



2020 Annual Report

2-1-1 Service in Illinois

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

April 21, 2021

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 2019 charts as a comparison.

During 2020, 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 City of Chicago and Cook County are just beginning a planning process which may be predicated on securing funding. 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 once funding is identified to cover holidays, nights and weekends. Crawford, Ford and Logan Counties have started 2-1-1 service in 2021 and Grundy and Kendall Counties are exploring the start of services as well.

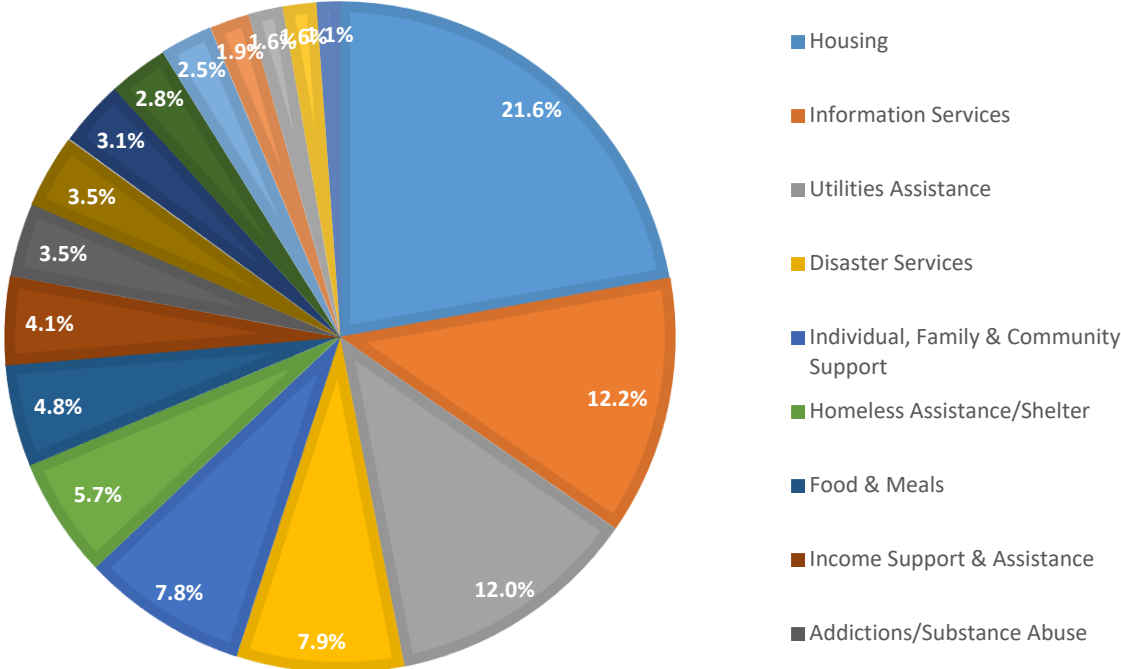
If you should have any questions, please let us know via your 2-1-1 Board members: Jay Hidalgo IDHS; Mark Kinnaman IDHFS; Phil Anello IEMA; Winfred Rawls IDPH; Lisa Zuurbier IDOA; Michelle Hanneken Serve Illinois Commission; or George Light ICC.

You may also contact me directly at (217) 726-7000 or jkkelker@uwcil.org.

