



## Pennsylvania | Southwest

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 Southwest, 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 ([pa211sw.org](http://pa211sw.org))
  - email ([info@pa211sw.org](mailto:info@pa211sw.org))



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# 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.



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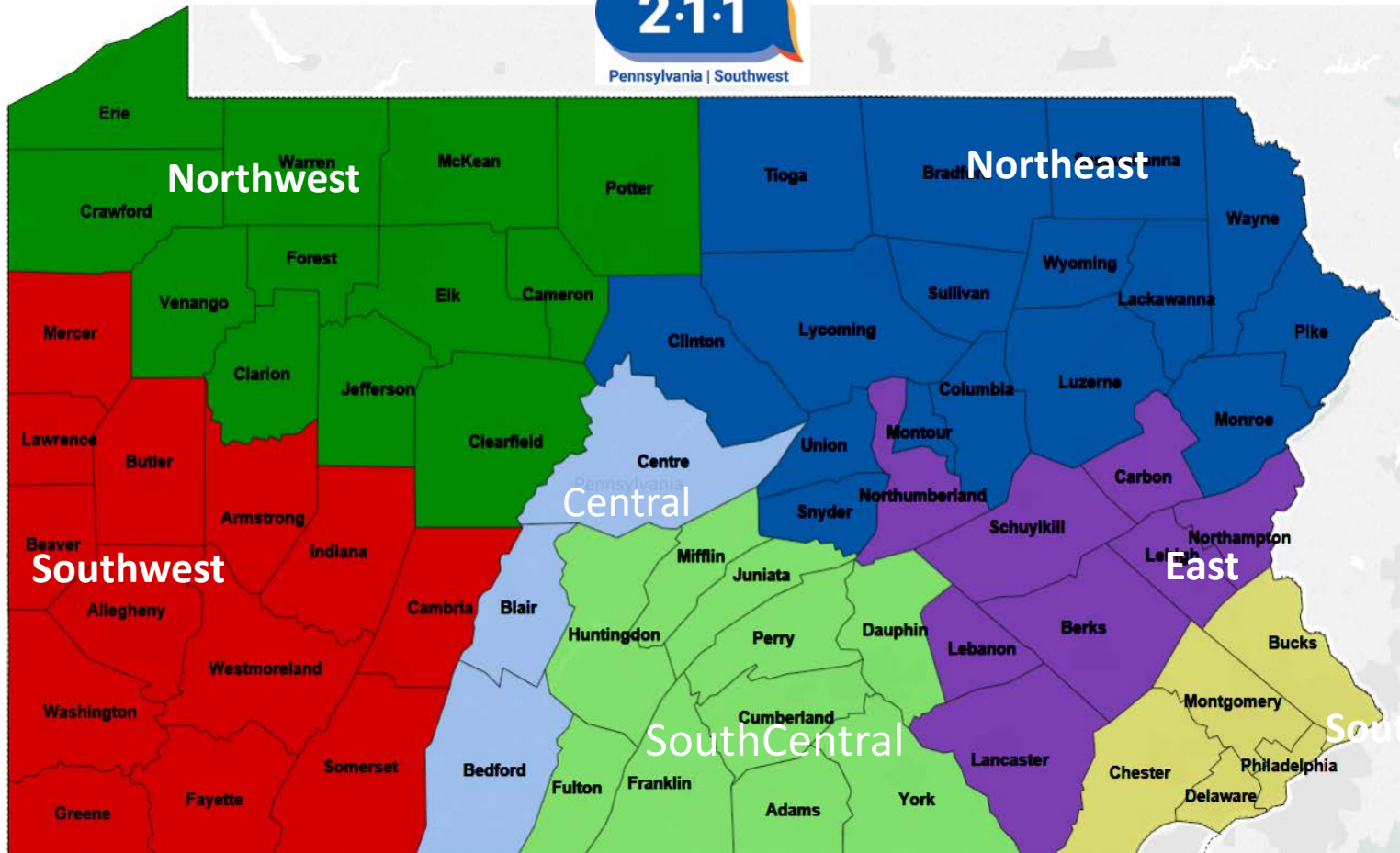
## *PA 2-1-1 Southwest...Assisting More People*

