

Conference Title: PA 2-1-1

Moderator: Teresa McDonnell

Presenter: Ann Fogoros

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Teresa McDonnell: Good morning everyone. Thank you for joining us. My name is Teresa McDonnell and I am the Outreach Operations Manager with Pennsylvania Enrollment Assistance Program. Welcome to Pennsylvania Enrollment Services Webinar Series.

Today's webinar is on PA 2-1-1. Again, thank you for attending. Before we begin please know that the phones have been muted. If you have any questions please type them directly in the chat box at the bottom right of your screen, and we'll answer them at the end of the presentation.

This call is being recorded. The slides and other related materials will be posted on www.enrollnow.net. And the slides will also be available after the webinar for download. Now, let's get started with the webinar.

Our presenter today is Anne Fogoros. Anne joined the United Way of PA in November 2016, and served as the Operations Director for PA 2-1-1. She served as Operations Director for PA 2-1-1 Southwest Region since 2011, and she has been involved with 2-1-1 since its inception in Pennsylvania.

She is also a leader at the national level having served on the board of the Alliance of Information and Referral Systems. She has been involved in the United Way's Worldwide efforts to advance 2-1-1 across the country, participating in the National Quality Assurance Committee.

Anne currently serves on the board of the Eastern PA Continuum of Care, the Standards Committee for the Alliance of Information and Referral Systems, and on the People Natural Gas and Butane Lights Consumer Advisory Boards. We are very happy she could join us today to

educate us on this wonderful statewide Program and resource. I will now turn it over to you Anne to educate us on PA 2-1-1.

Anne Fogoros: Thank you so much Teresa. Good morning everyone. I'm so happy to be with you here this morning. And I see a message that (Casey) can't hear.

Teresa McDonnell: And I will go ahead and take care of that Anne.

Anne Fogoros: Okay, all right. So I am speaking to you today on behalf of Pennsylvania 2-1-1, and I want to say at the top of this call that I encourage you to ask questions, anything you wanted to know about 2-1-1. I hope that we can answer today.

So if you have a question about how it works or how you can use 2-1-1 to partner with us on a project -- whatever is on your mind please put it in the chat box so we can make sure that you get your question answered, or I can get back to you after the call. I don't want this to just be my talking at you. I hope that we can answer your questions as well.

First of all, everyone always wants to know where we are. So here's the map of Pennsylvania and it shows you that we have seven different regions for our 2-1-1 service. We are at 99.9% coverage statewide. We are in final discussions with one final county, which is Cameron, that if you call Cameron right now, we can certainly provide you with services -- we're just not at full level of service at this point in time.

We divided 2-1-1 into seven regions because it's really important to us that people have a local response and we knew we could not be in 67 counties simultaneously. So how we manage this is by having database people on the ground in each region. And so we divided it. It started almost equally divided by population -- some adjustments have been made along the way.

So 2-1-1, if you don't know about us, welcome -- we are available 24/7/365. We call ourselves, "Omni-channel," which means it's much more than just phone calls today -- people call us, people text us. We'll talk a lot about that in the course of this presentation.

People can still email us. They can visit our website. You can also go to our 2-1-1 website and look for a chat button -- it usually pops up in the lower right hand corner, and chat with us about services. So we want people to be able to contact us however it's easiest for them. Sometimes people prefer to call us -- oftentimes they don't -- it's free, it's confidential.

It also can be anonymous. We do now have a number of programs where we are required to collect information about people contacting us and that, you know, we can't enroll them in the program if they don't want to share a name with us. But we certainly still maintain that people can call us on an anonymous basis and get the information that they need for themselves or for a family member or loved one.

We're certainly not 9-1-1, so 9-1-1 is for emergencies, 2-1-1 for everything else. If people call us - and in my time with 2-1-1 it's been very rare that people have called us with a situation that requires 9-1-1. So I don't think there's confusion about those two numbers.

If a person should call and have the need for 9-1-1, we do have protocols in place to make that transfer to the 9-1-1 service, excuse me. Okay, we're a little different because our phone number has just three digits, which is a big plus for people who, one, if you ask me the phone numbers of people I talk to frequently, including my children, I could not give you their cell phone numbers by heart without really thinking about, so ten digit numbers, remembering them, people are very used to now having numbers in their cell phones and hit dial.