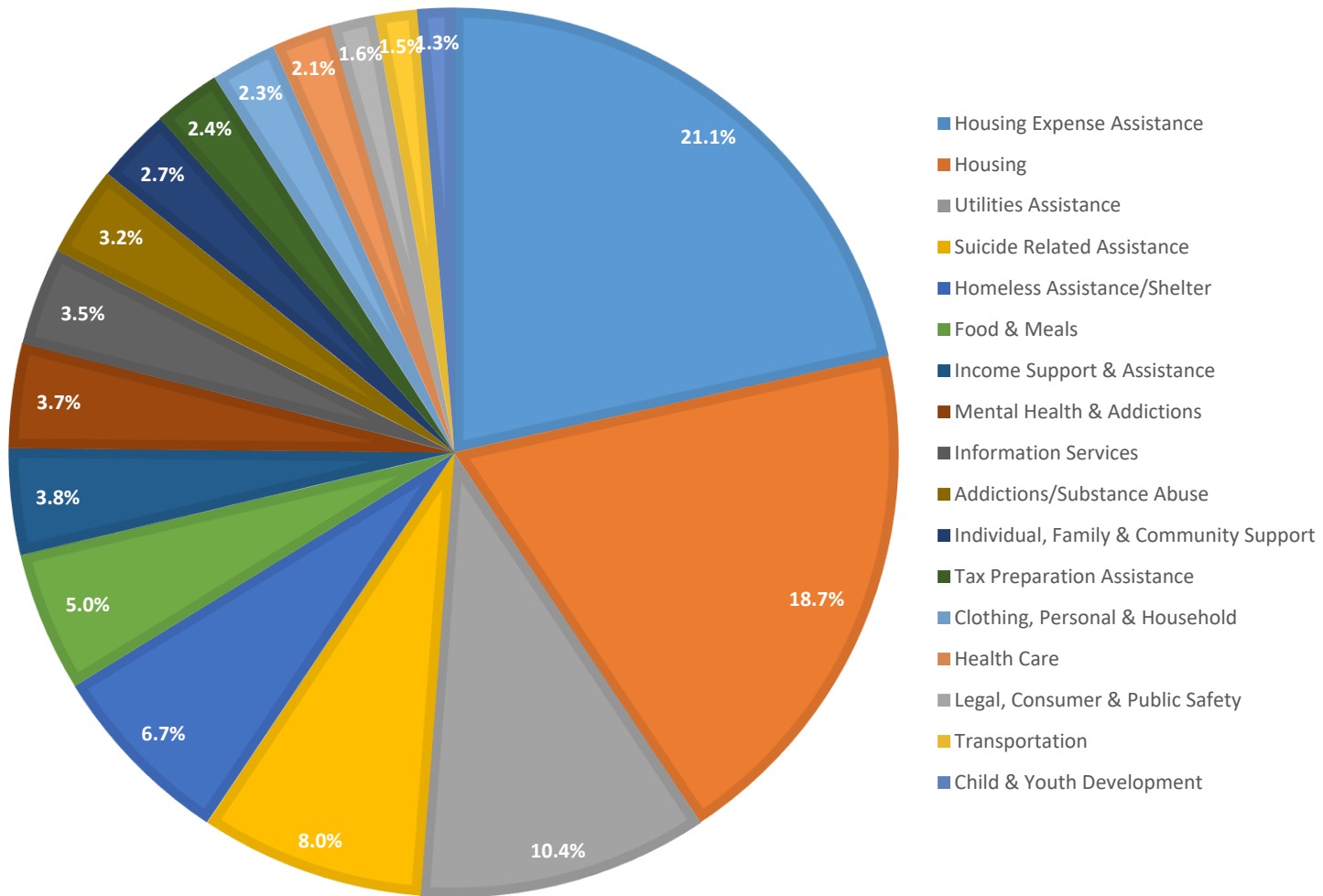
Thank you,

John Kelker
2-1-1 Illinois Board Chairperson

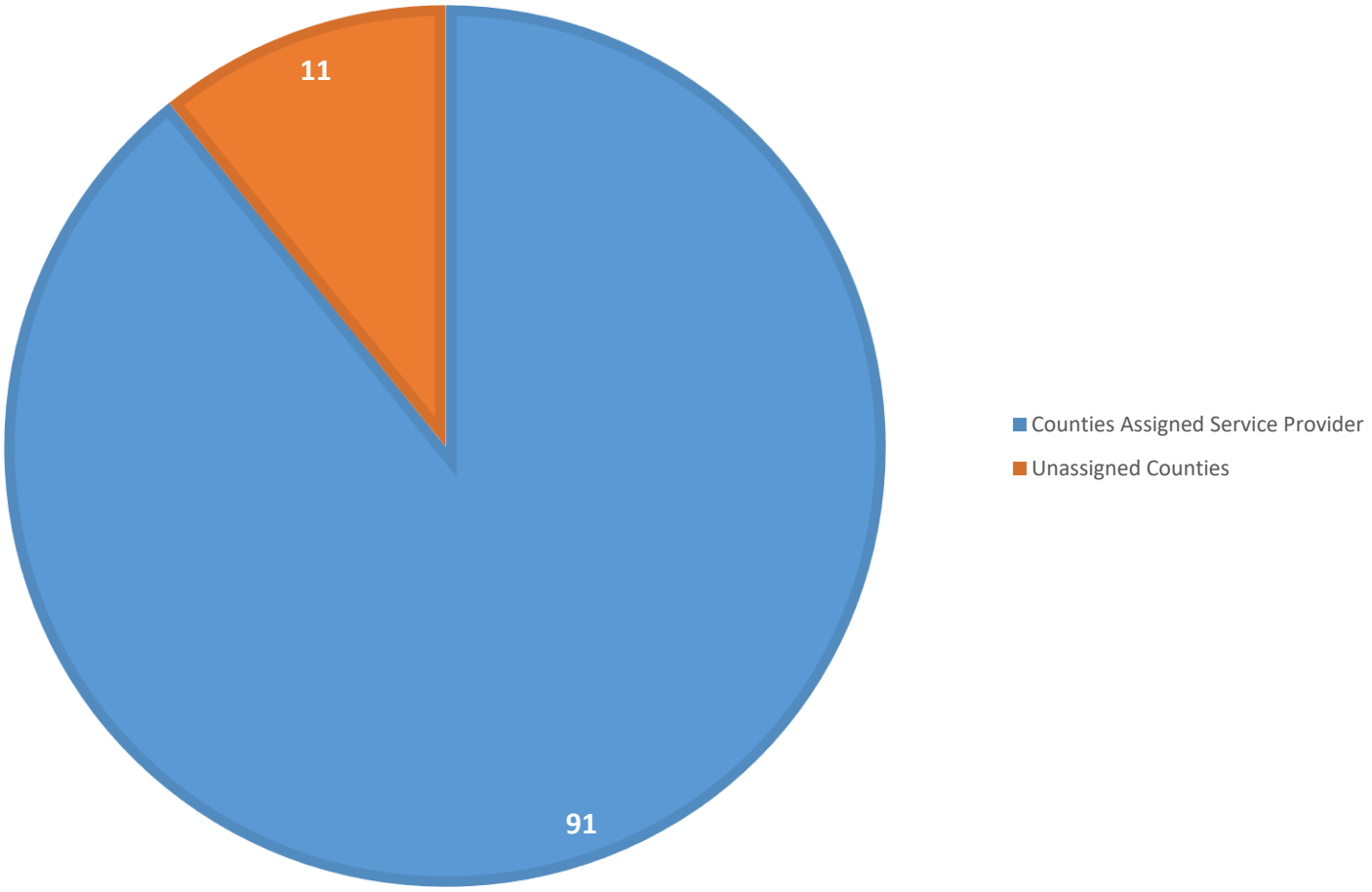
DISTRIBUTION OF CALLS BY NEED - 2020



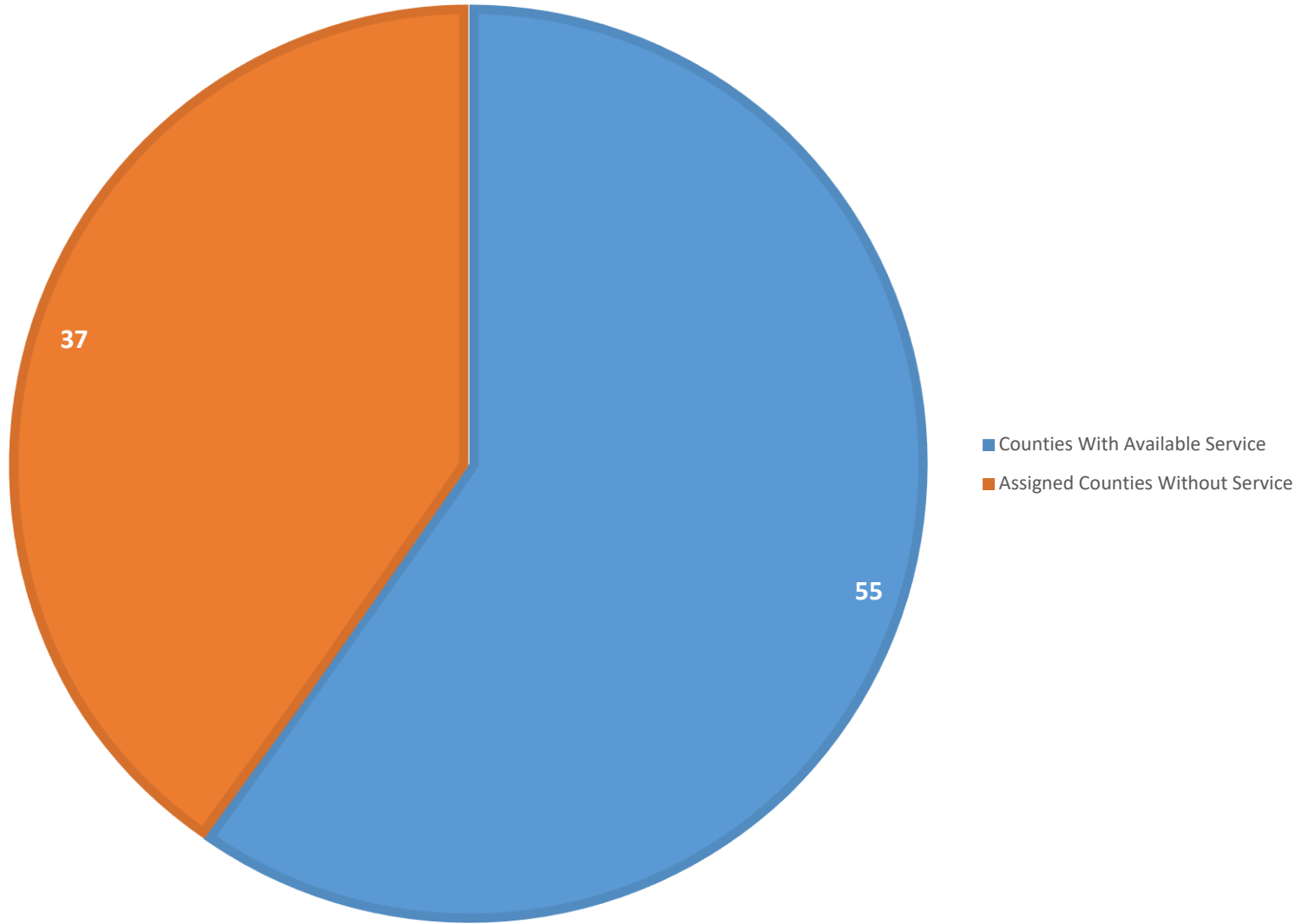
