



Our Mission

To provide accurate information and streamlined access to health and human services in an effort to build a stronger community.



2-1-1 Can Help With...

- Rent and utility assistance
- Substance abuse
- Food pantries
- Disability services
- Shelter
- Support groups
- Child care referral
- Consumer counseling
- Family counseling
- Financial assistance
- Senior services
- Parenting programs
- Education
- Maternal and child health care
- Homeless services
- Legal assistance
- Volunteer opportunities

Want to Get Involved?

If you are interested in contributing, volunteering, or supporting 2-1-1 Illinois, just dial 2-1-1!



**Free
Confidential
Available 24/7**



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 more than.... services which include health and human services, governmental agencies, non-for-profit organizations, and much more.

2-1-1 makes finding information easier.

- 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.

2-1-1 Strengthens access to needed services.

- 2-1-1 creates efficiency by eliminating service repetition and duplication.
- Callers can use 2-1-1 to access a wide array of services any time of the day, every day of the year no matter what.



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.



2-1-1 helps during disasters.

- 2-1-1 links victims of disasters with emergency services.
- Callers can access 2-1-1 for non-emergency information such as debris removal.
- 2-1-1 connects volunteers offering help with appropriate services.



Two 2-1-1 programs

- **PATH:** currently serves McLean, Christian, Livingston, McHenry, Menard, Ogle, Sangamon and Winnebago and counties and is expanding coverage to the City of Barrington, Whiteside, Champaign and Vermillion Counties. Other counties will be coming on line by the end of 2013.
- **United Way of Greater St. Louis:** serves Calhoun, Clinton, Greene, Jersey, Macoupin, Madison, Monroe, Randolph, and St. Claire Counties.

2-1-1 Illinois is Advancing everyday!

- Approval for the Illinois 2-1-1 pilot program was granted in February of 2008.
- 2-1-1 Illinois is developing a state plan so every citizen of Illinois will be covered by the service.



For more information

Visit 2-1-1 at www.211illinois.org

Or

Phone: (309) 827-4005