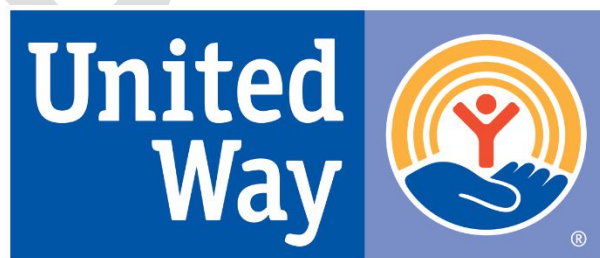


# United Way of Lake County 2-1-1 Analysis and Implementation Plan

Updated July 24, 2018



**United Way of Lake County**

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# Executive Summary

## The Need

Since 2006, United Way of Lake County's Find Help ([www.findhelplakecounty.org](http://www.findhelplakecounty.org)) resource has helped thousands of Lake County residents connect with local, non-profit health and human service providers to address the physical, emotional, mental, economic, social well-being, and educational needs of individuals in our community. However, the current Find Help system does not provide personal navigation and assistance in a time of crisis and some individuals cannot access the online resource due to limited internet access. As a result, many individuals are not able to find available local resources and organizations receive misdirected calls that distract from their mission and limited resources. A 2015 Community Action Plan for Behavioral Health in Lake County determined there is "a need to increase capacity, as well as redesign and improve the way behavioral health services are offered in Northern Lake County". A more comprehensive and thorough service is needed to more effectively address the needs of individuals in our community.

Without 2-1-1, people call multiple agencies before they find the agency that can best assist them with their need. With more accurate and timely client referrals from 2-1-1, individuals will save time and transportation costs in order to address needs more efficiently. More accurate and timely referrals also enables providers to spend more time with clients to address needs and potentially prevent additional issues and less time redirecting clients to other agencies. This reduces the ultimate cost of services and increases the impact of program funding. United Way of Lake County 2-1-1 will expand the capabilities of Find Help to provide individuals with personal assistance to navigate through resources during a time of crisis.

## The Desired State

The goal of United Way of Lake County 2-1-1 is to provide a comprehensive and thorough service to effectively address the financial, domestic, health and disaster-related needs of individuals in Lake County.

United Way of Lake County 2-1-1 will be a free, confidential referral and information helpline accessible to anyone in Lake County. Services need to be:

- Accessible 24 hours a day, seven days a week,
- Many platforms including phone, email, chat or text
- Easy to remember
- Multi-lingual
- Able to integrate with ServicePoint
- Accredited, trained operators need to guide the caller in their time of need.

Establishment of a 2-1-1 system has emerged nationally as an important innovation in the provision of Information and Referral (I&R) services. A fully implemented 2-1-1 system would integrate information about a wide variety of social services through a single information network.



## The Benefits

***A 2013 study of The Greater Twin Cities 2-1-1 found an estimated \$2.38 in value accrued to society from every \$1.00 of investment from Greater Twin Cities United Way.***

This is a very quantifiable benefit. In considering costs and benefits, it is important to recognize that 2-1-1 services also have benefits that cannot be reduced to a financial value.

Benefits to community members throughout Lake County include:

- **Individual citizens** save time money and frustration as they more effectively navigate through the human service system;
- **Human Service Providers** make better use of limited human service dollars using them to provide direct services to more (and more appropriate) clients instead of Information and Referral;
- **Employers** provide more services for employees which leads to a healthier and more available workforce;
- **Elected officials, governments and philanthropists** gain a better view of both the system and the needs of citizens, 911 efficiencies are realized and disaster relief efforts are more efficient and effective.

## The Options

United Way of Lake County researched and met with a variety of 2-1-1 call center providers to better understand options, the services offered and the range of costs. Below is a comparison of call providers:

Group	24/7	Multi-lingual	Method	Service-Point	AIRS Accredited	Able to serve Lake County	Cost per year
Lake County Call Center (not in existence)	Yes	Yes	All	Yes	Yes	Yes	\$700,000
PATH	Yes	Yes	Phone, text	NO	Yes	No	N/A
UW Cleveland	Yes	Yes	Phone, text	Possibly	Yes	Yes	\$300,000
IMPACT	Yes	Some	All	Yes	No	Yes	\$300,000
UW Houston	Yes	Yes	All	Yes	Yes	No	N/A
Heart of Florida	Yes	Yes	All	Yes	Yes	Yes	\$50,000 first year \$150,000 after

## The Recommendation

Heart of Florida's (HFUW) quote of \$50,000 the first year and up to \$150,000 for the next three years showed this to be the most cost effective option. In addition, the services, qualifications, and experience exceed those of all other researched options.

