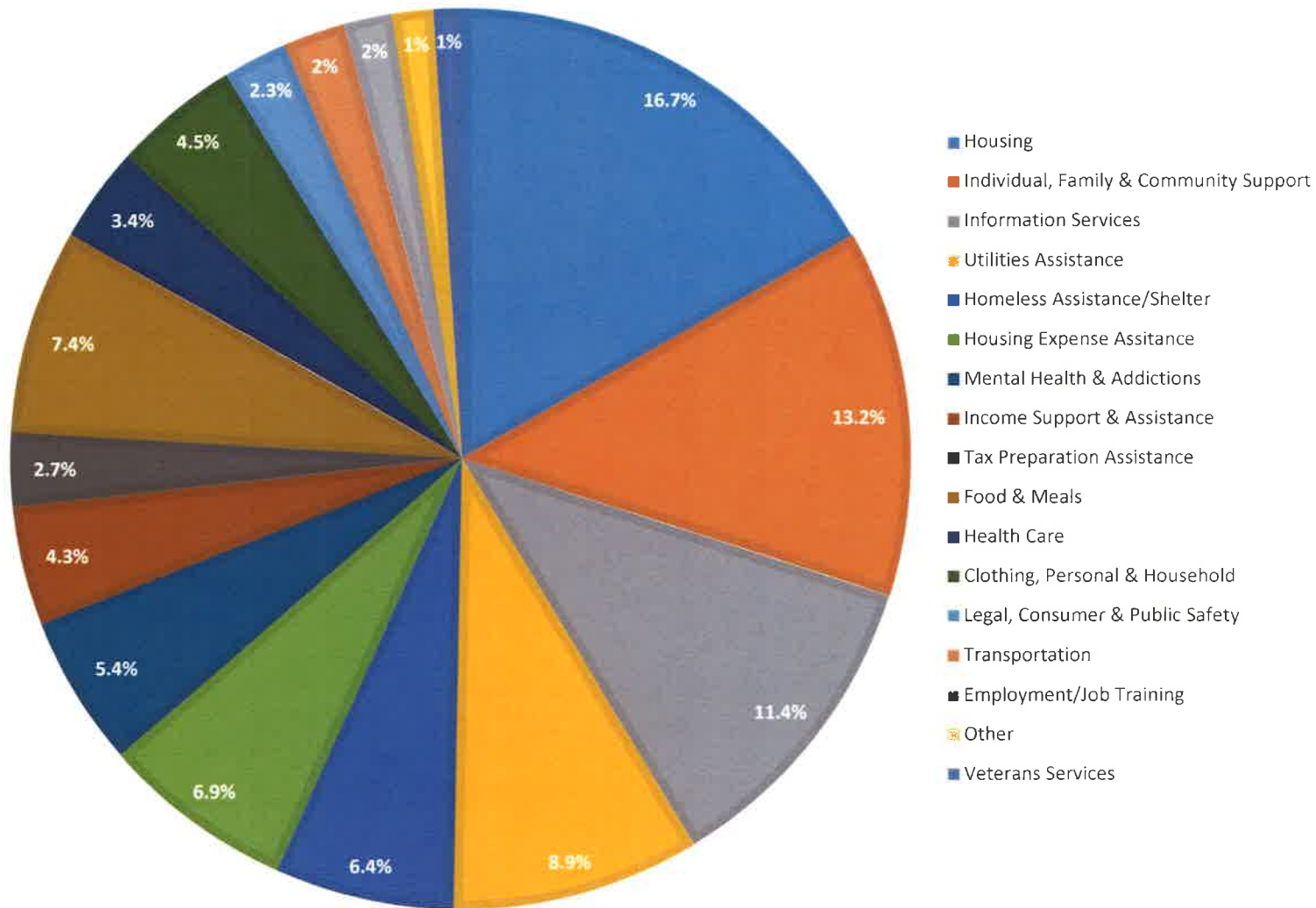


Gina Strafford-Ahmed
2-1-1 Illinois Board Chairperson

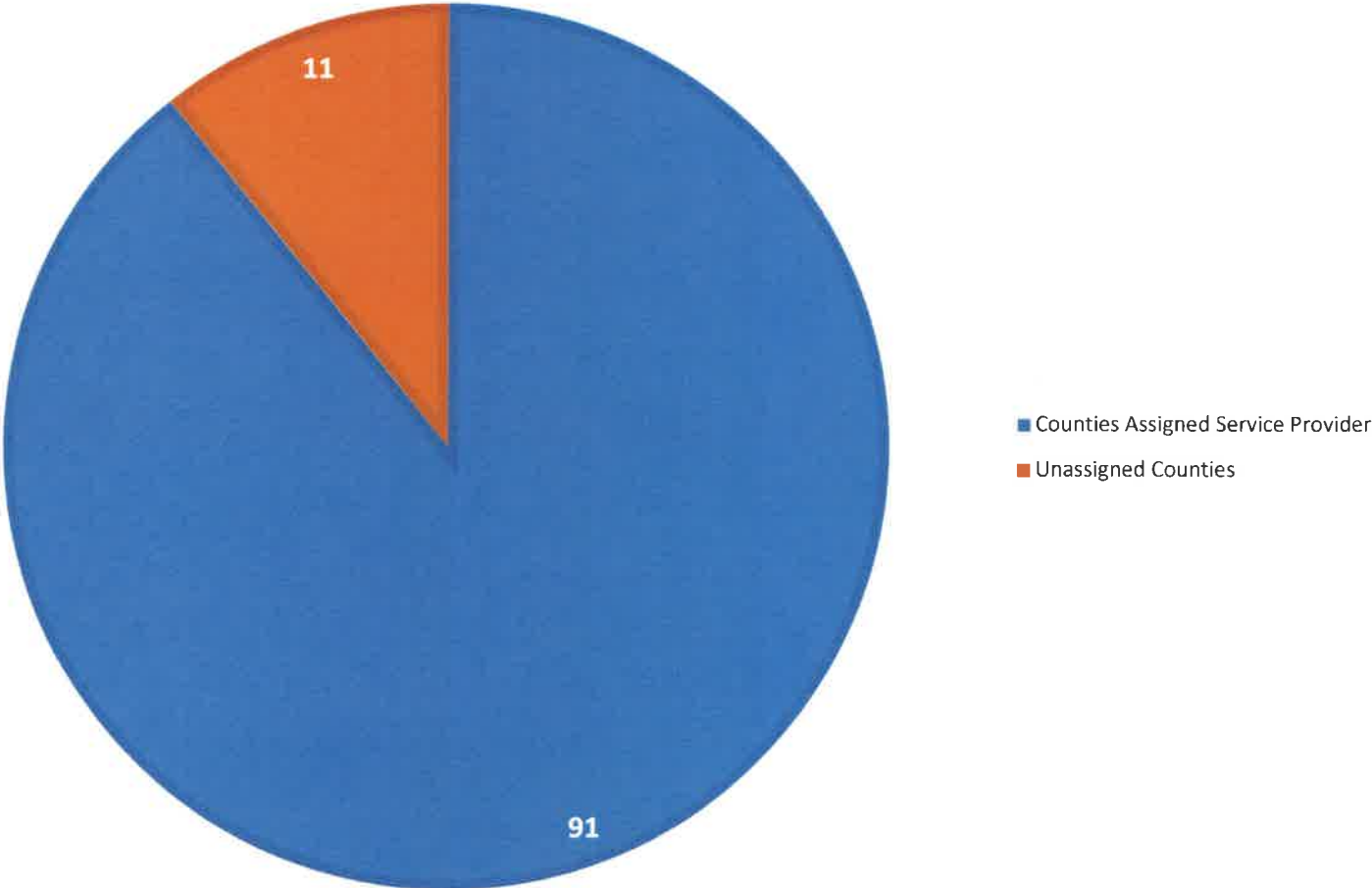
DISTRIBUTION OF CALLS BY NEED - 2019



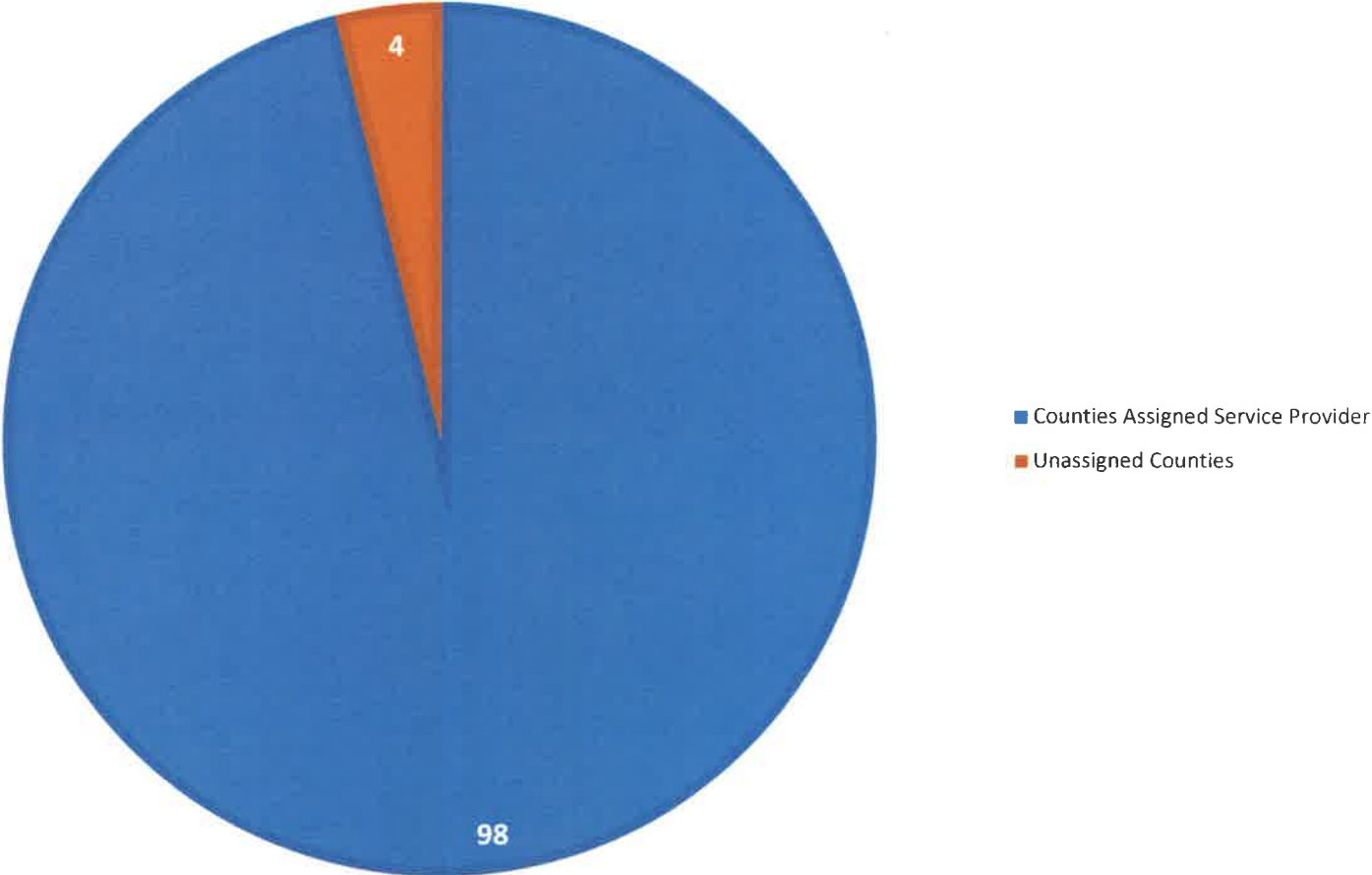
