

2-1-1 Southern Illinois: Help Starts Here

Benefits of 2-1-1:

Dial an easy three digit number 2-1-1
 Accessible 24hours a day, 365 days a year
 Free, confidential, anonymous
 Available in any language
 Get connected to health & human services
 Every call answered by a trained, degreed counselor
 No call goes unanswered

Services offered by 2-1-1:

Comprehensive Human Services Database
 Suicide Prevention
 Crisis Counseling
 Empathetic listening
 Emotional support
 Needs assessment

Some examples of 2-1-1 callers:

Employer helping an employee find family services
 Homeless family living in their car
 Family whose child has special needs
 Teen who needs someone to talk to
 Single mom who can't feed her children
 Senior who lives alone and needs a daily call
 Person helping a friend with substance abuse issue
 Widowed dad who needs child care to keep his job
 Someone depressed and contemplating suicide
 Non-profit worker looking for resources for a client

- **2-1-1** connects people to vital human services and information about job training, educational resources, housing and food assistance, services for veterans and so much more.

2-1-1 helps during disasters.

- During disasters, **2-1-1** becomes a central hub, providing information on how to give and get help.
- Callers can access 2-1-1 for non-emergency information such as debris removal.
- 2-1-1 connects volunteers offering help with appropriate services.

2-1-1 attends to caller's most critical requests.

- 2-1-1 provides assistance for callers who are homeless, in abusive relationships, in a financial crisis, and much more.
- Requests fielded by 2-1-1 include, rent and utility assistance, health care, and housing.



Examples of Cost Savings for Taxpayers, Employers and Government

- Reduction of non-emergency calls to 9-1-1
- Enhanced efficiencies due to decrease in misdirected calls to state, local and nonprofit agencies
- A communications infrastructure through which to quickly distribute public health and crisis preparedness information
- Increased efficiencies in cities' and counties' planning processes due to instant data collection capabilities available through the 2-1-1 database
- Increased cost savings to nonprofits due to enhanced awareness of and referrals to agencies needing volunteer assistance or donations
- The potential for savings for businesses through reduced absenteeism and increased productivity due to the instant availability of quality referrals
- Using 2-1-1 reduces time, confusion and frustration when searching for assistance.
- 2-1-1 operators get callers the assistance they require the first time, while providing compassion and understanding in all situations.

Studies have shown that people typically make seven calls before reaching the service they need.

People with nowhere else to turn call 2-1-1... offering information on a broad range of services, including rent assistance, food banks, affordable housing, health resources, child care, after-school programs, elderly care, financial literacy, and job training programs.

YOU can put that hope in their lives. You can make it possible for us to answer these calls for help, one person at a time. What a great way to amplify the impact and your caring to our most vulnerable neighbors.

Please give today so we can continue 2-1-1 in southern Illinois and answer even more calls.

Name:
Address:
Email:
:
Phone:
Amount Enclosed:
Please make checks payable to: United Way of Southern Illinois PO Box 1901 Marion, IL 62959
If you wish to donate by credit card or PayPal, please visit our website www.uwsihelps.org

"I don't know what we would have done without your help at 2-1-1. We had no idea where to turn to or where to begin to get help. I had never asked for help before. Without your help, we would have been homeless and on the streets in just a few days."

A father with 2 children, called **2-1-1** looking for information on where he could get some food for his family. After building a rapport with Joe, our 2-1-1 representative asked him a few additional questions to see if there was something more to the situation and to see if he and his family had other needs. Joe continued to share that his family recently had a serious house fire and lost everything. His entire family had to move out of the house and were now in a motel. During this crisis, he said he also lost his job and became unemployed. After listening to Joe's situation, our **2-1-1** representative was able to quickly set an appointment for him with a program that could help him and his family get on their feet again.

A few days after his initial our representative called Joe back to see how he and his family were doing. We learned that his family was now back in their home and he was about to start a new job with the help of a local program!

We know there are thousands of people in our communities facing situations like Joe's. The demand is daunting! It calls for you, me and all our southern Illinois neighbors to lend a hand.

That's what 2-1-1 is all about – helping people get connected to the resources they need and in some instances going that extra mile and making sure that that person is really being taken care of.

So call 2-1-1 and get connected and get the answers you need.

Do You Have a Story to Share?



What is 2-1-1?

2-1-1 is an easy to remember telephone number that connects callers with free information and referrals for community services.

2-1-1 is staffed 24/7 by trained staff and volunteers who will listen to your situation and quickly refer you to the most appropriate source of assistance.

2-1-1 employs a database comprised of services which include health and human services, governmental agencies, non-for-profit organizations, and much more.

For more information:



**United Way
of Southern Illinois**

618.997.7744

866.894.3577

www.uwsihelps.org

Providing 2-1-1 in the following counties:

Alexander, Franklin, Gallatin, Hamilton, Hardin, Jackson, Johnson, Perry, Pope, Pulaski, Saline, Union, White, Williamson & Massac

2-1-1 Website Search:

<http://www.pathcrisis.org/community-resources/2-1-1/>

NEED ASSISTANCE?

CALL

United Way

2-1-1™

Get Connected. Get Answers.

Available 24/7 Confidential

INFORMATION AND REFERRAL FOR COMMUNITY SERVICES:

- Counseling
- Criminal Justice and Legal Services
- Crisis Intervention
- Disability Services
- Elderly Services
- Family Support
- Food
- Education
- Employment
- Health Care
- Housing
- Juvenile Services
- Mental Health Care
- Protective Services
- Public Health and Safety
- Substance Abuse
- Transportation

Whether it is a situation where the caller needs help or wants to offer help, **2-1-1** provides every person in the community with a place to turn when they need answers to life challenges, both big and small.