- Service access and availability exceeds that of all other potential call centers with more 24/7/365 information and referral via phone, chat, text, email, and phone in multiple languages.
- HFUW is an experienced outsourcing contractor. They have the capability to service communities in far reaching areas across their state, across state lines, and even nationwide. No other 2-1-1 service had comparable outsourcing experience.
- HFUW has experience working in multiple databases for 2-1-1 operations and has experience in ServicePoint. Most services did not share this breadth of experience and/or had no experience in ServicePoint.
- HFUW is well qualified to provide crisis de-escalation and intervention due to their crisis training and accreditations. In 2016, they responded to 85,170 suicide and crisis contacts. 87% were de-escalated by 2-1-1 and did not require further intervention by a third party.
- HFUW's knowledge and innovative use of texting has helped to expand this channel nationally. This experience will help Lake County to expand the range of services that 2-1-1 can participate in and provide to Lake County.
- HFUW is a leader in 2-1-1 services nationally. Their position on national leadership groups will help bring innovative practices, research, and experiences to Lake County.

## The Implementation

Implementation is divided into two phases, the **Preparation Phase** and **Year One and Beyond**.

**The Preparation Phase** will begin when United Way of Lake County has commitments for 100% of the funds needed for the first year, and commitments for 50% of the following year. The program launch date will be set for approximately 7 months after this funding is secured.

UWLC staff will conduct extensive outreach to prepare for the launch of 2-1-1 in Lake County including creating a taskforce, developing an outreach and marketing plan, preparing the database and telephone infrastructure and training the call center in ServicePoint, Lake County information and information specific to the programs we wish to deliver. Pre-launch marketing will begin as the Launch gets closer.

**Year One and Beyond** begins when United Way of Lake County 2-1-1 is launched.

This phase includes extensive community outreach and marketing, taskforce leadership, quality management and disaster implementations.

After the initial roll out, UWLC will explore the benefit of creating targeted messages to reach specific audiences including casinos, veterans and the immigrant community. A taskforce will be developed

and will meet regularly throughout the first few years of implementing United Way of Lake County 2-1-1 to oversee the data collection, evaluation and reporting of data from 2-1-1 calls.

United Way of Lake County 2-1-1 call specialists will utilize ServicePoint to track whether the individuals' needs were met in the initial call and data for public use will be recorded in

[www.211counts.org](http://www.211counts.org).

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# Introduction to 2-1-1

## The Desired State

The goal of United Way of Lake County 2-1-1 is to provide a comprehensive and thorough service to effectively address the financial, domestic, health and disaster-related needs of individuals in Lake County.

United Way of Lake County 2-1-1 will be a free, confidential referral and information helpline accessible to anyone in Lake County, 24 hours a day, seven days a week. 2-1-1 will connect individuals to a trained multi-lingual resource specialist, by phone, email, chat or text, who will guide them in their time of need.

By expanding the capabilities of Find Help through the 2-1-1 services and by participating in ServicePoint, we can ensure individuals in Lake County will be able to connect to critical health and human services including crisis and disaster response that can improve and save lives.

## History of Information and Referral in Lake County

For more than 15 years, United Way of Lake County has been working to more effectively connect Lake County individuals in need with available local health and human services.

- Beginning in 2003, a United Way of Lake County Community Assessment revealed that most respondents were not aware of any resources in their community where they could go for help. In order to address this community need, United Way of Lake County partnered with the Lake County Workforce Investment Board (WIB) to publish and distribute an annual comprehensive print guide of health and human services called Find Help.
- In 2006, in order to expand the outreach and availability of Find Help, United Way created an online version of the print guide that enables consumers to search using specific criteria to find relevant providers and programs.
- Since 2006, United Way of Lake County's Find Help ([www.findhelplakecounty.org](http://www.findhelplakecounty.org)) resource has helped thousands of Lake County residents connect with local, non-profit health and human service providers to address the physical, emotional, mental, economic, social well-being, and educational needs of individuals in our community.
- Today, United Way has made progress in closing the knowledge gap. In our most recent assessment, 75.51% of people found what they are looking for most or all of the time when using FindHelpLakeCounty.org.
- A 2015 Community Action Plan for Behavioral Health in Lake County determined there is "a need to increase capacity, as well as redesign and improve the way behavioral health services

are offered in Northern Lake County". A more comprehensive and thorough service is needed to more effectively address the needs of individuals in our community.