DISTRIBUTION OF CALLS BY NEED - 2018



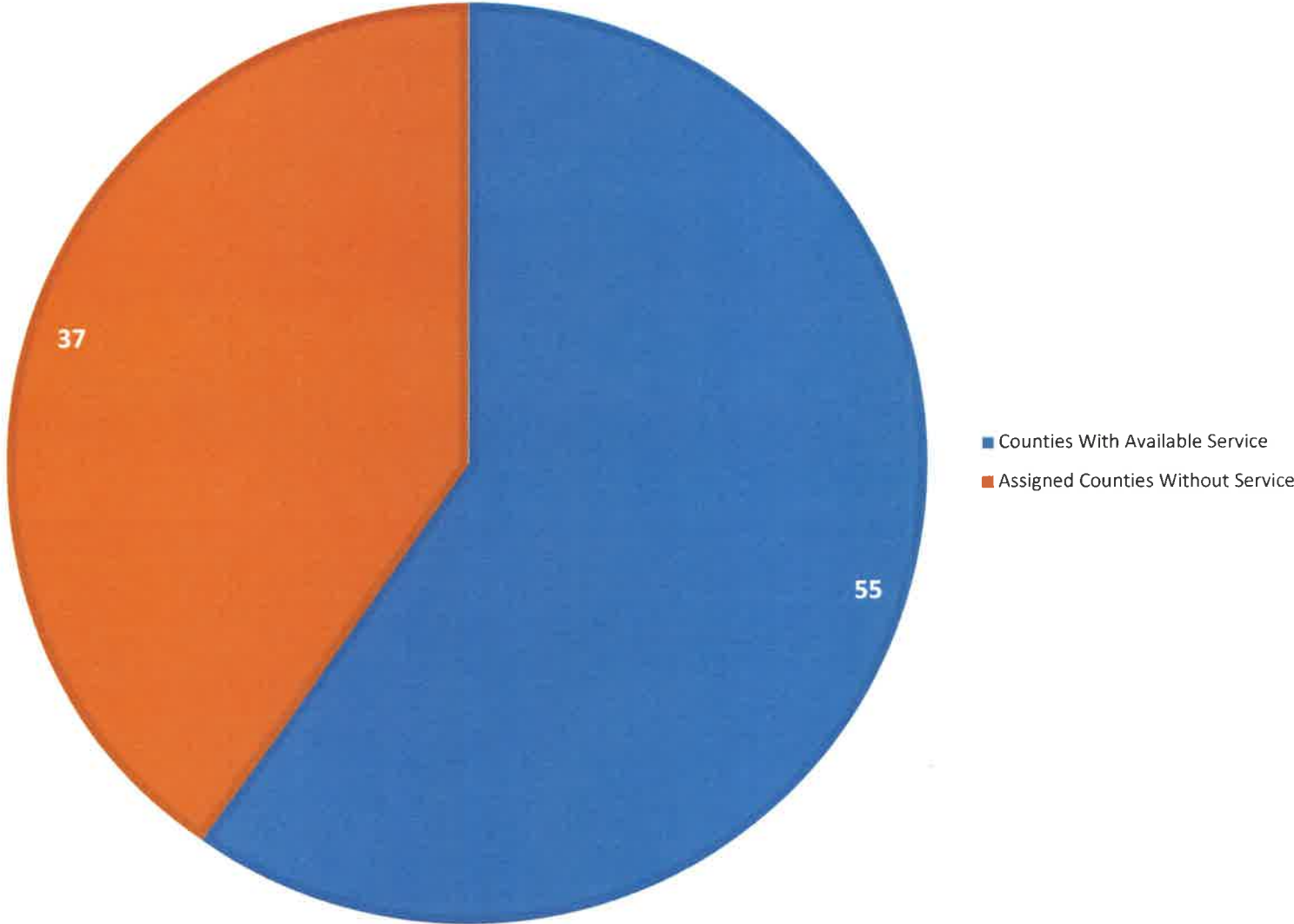
COUNTIES AVAILABLE FOR SERVICE 2019



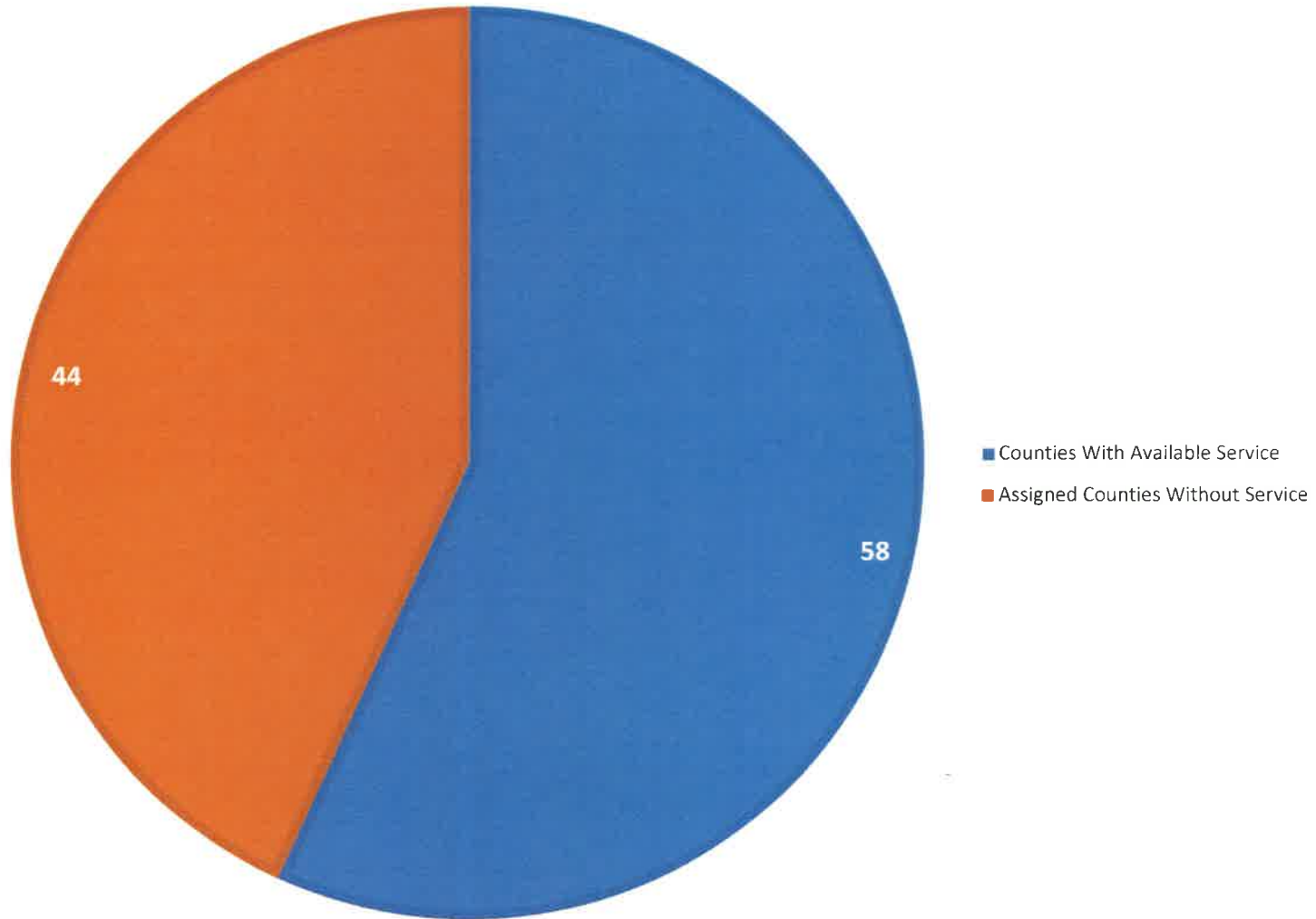
COUNTIES AVAILABLE FOR SERVICE 2018



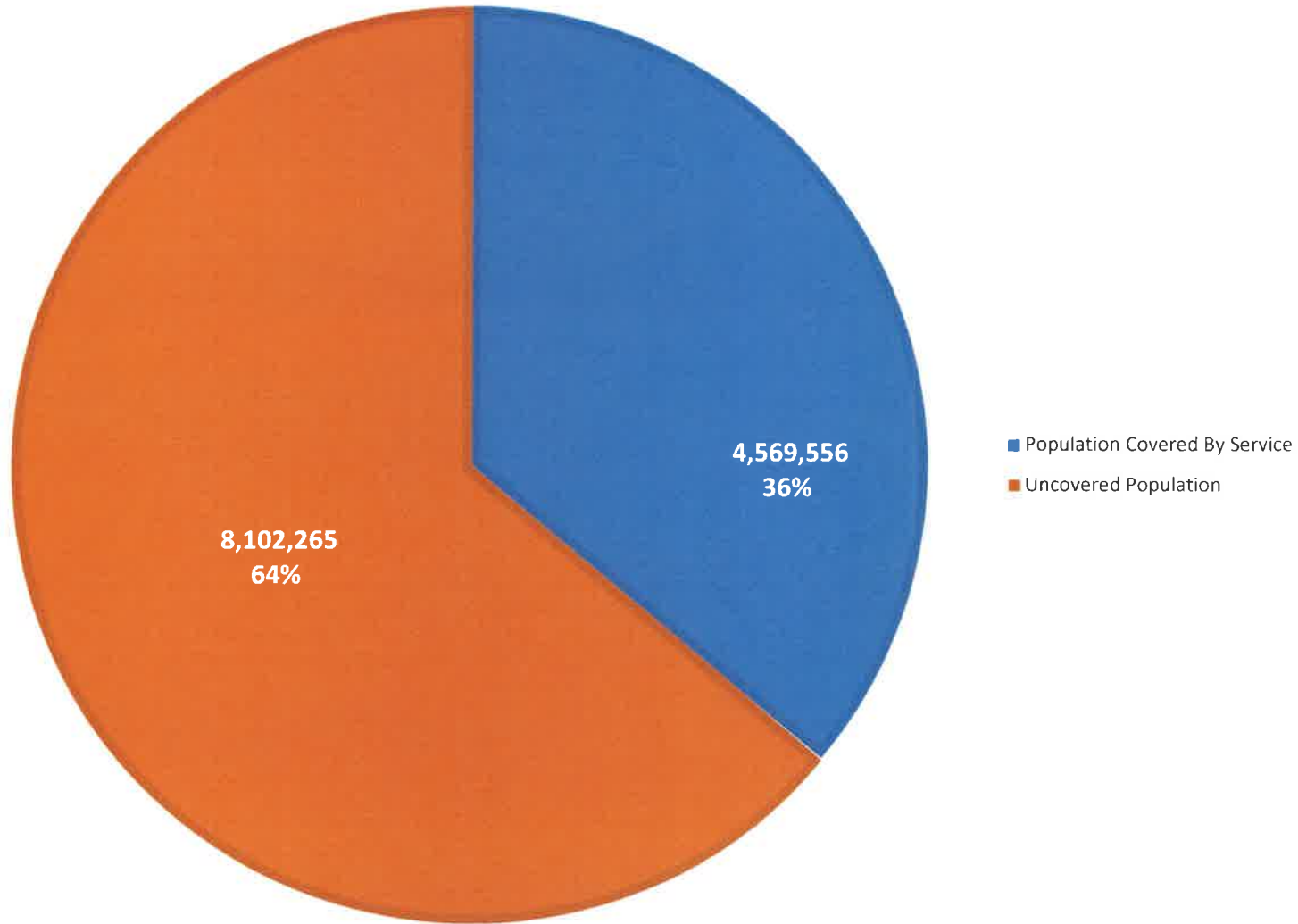