DISTRIBUTION OF CALLS BY NEED - 2019



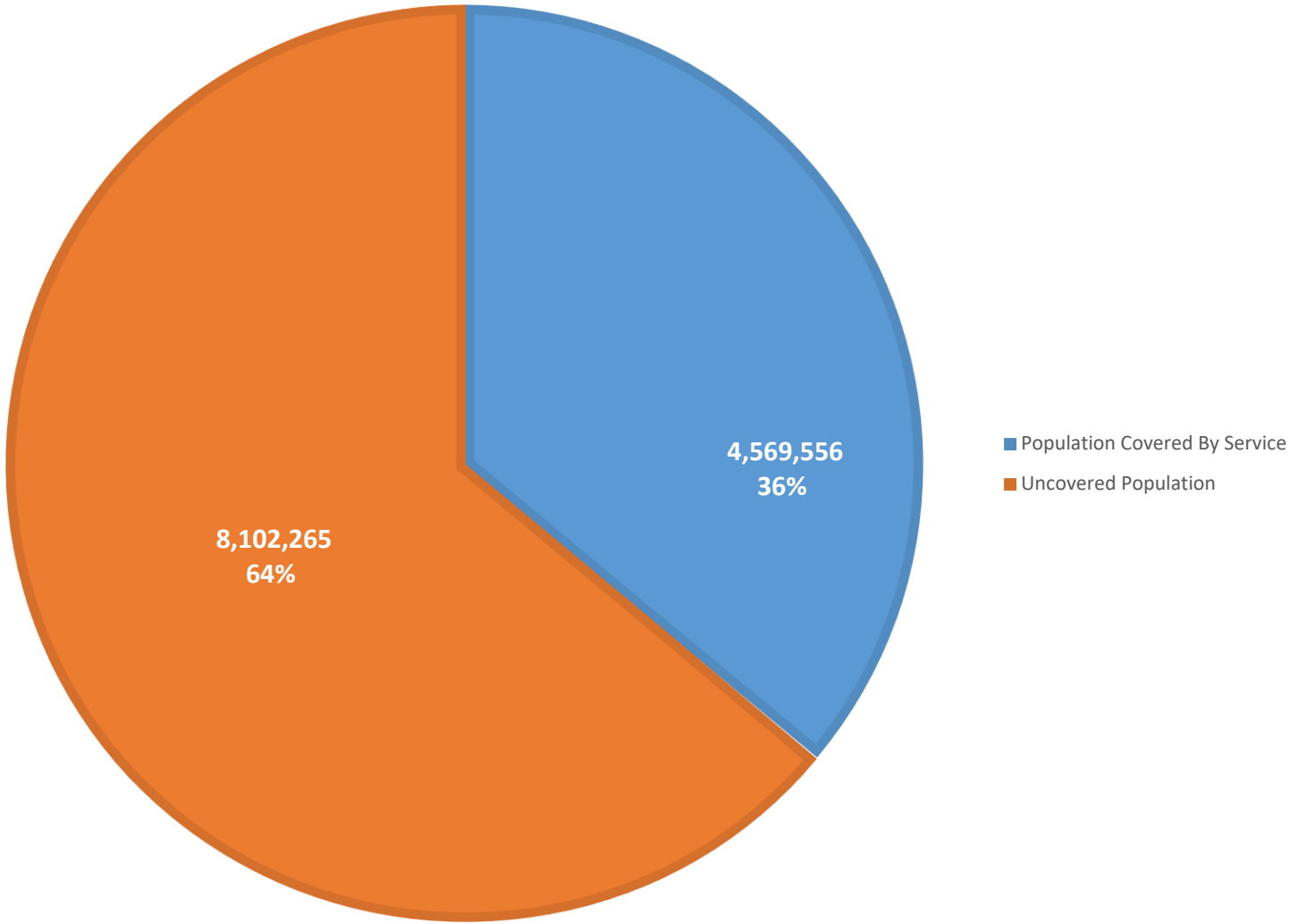
COUNTIES AVAILABLE FOR SERVICE 2020



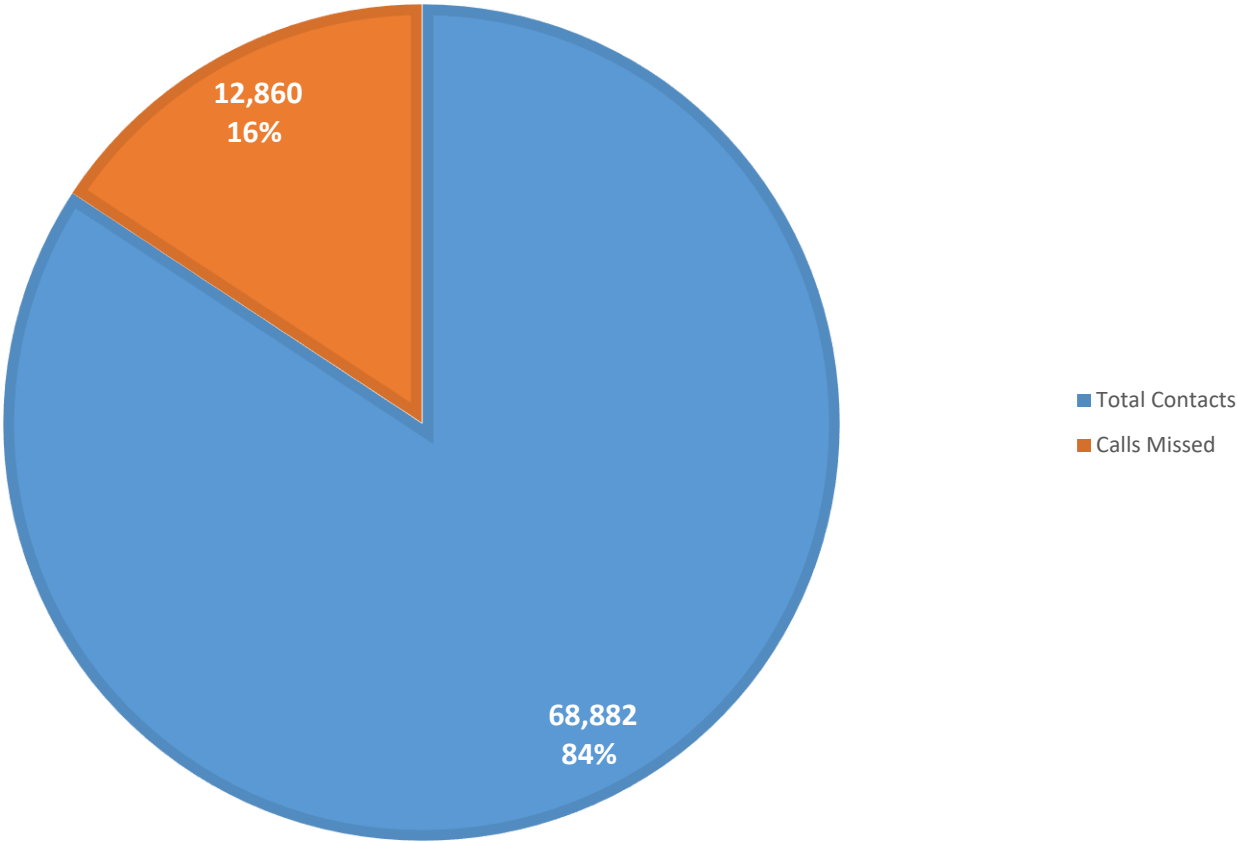
ASSIGNED COUNTIES WITH SERVICE 2020