We're one of just nine 2-1-1 numbers -- N-1-1 number being something like 9-1-1, 7-1-1 for hearing impaired, 5-1-1, call before you dig. These numbers are all approved by the Federal

Communication Commission (FCC). The United Way of Atlanta went to the Federal Communications Commission about 23 years ago, now at this point, and received permission to launch the first 2-1-1 services because the FCC recognized the importance of a really easy-to-remember number for people to connect to services.

In Pennsylvania we needed to go to the PUC for permission for the 2-1-1 dialing code. That is how the FCC set it up that they approved the use overall and asked that on a state by state basis, that the entity wanting to run the 2-1-1 service would need the approval of the equivalent to the PUC. So United Way of Pennsylvania did that in conjunction PA 2-1-1. In February 2010 we did receive that permission. So we have rolled out 2-1-1 service with the authority of the PUC, and we now have seven regions and five contact centers.

We do have a statewide database with over 33 thousand resources growing and shrinking every day. I say that because our database is a well-used database by our staff, by the public, and so there are services that come into existence every day and are added in services as well that close up shop. So that number fluctuates frequently.

I always like to about some of our benefits so that we can be on the same page in understanding our perspective -- 2-1-1 is very efficient. We have this huge database. We have contact centers with staff who are trained to make referrals, to know about services and also to know about the nuances of services.

So if you need a referral for a food pantry, you may need - for some of them there's financial eligibility; some only serve very specific neighborhoods; some are for residents of a particular school district; so we have all of that eligibility information and use it to make the referrals to the program that is most qualified to help that individual who called.

We'll talk about our texting that we are using now, you know, innovative technology that it's not just phone service, we have the statewide database, which means that other organizations that want to develop a database, can talk to us about using our database for their purposes so that they don't have to create an entirely new database. So working together we can reduce the number of 800 numbers so that people can use 2-1-1, and we can make the referral.

We make referrals in a lot of different ways -- we can talk more about that later. We support disaster and emergency services of course, and we believe that by having this easy-to-remember number, that we're not at the point where like 9-1-1, in that, everyone knows to call 9-1-1 because you learned that from preschool. To if there's an emergency with mom and dad, you call 9-1-1. That's something that we train individuals on from the extremely early age. 2-1-1 is not yet in the public knowledge base in terms of and 2-1-1 for everything else.

So but we believe that when people do call 2-1-1 at that early connection, the sooner they call us about their issue and get connected to services, the higher the likelihood that they will have a better chance of moving through the current situation and stabilizing the family -- which is our goal. So these huge numbers just tell a little bit on - we are a part of the national 2-1-1, and so we wanted to look at the 12.8 million connections to help, and plus another 14 million website searches, if you look, 260 thousand disaster calls.

So nationally we are one of many 2-1-1's that all provide services and have about the same manner through phone services, through text services -- in times of disaster the 2-1-1's come together to support each other. Our 2-1-1's in Pennsylvania have responded to hurricane victims in Florida for the past several years. I think the last three years as well, so that when the Florida centers were overwhelmed with calls, they asked that 2-1-1 Pennsylvania help them.

And we actually used the database of the Florida centers and their phone systems to connect and talk with their families in their local community who were struggling. And this is part of the value of

the 2-1-1 network is the connections and the ability to, one, know about services in other areas quickly. And two, be able to support each other.

So a little bit about where we are in Pennsylvania -- we have about 200 thousand unique calls per year and an additional 120 thousand website hits. We talked about, you know, advances started 23 years ago -- Pennsylvania started with our 2-1-1 journey about 10 years ago, and some of our newest counties has come on in the last year. So we do know that we need to get the word out about 2-1-1.

And so we are really happy to have you on the call this morning, so that as you learn more about 2-1-1 you can help us spread the word. Call volumes are coming down, and texts and chats are increasing. People want to be able to use self-service tools to get the information they need.

People want to be able to use their smartphones to look up information themselves. So we are moving to a lot of self-service modules, as well as texting. We know texting is going to increase, and at some point there's going to wanting to be more people texting than calling. And nationally 2-1-1's talked about 10% of all U.S. households in a year.