- Launched 2011 (Allegheny, Butler, Westmoreland)
- Over the past 7-years:
  - Expanded from 3 counties in 2011 to now serve 13 counties

# Pennsylvania Coverage

2-1-1

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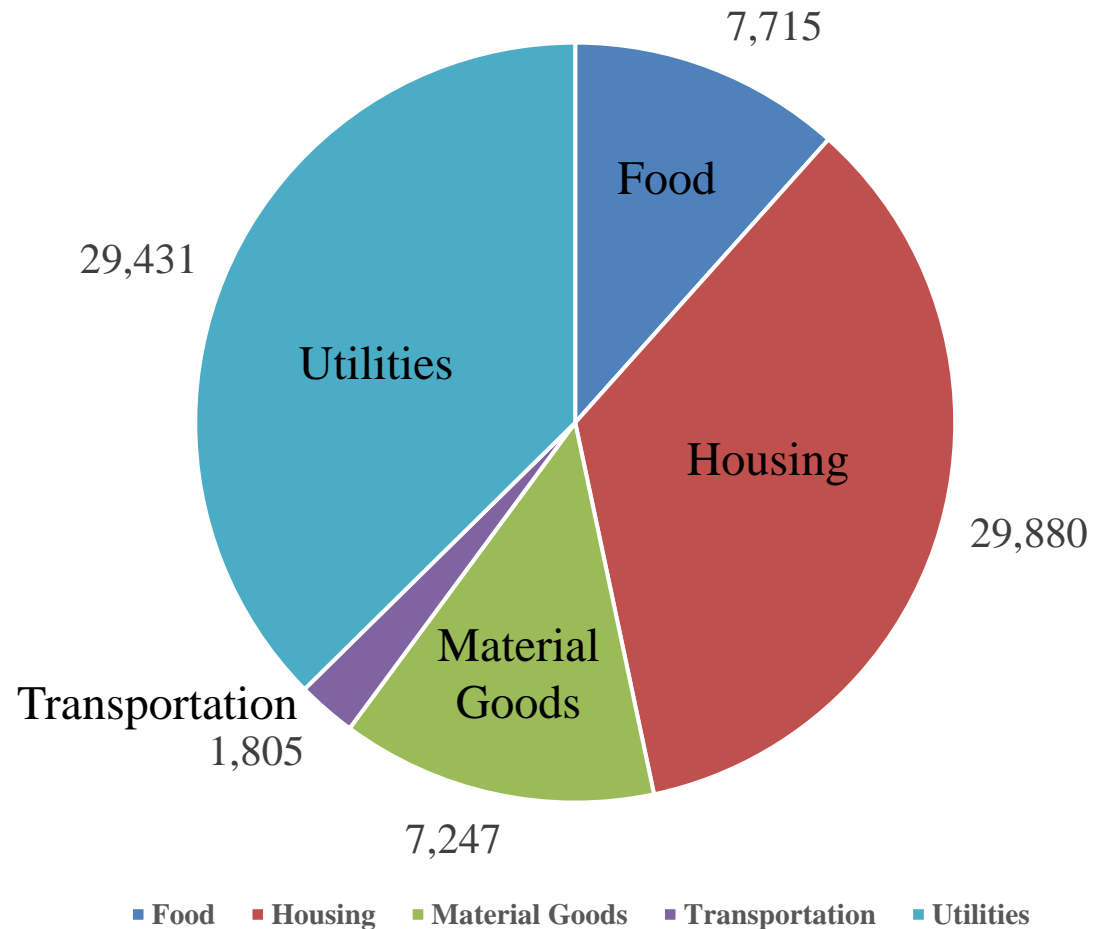
**Then** - In 2011 Annual contact volume 26,000

**Now** - In 2018:

- Connected 81,153 individuals in need to services and resources that could help
- Assisted nearly 5,000 veterans and the family members of active military personnel
- Scheduled 10,775 tax appointments and helped connect low-income families and seniors with free tax prep services
- Has served nearly 500,000 individuals
- 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



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# 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.”*



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# 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.



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# *PA 2-1-1 Southwest...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*

- Just Harvest Senior Food
- Your Way Home (SE)
- Temple Hospital Food Insecurity (SE)
- Disaster Response

# *PA 2-1-1 Southwest... 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



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# 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



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**ANY  
QUESTIONS?**



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