



A 24-hour helpline that connects individuals and families to resources that can assist with human service needs.



# 2-1-1: The Number to Know

- Like 9-1-1, 2-1-1 is an easy-to-remember contact number that connects people to live professional assistance 24 hours a day, 7 days a week.
- Calls are free, anonymous and confidential.
- Resource Navigators are trained according to the high standards of the Alliance of Information and Referral Systems (AIRS).
- Locally in Northwest, people can contact 2-1-1 by:
  - text zip code to 898-211
  - dialing 2-1-1 from any phone
  - chat on the local 2-1-1 website ([pa211nw.org](http://pa211nw.org))



# Who contacts 2-1-1?

- Older adults
- Single and working parents
- Veterans
- People in a crisis
- Agencies on behalf of their clients
- People with disabilities
- People who have had a run of bad luck
- People who have never needed help before
- People you might know
- People who are a lot like you

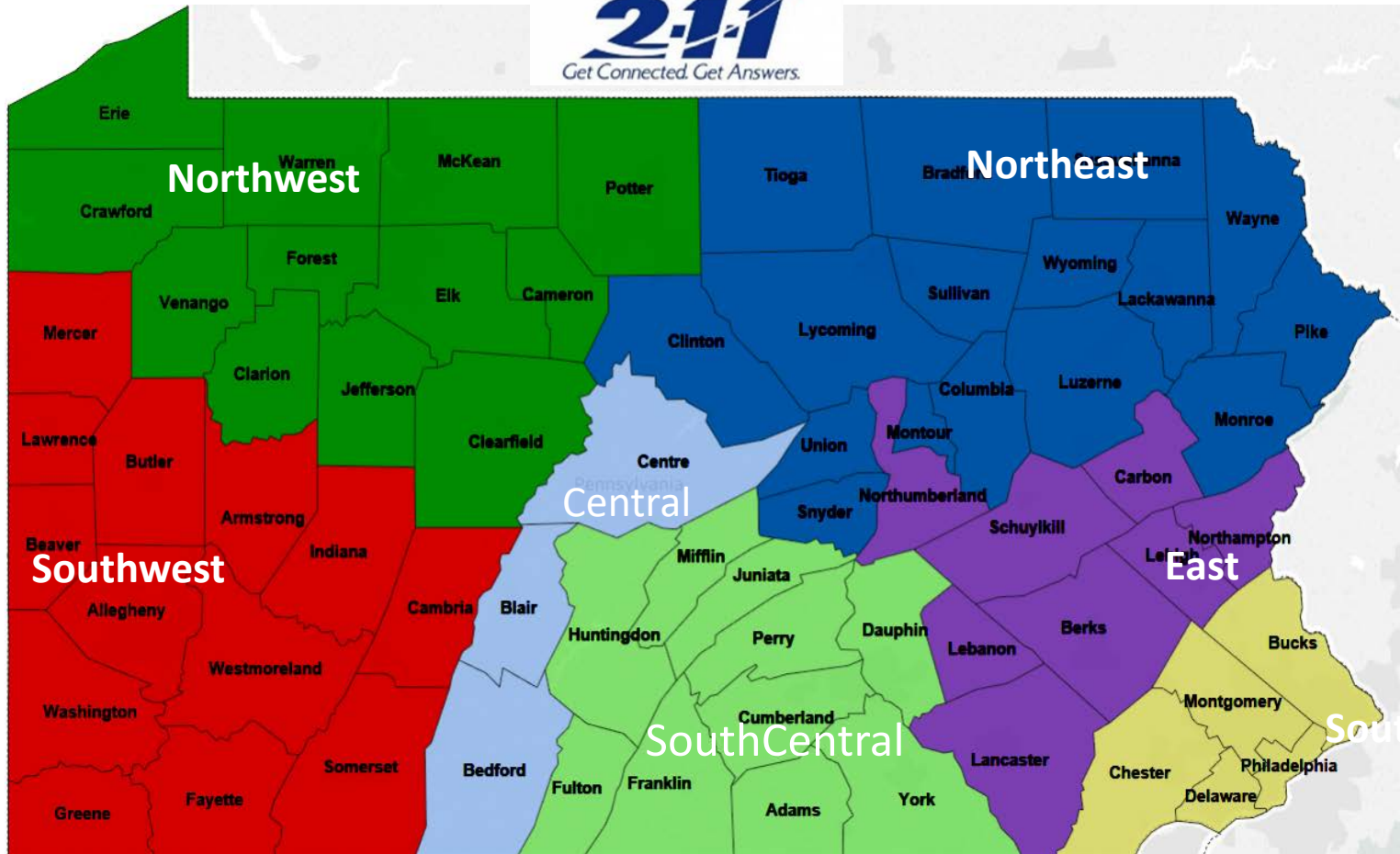


## *PA 2-1-1 Northwest...Assisting More People*

- Launched 2017
- Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Potter, Venango, and Warren Counties.