So the question is always, "What do people call 2-1-1 for?" One answer is we answer questions from A to Z. So I'd like to think that all ages can call us -- all income levels can call us about all needs. We already said that we're not 9-1-1. We're not here for true emergencies. However, most people who are calling 2-1-1, if you ask them, they would feel like their family is in an urgent situation.

We get calls daily from people who are struggling with basic needs. That's not the only calls we get because as I have said, we have this huge database of services so people call us for lots of one off, kind of, who provides counselling, who can I call for, I don't know, to get my snow shovelled in the wintertime. It goes from A to Z, but on most days if you would walk into one of our 2-1-1 contact

centers and listen to the calls, you would hear that our staff are talking to people who are struggling with housing issues. Whether it be they can't pay their rent, they're being evicted. They're worried that they're going to be evicted, or they're calling about a utility situation -- more often, electric and gas.

And that has a lot to do about if the person applied for LIHEAP their gas bill or for their electric bill -- water bill issues, oil issues in the winter, as well as food pantry. If you would ask me which one, I look at this chart and I see utilities is 32% of our calls, rent payment is 15, with homeless another 18%. Those two are pretty close, and what a person calls us for depends upon which bill they're worried about the most that day.

So most people - I didn't put a chart in here, but most people who are calling us for utilities, it's not unusual that they would also have a problem with their rent. The utilities is more pressing that day, and food as well. We have recently started doing food instability questions in a few of our regions, and about 52% of our callers are saying that they worried whether their food would last within the last year.

When you look at the stats, most of those people did not start with a food question -- that's not the reason they called 2-1-1. They called 2-1-1 for their utility issue. They called 2-1-1 for something related to healthcare. They called 2-1-1 because they were worried about a housing situation.

They were very appreciative that 2-1-1 asked them, because we take a 360 approach of, "What other services can we help you with?" So when we talk to them about food, they actually want a referral for food as well, even though that's not the primary reason. The primary reason being, "What did they tell us when they called in?" "I need help with X."

And so we do know when you call 2-1-1 - and sometimes people call and ask for help for the service that they most need. And sometimes they call because they think that's what they can get help for.

So part of the job of the 2-1-1 - we call them Resource Navigators, is to talk with the person and figure out what's going on, what they tried and get to that point of what is really most needed by that family to make those referrals.

So this is a summary, but it certainly doesn't tell the whole picture. We'll talk more about homeless services in a bit. Past assistance you see on there (the power point slide) - and you're probably wondering what is that about. In many communities 2-1-1, from January 1 through April 15, is scheduling people for usually the United Way sponsored programs that do income tax forms for individuals who meet specific financial guidelines.

So United Way - and usually they're call something like Money in Your Pocket, earned income programs. There is an earned income tax credit that people can qualify for based on their income. We at United Way want to make sure that people who qualify for that assistance actually get it, and it's required that they file their tax form to do it.

We also don't want families going out and paying up to \$600 for a tax preparer to have their taxes done. So it's a great partnership with 2-1-1 because the individuals are often working at low income jobs. And so knowing about 2-1-1 and that 2-1-1 is there for them throughout the year, not just during tax season.

But to also connect them to a tax preparations program that can help them save that money that they would have paid to a tax preparer and to get the earned income tax credit. That transfers back money into that community. It means that family can fix the car, put shoes on the kids, buy diapers for the baby -- its money that's desperately needed.

So we have a team of volunteers in the community who do this work because they want to give back to the community -- 2-1-1 makes that connection. So you can see we spend a lot of time on that in the first quarter of each year. Every region - so we have seven different regions.

I just plopped in information about our Southwest which is in Pittsburgh, and they now serve 13 counties surrounding Allegheny County. It's kind of their stats. They're just trying to let you know that you can go to your regional 2-1-1 center and ask them for information about what's coming in.

We don't just take the calls from individuals, we also are looking at the information that we're getting from the calls about what the needs are. We can go down to zip codes for needs -- whether I met needs, which means we could make a referral, or the service doesn't exist. Sometimes we can be the early warning system for needs because people call us on issues they're struggling with.