United Way of Lake County 2-1-1 seeks to expand the capabilities of Find Help to provide individuals with personal assistance to navigate through resources during a time of crisis. 2-1-1 is a proven, free, confidential referral and information service that connects individuals by phone, email, chat or text to highly trained, multilingual specialists to find local health and human services, 24 hours a day, 7 days a week.

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## Existing Hotlines

While a variety of Information and Referral (I&R) services are available in Lake County, the current system is uncoordinated, with many I&Rs providing information only for specific target populations (e.g., the elderly, persons who have been abused, etc.) Most are not integrated with ServicePoint, have few methods of contact and have fewer hours than 2-1-1 would have. The existing hotlines in our county include:

Name	Focus Area	Method of contact	Integrated with Service-Point	Bi-lingual capacity	Operator training	Hours	Calls/week not within their service area
<b>A Safe Place</b>	Domestic Violence	Phone, Email	Yes	Spanish	40 Hr. Domestic Violence Training	24/7	About 2,200 -2,500 call per year. Some from Kenosha, Cook and McHenry
<b>Catholic Charities</b>	Senior Services	Phone, Email	No	Spanish, Russian and Korean	1 on 1 upon hire and AIRS Training	M-F 8:30 – 4:30	10% -15% from out of service area.
<b>Lake County Emergency Management Agency</b>	Disaster Communications to Communities (not individuals)	Phone	No	No	Unknown	During emergency.	Unknown
<b>Lake County Health Department</b>	Crisis	Phone	No	Limited Spanish capacity, translation line.	Professionally trained	24/7	Few
<b>PADS Lake County</b>	Homelessness	Phone	Yes	Spanish, Translation Service	No formal training only regular employee training	7AM – 7PM M-F	Unknown
<b>Text-A-Tip</b>	Crisis Text, substance abuse	Text	No	Yes	Volunteers go through a 2 hour technical training and a 3-4 hour protocol training	24/7	Unknown

Name	Focus Area	Method of contact	Integrated with Service-Point	Bi-lingual capacity	Operator training	Hours	Calls/week not within their focus area
<b>Zacharias Sexual Abuse Center</b>	Sexual Assault	Phone	No	Spanish most of the time. If not uses AAA interpreter line.	40 Hour training. All volunteers are supervised and mentored at the beginning and required to take refresher training.	24/7	Few

## Why do we need more?

Persons needing assistance may find our current uncoordinated system difficult for a variety of reasons:

- **Persons with needs may be forced to call multiple I&R services** in order to locate appropriate, available resources;
- Most I&Rs do not offer 24-hour assistance available 7 days a week, so callers may be constrained to call only during certain hours;
- **Callers with special needs** may find it particularly difficult to locate services as most current I&Rs do not provide accommodation for persons who are deaf or hard of hearing, or for callers who do not speak English.

Find Help Lake County is the only single point of access in Lake County that connects people with local health and human services that address a range of concerns for things such as food insecurity, mental health and addiction issues, immigration and more. However, there are several reasons why we need to expand this program to include 2-1-1.

- **Some individuals cannot access information:** Individuals must have physical copy of the Find Help Guide in your hands or access to the internet in order to view information. Low-income families without access to the internet, seniors with limited mobility, people experiencing vision issues, are just some examples of people that may have trouble accessing Find Help.
- **Find Help cannot provide personal navigation:** During times of crisis, it is especially difficult for individuals to try to navigate through resources themselves. Individuals focus on their presenting need and are not able to think of deeper needs or other eligible services.

An estimated 11% of households in Lake County do not have an in-home internet and likely are not able to access [FindHelpLakeCounty.org](http://FindHelpLakeCounty.org)