ASSIGNED COUNTIES WITH SERVICE 2019



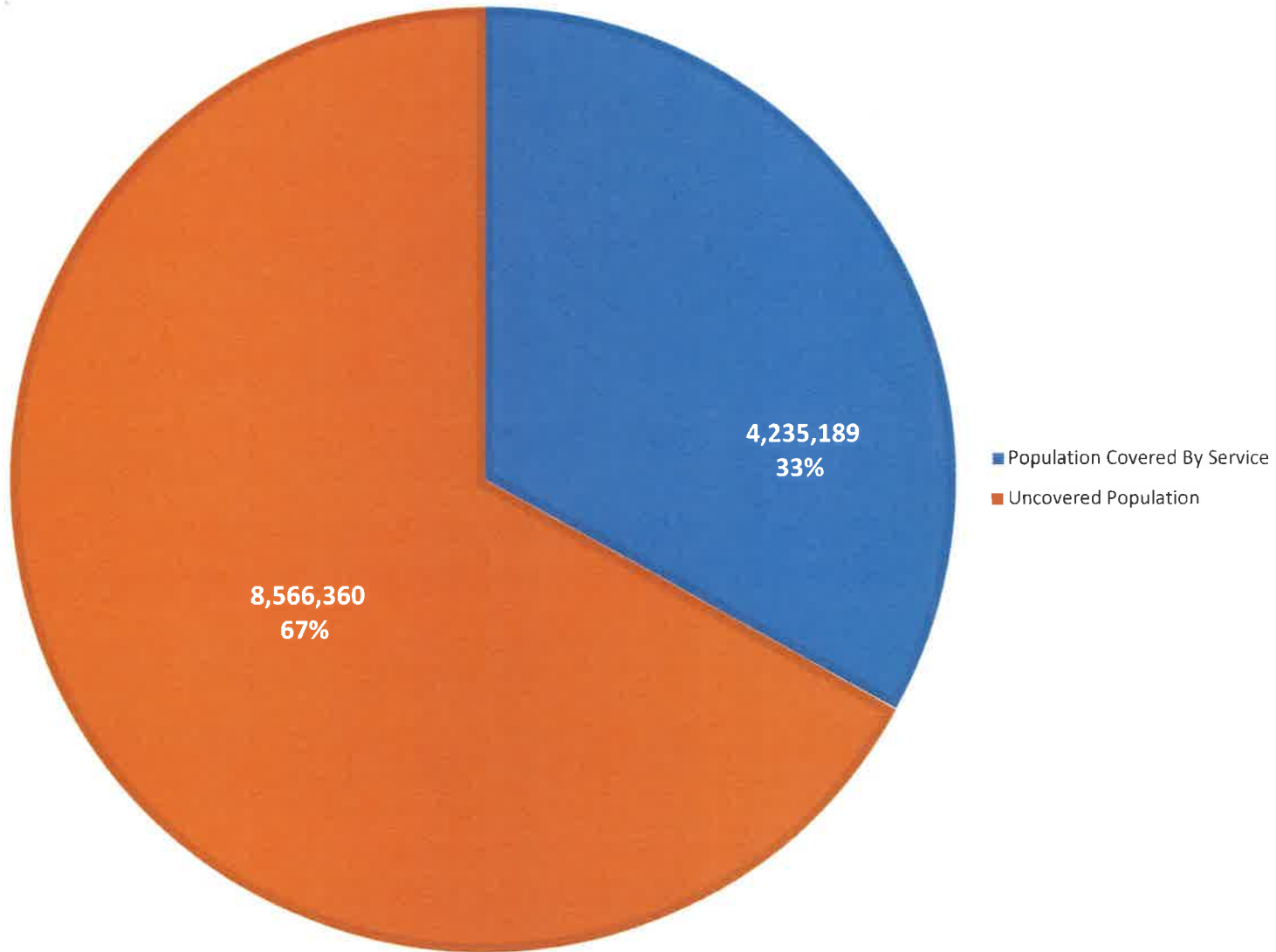
ASSIGNED COUNTIES WITH SERVICE 2018



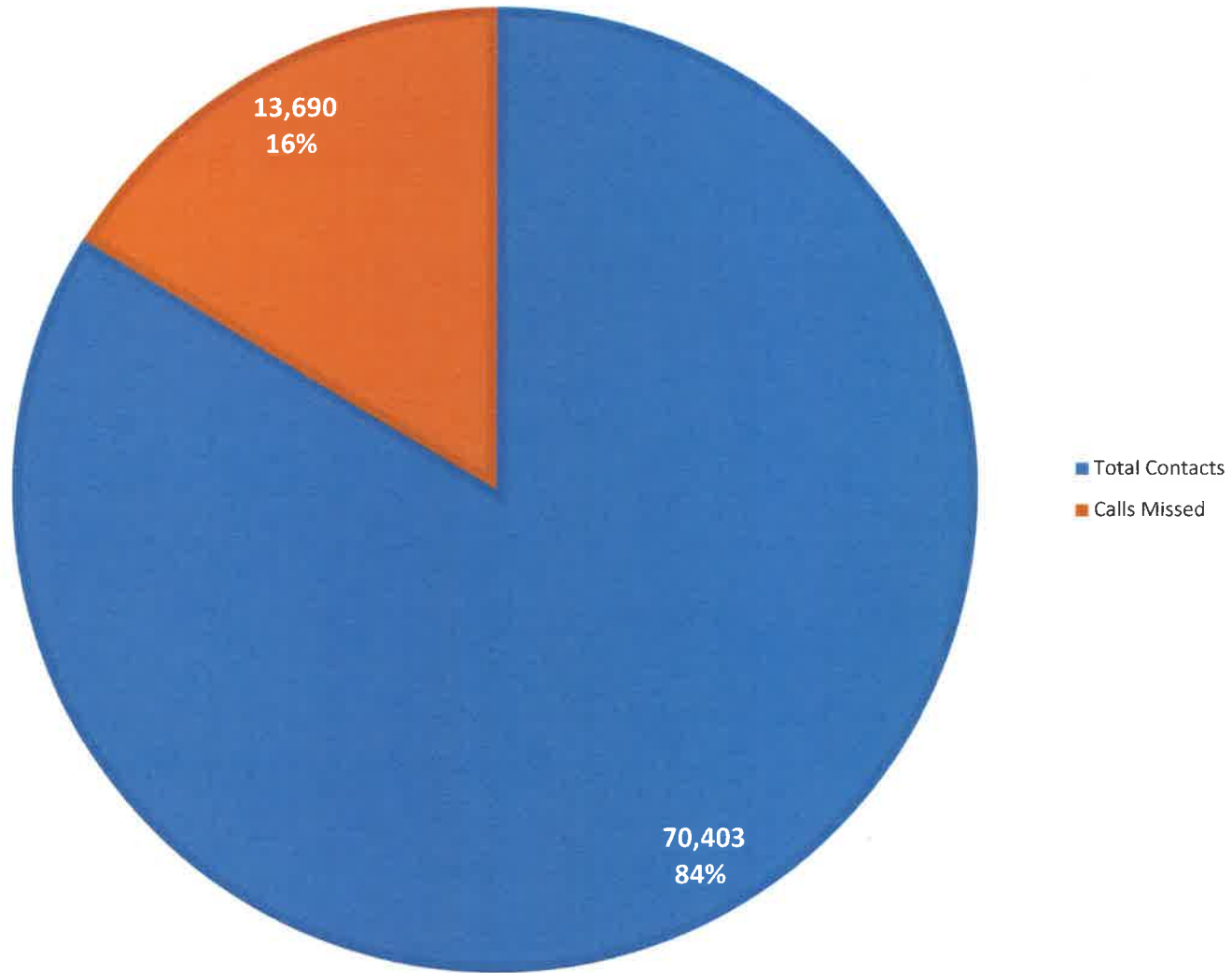
POPULATION WITH SERVICE 2019



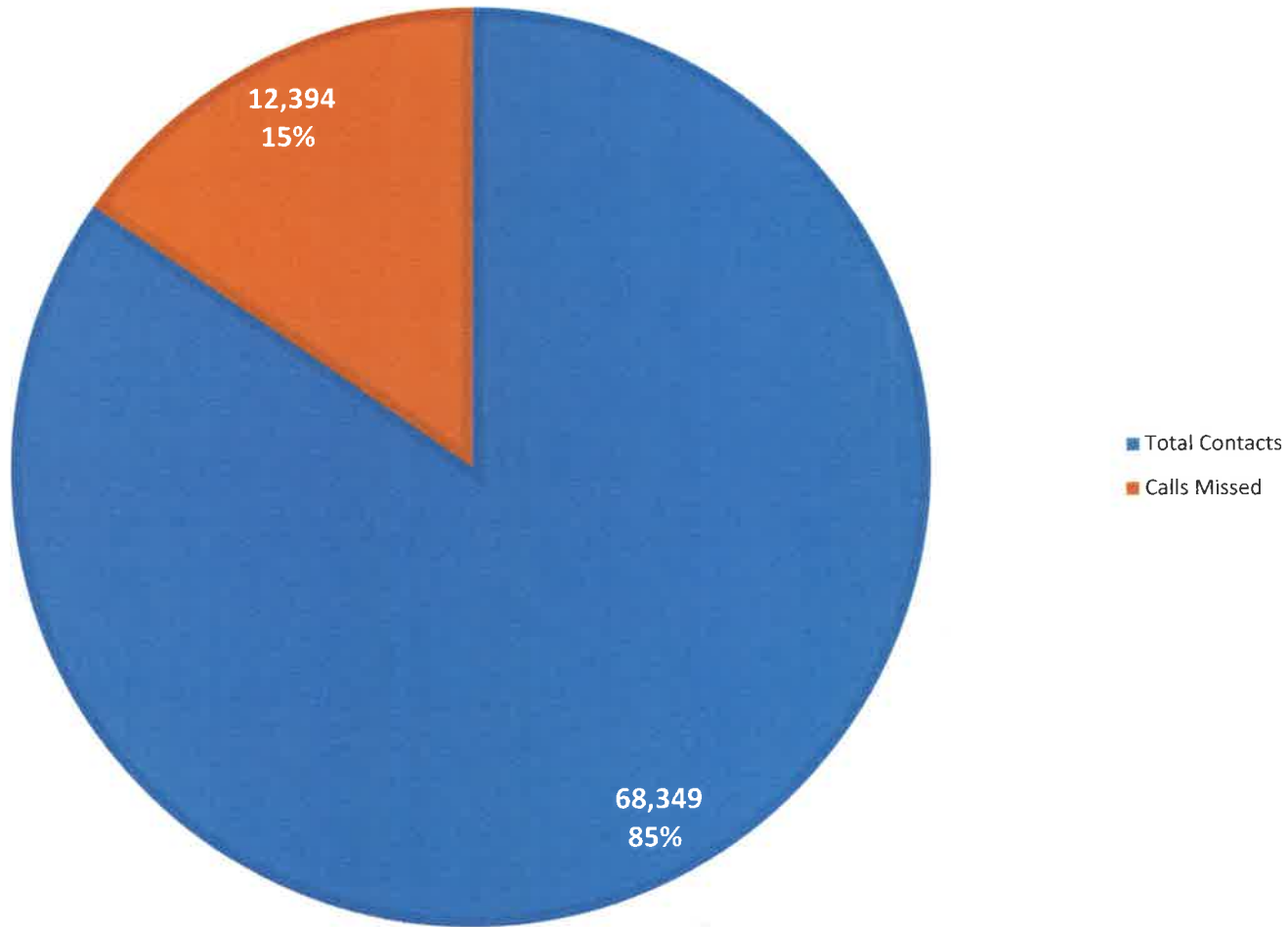