I'll give you an example, when I used to work at Southwest in the fall seniors would call that they needed to break their lease. And they would call in the winter because they needed people to shovel their snow. So I worked with the United Way liaison for a senior program to talk about a way that we could connect these seniors to services.

So it's getting the calls from the individuals, but also turning that information into something that's actionable by other agencies in terms of these are the needs of the community, and we can narrow it down to this particular zip code. There are, you know, more seniors calling about it from these three zip codes than anywhere else in the county. And that's the type of work that's being done based on the 2-1-1 data.

So you can see Southwest PA did 71.6 thousand contacts; Fifty thousand of those was a basic need. They had a thousand people who had more than one need. I think that number is a little low. They had about 50 thousand visit their website.

They are privileged to have now, at this point they did this report; they had one military research navigator. An individual who has served in the Army and is available to talk to people who are veterans, or families of veterans to make sure that they are connected to all of the veteran services.

And oftentimes veterans prefer to talk to someone who is also a vet that that's a great connection that they are able to offer through a national program called Mission United.

There is also now a second military research navigator at the Southwest Region. Okay, so you can see here just - electric service was the most - and a little feedback from a sweet customer, "PA 2-1-1 Southwest helped me find a solution after I lost my job and couldn't pay my rent."

I cannot stress to you enough that particularly on the text and the chat programs, we get a lot of feedback from customers who are extremely pleased at the quality of the information, the speed with which they got it saying, you know, "I've reached out to multiple agencies and no one's been able to help me. I'm so glad I found you."

So I'm glad that little affirmation of our team is there. So as you can imagine working at the statewide level, one of our responsibilities is to make sure that the system is working efficiently and effectively. We have received an allocation from the general assembly for the last two years, and part of that money is being spent on quality assurance measures for our 2-1-1 system.

This is part of the national efforts to make sure that when someone calls 2-1-1 the call is being handled in a consistent manner, that they are being responded to in a compassionate manner, that they are being offered referrals to services. They are being offered the ability to receive a follow-up call because we want to know what happens with them, etc. So we are doing that right now. We also, as this says here, one of our quality measures is we do provide a live answer.

So you're not calling and getting a promise of a call back, you aren't going through a bunch of voice prompts I'll stop before somebody puts it in the chat box. When you call 2-1-1 you do have to go through an IVR and press a number. There is a reason for that.

The reason is when we talked about those N-1-1 numbers, 2-1-1 is when you talk to people on the phone side, 2-1-1 is the least number of electrical impulses required to complete a phone call. That sounds really tacky and jargonie. What it means is if we didn't have that press 1, press 2, we get static calls all day long.

So I can attest to that because somebody on a phone side decided we didn't need that and took it off, and you know, there was maybe three human calls got through all day long. And so that's simply a filtering device that's in place to weed out the static calls and let the people who actually need to speak to us to get to our phone system. We now do internal and external call monitoring on our call.

That means we have a national company that does mystery shopping calls to our 2-1-1 centers that uses a scoring method to give us, not only our evaluation of how we think our teams are doing, but from a third party ranking us with other 2-1-1 centers nationwide -- how are we doing the procedure for answering the calls, the content of the call, and the wrap-up of the call.

How are we doing - there's about 40 different questions that they rate us on, and so we do get those detail and summary reports of that for all regions -- every region gets ten calls per month. Customer satisfaction surveys are used by many of our regions now that is doing a survey of the soft skills, so "Will you please, with the call today, would you recommend us to your mom, your sister?" And we're scoring very well on those as well.

Follow-up with 10% of our callers is our goal. We don't always meet that because follow-up calls are difficult. I imagine some of you experience the same difficulty in trying to find some of your clients when you need to speak with them. So technology is our friend, and technology in this area is not our friend because people not only can screen out calls, but there's articles every day in the media about people trying to scam with your phone, so if you don't recognize a number don't answer the call type of thing that lead us - so it's really tough to reach people.

We have a solution, which is follow-up by text. So we are now offering people the ability to have us send them a text message a few days post referral so that we can find out if they actually were able to connect to services. The three days is for if a food call - there's this happy balance there between people who need help, you have to give them enough time to contact the agencies, and enough time to not moved on and not be worried about that anymore.