# Pennsylvania Coverage



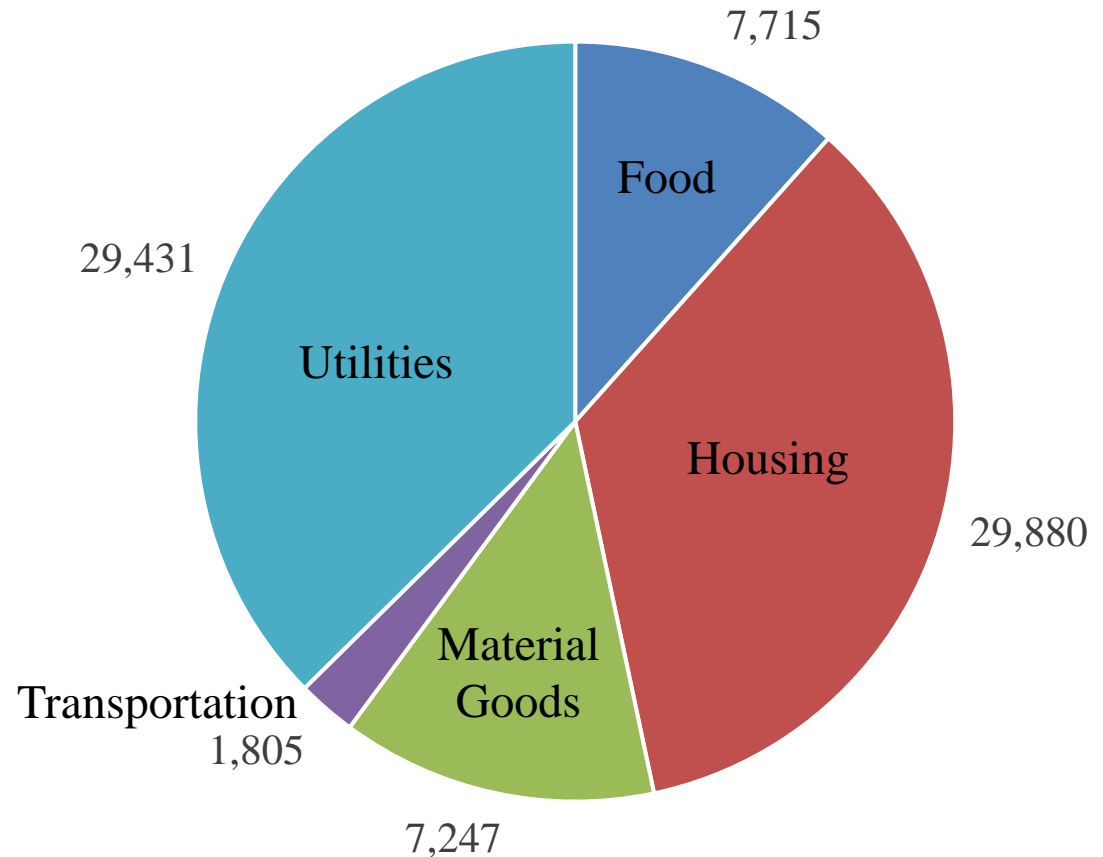
## In FY 2018 - 2019:

- Connected more than 7,393 individuals in need to services and resources that could help
- Assisted nearly more than 400 veterans and the family members of active military personnel
- Expanded the database to facilitate over 700,000 referrals to services (such as food, shelter, utility assistance, and transportation)



# Assisting the Community with Basic Needs

Accounting for people with multiple needs, 2-1-1 received over 56,000 requests for assistance with basic needs in 2018



■ Food ■ Housing ■ Material Goods ■ Transportation ■ Utilities

# Assisting the Community with Basic Needs

*“Sometimes it’s the small things, like a bus pass, that can change your life. I didn’t have to choose between getting to work and buying groceries until I got back on my feet again.”*



# 2-1-1 Goes Beyond Helping People One at a Time

- 2-1-1 also plays a systemic role.
- 2-1-1 collects data about the community's most pressing needs.
- One of its important functions is to identify service gaps: where there is a great need that can't be met with the available resources.
- This information is very useful to policy makers. It can inform the way funding is earmarked. Compelling data, along with skilled advocacy, can make the case for new community programs.



# *PA 2-1-1 Northwest...Expanding Community Partnerships*

## *National*

- United Way Worldwide 2-1-1 Steering Committee
- CDC Flu on Call™ Network
- Hurricane Irma (Broward County, FL)

## *State and Local*

- Hair Affair (NW)
- Volunteer Sign-Up (NW)
- Disaster Response

# *PA 2-1-1 Northwest...Strong Service Delivery*

- Trained Resource Navigators respond via phone, text, chat
  - Align with national Alliance of Information and Referral Systems
- Multi-lingual Resource Navigators & Access to language line (over 250 languages)
- Extensive Quality and Assurance Process
  - Call calibration
  - System for escalation
- Follow up Procedure
  - 10% of Contacts (exception domestic violence, trauma)
  - 100% for targeted populations
- Now offering in-house phone, text and chat coverage 24x7



# 2-1-1 Next...Expanding to Do More

- Although this 2-1-1 serves nearly 100,000 contacts annually, it's a small fraction of those in need



# HOW YOU CAN HELP

- Please go to the website at [211nwpa.org](http://211nwpa.org).

## Select Update an Existing Agency

When you are viewing your records you can select the Comments or Corrections button to update the information in the record.

Once an organization is part of the PA 2-1-1 NWPA Resource Database, service providers have access to view, update, and submit changes to organization, service, and location information. The main agency contact should go to <https://pa211nw.communityos.org/cms/home> to fill out a form to get access to the PA 211 NWPA database.



# REMEMBER

The quality of referrals to your organization is  
**only as good as the info** in the database!



**ANY  
QUESTIONS?**

PENNSYLVANIA   
**2-1-1**™  
Northwest  
Powered by United Way



# Contacts

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- Dial 2-1-1 from any phone
- Chat on the local 2-1-1 website ([pa211nw.org](http://pa211nw.org))



# Contact the Staff

- Information email: [info@pa211nw.org](mailto:info@pa211nw.org)
- Paul Wotus (PA 211 NW Database Coordinator)
  - 814-964-7124
  - [paul.wotus@unitedwayswpa.org](mailto:paul.wotus@unitedwayswpa.org)
- Shawn McGrogan (Operations Manager)
  - 412-225-5373
  - [Shawn.McGrogan@unitedwayswpa.org](mailto:Shawn.McGrogan@unitedwayswpa.org)



United Way of  
Southwestern Pennsylvania