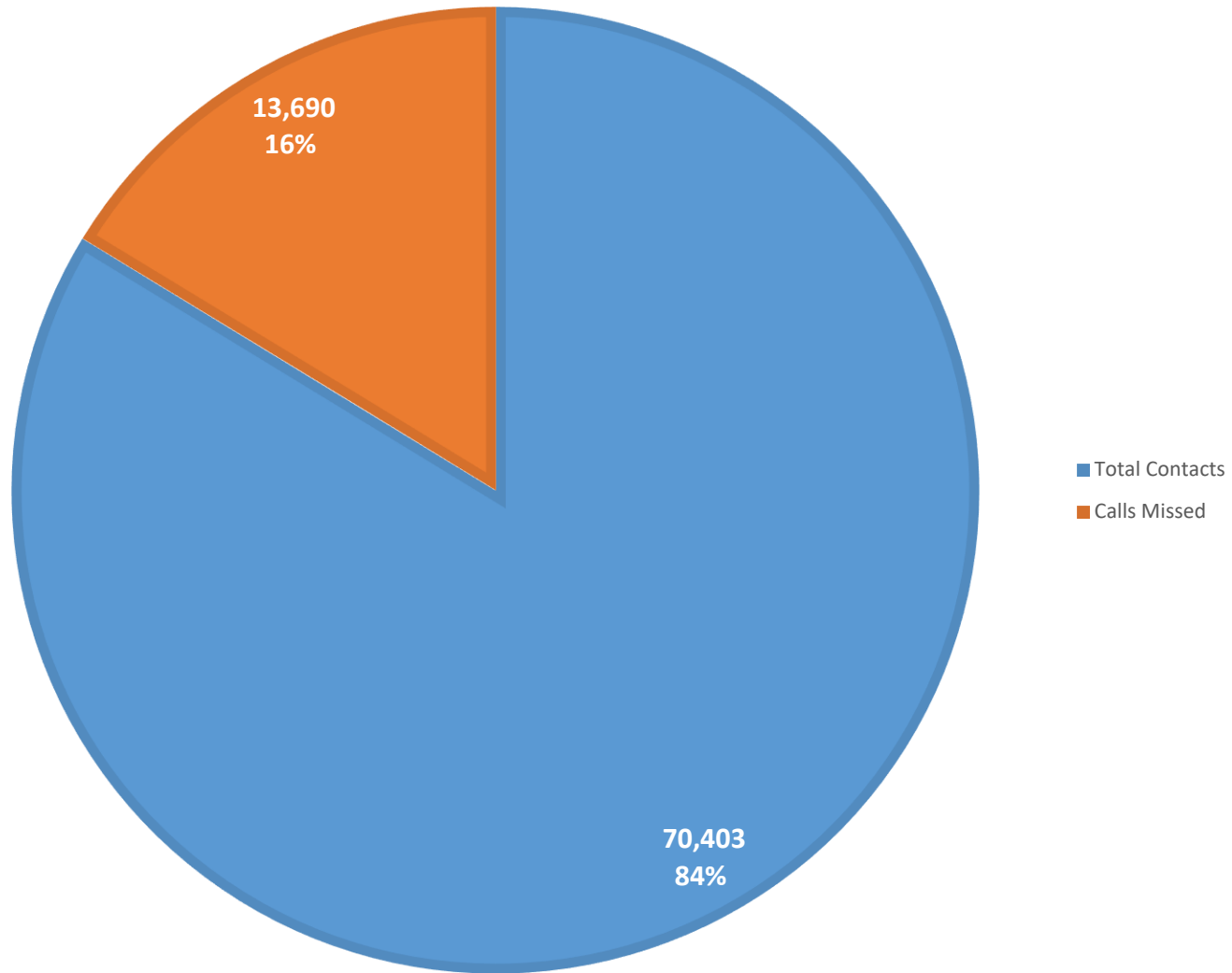
POPULATION WITH SERVICE 2020



CALLS ANSWERED/MISSED 2020



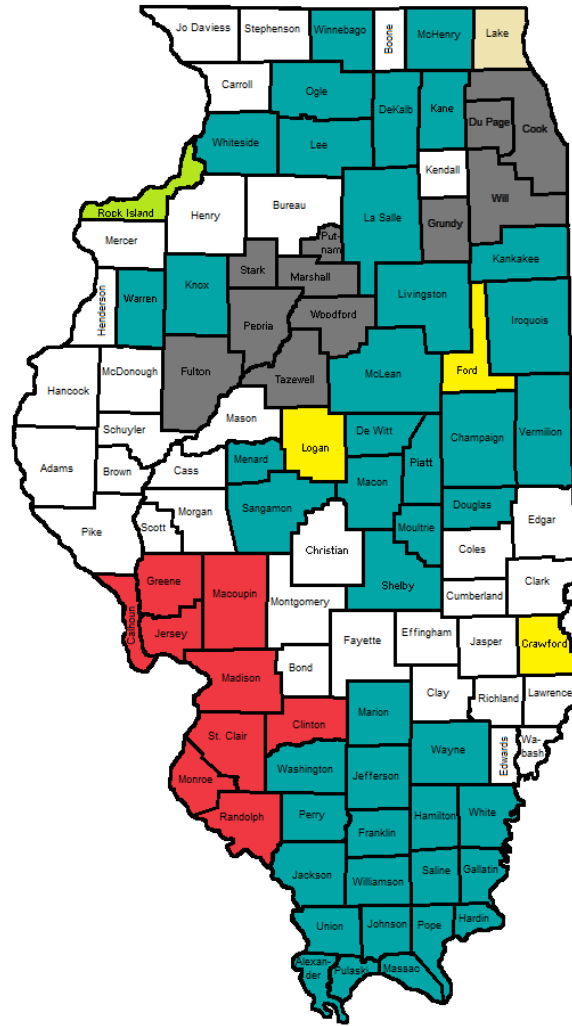
CALLS ANSWERED/MISSED 2019



DISTRIBUTION OF CALLS BY NEED – 2020

Housing	24,880	21.6%