So for some callers it's three days because it's a more critical need, and some individuals we will give them up to a week. We also will follow-up with people who are in - where the individual, we feel, may not be able to contact the agency by themselves. And let me stop and talk about staff for a few minutes.

So our 2-1-1 staff is very experienced. Some of them have been with us, we've been lucky to have them for 10 - 15 years, service to us and to the community. As said, they're very experienced and can pick up on nuances in voice levels. And you know, fear and anxiousness and all of those emotions that one has when they're reaching out for help.

So, it's at the 2-1-1 specialist's discretion to do follow-up either later the same day or the next day, if it's a situation where they feel that the situation warrants it. So they can always warm transfer a caller to a service. We will do that.

We will certainly offer it if the person shares with us they're experiencing domestic violence, we will do. If it's a senior that we think might not be able to make the call, that we pick up on something during the call, that this person is, you know, perhaps a bit confused.

I actually was visiting one of our call centers last week and heard a call where the caller was from Maryland, I believe, and was a senior. And the specialist was picking up on confusion in writing

down numbers, that type of thing. So, simply offered and did actually warm transfer the call to an agency in Maryland for the next step.

We don't do that on every call because most of the people with whom we're speaking are able to take that next step themselves. And we want them to be empowered to make that connection themselves, so they are able to do that in the future. But certainly we do warm transfer calls on a daily basis as indicated by the content of the call.

We will also prioritize follow-up for if it's a senior who's without food. He may check back with them later in the day. So we had a senior who called us who was - her furnace had broken. And so the 2-1-1 specialist actually picked up on something in her voice and called back with her later that day, to make sure that she had connected with the utility company. And found that the utility company was actually at her home, fixing the problem.

So we have lots of stories like that where 2-1-1 has made a connection. In the wintertime we are extremely vigilant. There was a senior who called us from Indiana County who was - it was a very cold and icy morning. She was worried that her oil tank was almost empty. She was afraid to go out in the yard to look for it. 2-1-1 made a connection with the utility and, within the next day, they were out there filling her oil tank. So when we hear of situations that need to be acted upon, we do.

That said, we also do the follow-up process where, it's a check-in to see, was the person able to connect with the service. That's really important to us because if there are bumps in the road when a person calls, an agency that we believe to be providing that service, we want to know about it so we can check, are they still offering that service. Advocate for that individual if there was some misinformation or encourage the person to continue to call the agency. We have a national accreditation process that several of our 2-1-1s are going towards.

Just two things on this as we do ongoing training. And I encourage you, not knowing everyone who's on this call, but if you offer an important service that you think 2-1-1 should know about, please connect with either me or with your Regional 2-1-1 Center so we can make sure the team really knows the ins and outs of your services. And can make appropriate referrals to you.

We're happy to have you join us on a quick call to talk about your services, so that the referrals will be good. That's the whole point of our service.

So we're doing ongoing training with our staff all of the time. We also use a National Translation Services. Above are 250 services that works well, 250 languages. So that if someone calls doing language that we don't have a specialists in. We have three of our regions who have bilingual call specialists. We're not able to do that yet in every region. So we do use translation services.

We've talked about we have a comprehensive statewide database information. And our regions have regional databases. If you go to PA211east.org or PA 2-1-1 Southwest, which I need to fix this. It's PA211sw.org. You can see two really good databases.

As I said at the beginning, that data changes frequently. Had one agency yesterday that did an electronic update of their services. And I think they did 58 services in a day.

Agencies are required to update their information on an annual basis. At least an annual basis. For services we use most frequently, we update much more often.

So I want to make sure everyone knows about testing. And please, you are free to try the testing services. I encourage you to do so but, please, please, please say, this is a test so that the 2-1-1 specialist who may be handling a call and a test at the same time, knows that this is not their top priority to respond to.

Texting's easy. You text your zip code to 898211. You will then receive a message back that says, "This is 2-1-1. How may I help you today?" And it proceeds similar to a phone call in that they ask you questions to figure out what you need and then provide referrals to you.

They will also ask you some of the questions that would be asked had you called in about, are you military? Can you give me your age? Those questions are there to provide information to the resource navigator so that they can make an appropriate referral.

If you have served in the military or you're a senior, or you're a person with a disability, there may be services that you would qualify for that, if you didn't fall into any of those categories, we should not be making a referral. So, that's the reason those questions are asked.