POPULATION WITH SERVICE 2018



CALLS ANSWERED/MISSED 2019



CALLS ANSWERED/MISSED 2018



DISTRIBUTION OF CALLS BY NEED - 2019

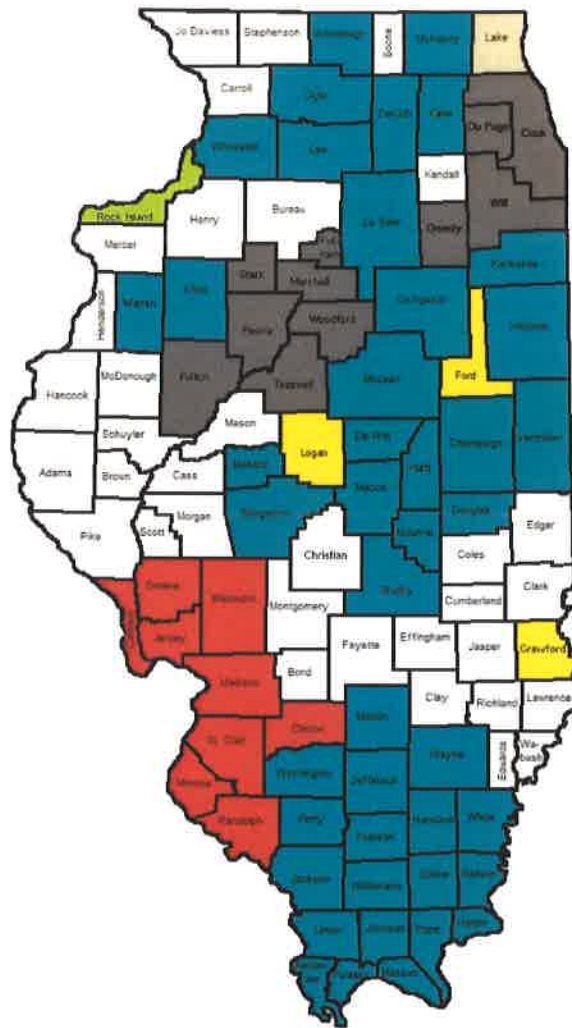
Housing Expense Assistance	22,572	21.1%
Housing	20,075	18.7%
Utilities Assistance	11,090	10.4%
Suicide Related Assistance	8,552	8.0%
Homeless Assistance/Shelter	7,192	6.7%
Food & Meals	5,342	5.0%
Income Support & Assistance	4,036	3.8%
Mental Health	3,981	3.7%
Information Services	3,733	3.5%
Addictions/Substance Abuse	3,442	3.2%
Individual, Family & Community Support	2,867	2.7%
Tax Preparation Assistance	2,565	2.4%
Clothing, Personal & Household	2,491	2.3%
Health Care	2,289	2.1%
Legal, Consumer & Public Safety	1,721	1.6%
Transportation	1,606	1.5%
Child & Youth Development	1,373	1.3%
Public/Government Benefits	1,123	1.0%
Disaster Services	1,060	1.0%
Totals	107,110	100.0%

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 03-03-2020



Legend

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

Contact Information

PATH	211 or 888-865-9903
Lake County UW	211 or 855-677-5253
Quad Cities	211 or 563-355-9900
St. Louis	211 or 314-421-4636