Information Services	14,014	12.2%
Utilities Assistance	13,752	12.0%
Disaster Services	9,085	7.9%
Individual, Family & Community Support	8,934	7.8%
Homeless Assistance/Shelter	6,500	5.7%
Food & Meals	5,533	4.8%
Income Support & Assistance	4,758	4.1%
Addictions/Substance Abuse	4,006	3.5%
Housing Expense Assistance	3,992	3.5%
Health Care	3,621	3.1%
Mental Health	3,240	2.8%
Tax Preparation Assistance	2,834	2.5%
Legal, Consumer & Public Safety	2,158	1.9%
Clothing, Personal & Household	1,858	1.6%
Transportation	1,822	1.6%
Suicide Related Assistance	1,249	1.1%
Public/Government Benefits	1,573	1.4%
Homeless Shelter Intake/Placement	1,148	1.0%
Totals	114,957	100.0%

2-1-1 Implementation Status as of 03-03-2020



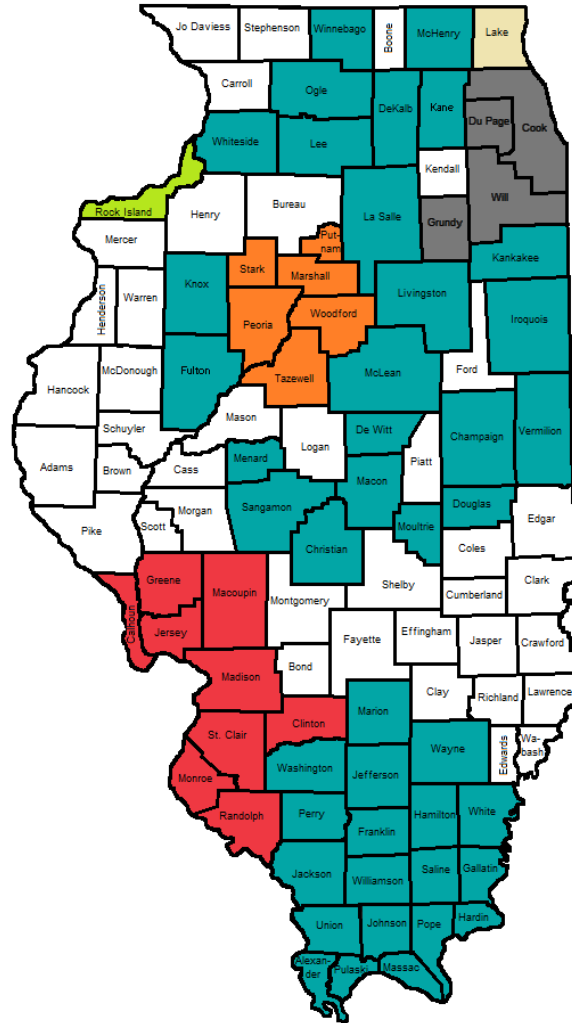
Legend

- 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

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