Two things that you need to know about texting. Well, really three. First one is, a person can text us when they're out of phone minutes. And, they do. It's completely confidential and quiet. So think about the person who's at work worried about perhaps food for the kids or, don't know how they're going to pay the utility bill. They don't want their coworker to overhear that conversation.

They may not have a break that they can go out and use the phone to connect with 2-1-1 but, they can text. And they can have a conversation with a 2-1-1 resource navigator in complete privacy. And get that information that then the service information is sent to their phone. They can pull it up on their phone right then. Or they can do it, you know, at a time that's convenient for them.

Like we all do, they can press on the phone number and be connected to that agency. Or similarly, they can go over and look at the agency's information on the Web site.

Two things - and the other thing is a sensitive topic. So people who don't - you know they don't want people to overhear. And maybe because of the content of what they're talking about, they

don't want to have a phone conversation with someone. But they will, you know, text the words and get the information they need.

I remember one time a woman texted that her husband had done her wrong. And she needed to be tested for VD that very day. And so she said, you know, this is such a horrible day, but you have made it better by giving me this information quickly. And so we were to bring relief to her in a time that was very personal. And she, you know, got the information she needed and was able to move on.

So we talked about, text your zip code to 898211. Reminder, this is a test. We also do what we call push text messages which means if - when people check with 2-1-1, we ask their permission, may we send you text alerts. We do text alerts on important community programs.

For instance, in about three weeks, Summer Food Programs will open up. And so people who have texted, 2211 for food, throughout the course of the year, or for another area, and they've indicated they want general alerts, we will let them know, Summer Food is open. Here is where you can find a program in your community. The mom, if she forgot, then have it at her fingertips.

Or if a mom is - has been struggling with food and didn't know these programs were available, can quickly connect to the Summer Food Program. Those push alerts always contain a phrase about, 2-1-1 is here if you need live help.

When we push out information on something like Summer Food, about 10% of the texts that we send out, the individuals will immediately do a live check to 2-1-1 saying something like, I need food for the family today. Can you send me to a pantry? Oh good, 2-1-1, I forgot, can you help me with X?

So it's a good way to touch - one, to provide important information about the community services. Two, to do an informal check-in with the family and a reminder that 2-1-1 is here to provide them with information 24/7, 365. And then some subsets of those that we have texted to, will immediately start a new text with us.

So, utility assistance programs open today. We would send a link to the program so that people have it. It's easy. We want them to be able to act on the information quickly.

So we talked a little bit about disasters. So that if FEMA asks us to help them with a disaster. As you know, Pennsylvania we get floods and we get snow, so that we have help. FEMA, by taking calls last fall for people in - mainly Central Pennsylvania, who had experienced great flooding. We registered the individuals into a software tool called, Crisis Cleanup, which locates where the individual who needs mucking out, is.

Basic information. Is there a disability? Is there a senior in the home? We collect information about the home owner. Do they have insurance? Do they not have insurance? And then the - mainly faith-based groups are the groups responding to these calls for muck outs and, help with rebuilds. So, is the crisis cleanup and claim, individual places to work on?

It works very smoothly, and 2-1-1 Southeast can work with FEMA to do that. We also work with our local VOAD, which are Voluntary Agencies Assisting in Disasters on a regular basis.

So, I do want to talk about housing a bit. 2-1-1 is the fund to work for housing services in 36 counties in Pennsylvania. So when you look at this map which is showing - don't look at the grayed out areas, but look at the other counties.

We are the intake for housing services for coordinated entry for 33 counties in the Eastern Continuum of Care. Which means if you live in any of those 33 counties, and are homeless, about

to be homeless, agencies will consistently tell you to call 2-1-1. 2-1-1 then does a quick three question triage with individuals to do a safety screen. So we want to make sure that if they are experiencing domestic violence, that we first get them connected to the domestic violence community if they so choose.

So we would then warm transfer them and invite them to call 2-1-1 FAB, after they have talked with people who can keep them safe. We will also warm transfer to crisis line if we find that there is a need for that. But most people, in actuality, simply want the housing help.

We will then do a prescreen with them. Because we are actually screening to make sure that the person meets the HUD definition of literally homeless. Which requires that the individual have slept in a shelter the previous night or, in a place not fit for human habitation.

We then will do, if they pass the prescreen, we will then do a Vulnerability Index Screen on them, which is a national tool that many communities use. It takes about 30 minutes to complete. 2-1-1 does that work. We then put the person on what's called the, Community Queue. It lists - a prioritized list for housing that is based on the scores that the individual gets from the Vulnerability Index.

So it's not a first-come, first-served basis. It differs in the 33 communities. And it's based also on the availability of housing in those communities.

In some sections there is a long waiting listing for housing. In other communities it moves faster. We certainly do talk to individuals about their ability to move to a different county and be put on a list in a different county if they so choose.

That works well. However, if a person then needs to leave a job for housing or ends up in a community where they don't have social support, and maybe no transportation, there's a lot of

things to consider from the individual's point of view if they want to connect with us. So 2-1-1 does that.

We also work within your county. We do some housing intakes for them. And we also do housing intake for Berks and Lancaster County. We also do Montgomery County, Your Way Home, through one of our 2-1-1 regions.

So we are talking with people about housing issues all day long. We did over 5000 adapts last year. The app adapt for the Eastern Continuum. We talked to, probably three or four times more people than that, about housing issues, for whatever reason don't yet qualify for the housing intake process.

The thing I want everyone on this call to know is that 2-1-1 is there to talk to people. We do, do – we do housing intakes from 9:00 am until 4:00 pm weekdays. On weekends and evenings we do not do the screenings. But we do talk to people about their housing options. Shelters are - the ability to refer to a shelter in the evening is limited, because some of the shelters now take individuals from that community list, for their - when they're doing their intake.

So some shelters have moved away from being able to accept individuals on a walk-in basis. But 2-1-1 knows which shelters do, which shelters do not, and are happy to talk to people 24/7, 365. I just wanted you to know, if someone calls us at 2:00 am in the morning, we're not always able to immediately connect them with a shelter.

Doing this work with the Eastern Continuum has strengthened our relationship with all of the housing agencies. We are in constant contact with them in terms of, we do use the HMIS System and they do electronic referrals to them. We are talking to them on a regular basis about their availability of services or lack thereof. Because the goal is to get a person connected to housing services as quickly as possible.

The Eastern Continuum very recently had some very specific prevention programs in some communities, but certainly not all. Diversion and prevention work is something that the Eastern Continuum is interested in but, dollars aren't yet available.

So, I'd be happy to answer - I see a question here of, for someone living outside of those counties, what do you recommend as the primary resource for housing?

I would also recommend 2-1-1 because 2-1-1 knows who is the coordinated entry intake for any of those counties. For instance, we have been talking to the Western Continuum which is a lot of the northwest counties. They have a, No Wrong Door, so there's about 15 places you could call, which tends to be confusing. So if you call 2-1-1, they can definitely get you to the right place.

Let me see what else. Okay, by this summer we're going to be in every single county, as I said. There's just one little county remaining where we are finalizing the launch of the 2-1-1 service. We are pleased to have statewide money that is investing through the money we have received from the General Assembly into the building of the infrastructure of 2-1-1 on a statewide basis.

We really would like to work with other agencies. We have a lot of pilot projects in our regions that we've not talked about. So if you have a need for a project to get out information about your services, please talk to me. Please talk to your 2-1-1. We partner with other agencies on a regular basis to either provide information about their services to do intake.

Think of 2-1-1 as a big funnel. We've got lots of people from all walks of life call us. And so being able then to answer - to ask the questions, which pinpoints people who would be ideal for your program, is one of the strengths of 2-1-1.

Before we close I do want to talk just for one minute about 2-1-1 Phone Service. Sometimes we get calls from agencies saying, 2-1-1 doesn't work. 2-1-1 should absolutely work from a cell phone or a residential line.

If you are an agency that uses an extension, which means you're using a TDX phone system, there is work that needs to be done by your - the staff person at your agency who's responsible for your phone, to allow that connection to 2-1-1 service.

If you run into difficulties, please let me know. Every once in a while a phone company makes a changes that impacts the ability to connect to 2-1-1. That's infrequent, but we' like to jump on it and get it fixed when we know it's working.

So, I'm showing it's 10:57. I'll see if there's any other questions. But I do encourage you to ask questions.

Teresa McDonnell: And Anne, we do have question. There was a question asked in regards to, how does a person that is calling in to 2-1-1 know and ask for another language?

Anne Fogoros: So when they call in, the call specialist will ask them their language. And recognize that they're speaking a language that we do not understand. Usually the person will say, you know - we had one that was Hungarian. And then the call specialist then dials another number and asks for a translator for that particular language.

It takes about, I'd say five minutes is the average. Sometimes less. I've actually, you know, done it with people. And so it is very quick. And then the process goes back and forth that the individual with the need talks to the translator. The translator talks to the 2-1-1 specialist, tells the person with the 2-1-1 specialist says. But, that's also very long. But we've actually done these Vulnerability Indexes with people using the translation service. Good question.

Teresa McDonnell: Thank you. There's a situational question that came in. I'm working with an individual, a 59-year-old with various disabilities who was essentially kind of squatting in her deceased parent's home. She lives on the first floor. She cannot do the stairs. She's not aware of who legally possesses the home. And she's just really waiting for someone to come and throw her out of the home.

The home has mold and the individual found a friend to put plastic to keep the mold at bay. She was referred to 2-1-1. But she says that she was told that she was not homeless, not living on a car or on the street but, could be placed on a waiting list. I suspect, possibly for a shelter. How should or how would 2-1-1 work for her?

Anne Fogoros: So, it sounds to me that there's a lot unknowns about that situation. So if she's living in the home and her parents are deceased, I think she probably needs some legal help in terms of figuring out who owns the home. I mean, to whom did her parents leave the home? More than that, she needs to - did you say she has a disability?

Teresa McDonnell: Yes.

Anne Fogoros: So, we need to get some agencies working with her in terms of some type of case management for her. It's not sounding to me, if she's squatting in a house -- I'm trying to think of my federal definitions here -- and coming up a bit short. Because we did have one a few weeks ago.

A person who is squatting in a home, I think she would need to demonstrate that it is - so did they have running water? There's a lot of technical questions.

Teresa McDonnell: Okay.

Anne Fogoros: About what...

Teresa McDonnell: It is something that - the person did say that if there's somebody like off line, you know, after the Webinar that they could reach out to, they'd be more than happy to do so.

Anne Fogoros: Yes, they can start with me.

Teresa McDonnell: Okay. And I can forward that information. I know we're short on time. We have like four or five questions. I'm going to pick one or two and then I will send all of the questions to Anne, for answering. And get those out to everyone on the call.

The one question as follow-up with the person calling in for language, when you call into 2-1-1, the understanding is, the instructions are in English. And then I've heard that people hung up because of that. So, any suggestions?

Anne Fogoros: I'm going to have to take that and talk to my teams about that. If you call in and the center offers Spanish, that the instructions are in both English and Spanish. There is a message that's basically telling you to press S for Spanish. I don't know. That's a very good - I'm glad that question was asked. I will look into that to see.

I mean we can't do it in all the - in every language. But I would bet that our Language Line vendor may have some recommendations for us. So we will figure that one out. Thank you.

Teresa McDonnell: And one last question. And again, everyone who sent questions in, I will make sure that I get those to Anne to answer. And we will send those out to everyone, and specifically the person who asked the question. Last one - just clarifying that this service will be out in all counties by the summer of 2019?

Anne Fogoros: Yes, by the end of the summer, yes.

Teresa McDonnell: Okay.

Anne Fogoros: Yes, and just so you know, that you know, in 66 of the 67 counties, it's available right now.

If you need help with any of that or feel like it's not working in a country, or have questions about that, please reach out to me. So, we want people to be you know, aware of and using the service.

Teresa McDonnell: Well thank you Anne, and thank you everyone. Again, I will get the questions to Anne that we ran out of time and did not have time to answer. And if there's anything else you think of, please send it to me. My email is Teresa T-E-R-E-S-A, "S", as in "Sam", McDonnell M-C-D-O-N-N-E-L-L at Maximus.com.

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Anne Fogoros: You're welcome. Thank you everyone. Good to be with you this morning. Thanks for your time.