## 2-1-1 Overview

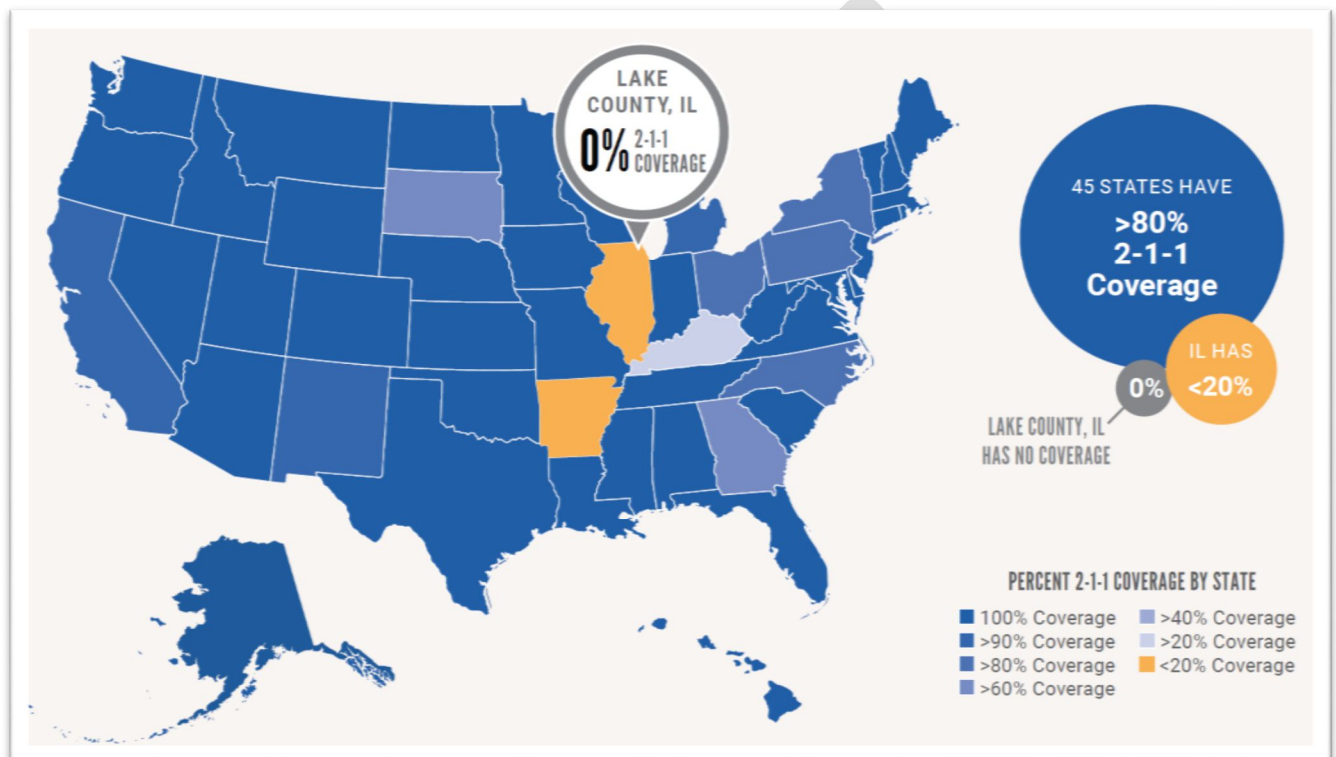
2-1-1 is a proven resource model that helps thousands of people across North America find information and support for financial, domestic, health or disaster-related needs each day. United Way of Lake County 2-1-1 will be a free, confidential referral and information helpline accessible to anyone in Lake County, 24 hours a day, seven days a week. 2-1-1 will connect individuals to a trained resource specialist, by phone, email, chat or text, who will guide them in their time of need. United Way of Lake County will utilize an experienced, AIRS accredited United Way 2-1-1 provider that is specialized in crisis and referral services. The publically accessible database, Find Help, will provide the backbone of 2-1-1 services and will continue to be available for public use. United Way of Lake County 2-1-1 will serve individuals through the entire Lake County area.

Although 80 percent of the population in most states are able to receive 2-1-1 services, individuals in Lake County do not currently have access to 2-1-1 services. By launching United Way of Lake County 2-1-1, anyone in need of help in Lake County will be able to receive services from the 2-1-1 trained resource specialists. The benefits to communities with 2-1-1 include:

- **Community and Planning Tool:**  
The 2-1-1 system collects important data about emerging needs, trends, and gaps in services. Based on aggregate data about the types of calls that the 2-1-1 center receives, communities are in a better position to anticipate demand for services and mobilize resources to meet changing needs. 2-1-1 can be the social barometer providing accurate, unbiased, real-time information about community needs.
- **Central Point of Access:**  
2-1-1 provides personal navigation and assistance in a time of crisis. As a result, individuals will be appropriately matched with available local resources and organizations will not receive misdirected calls that distract from their mission and limited resources. The 2-1-1 system also assists during times of disaster by directing non-emergency calls away from 9-1-1.
- **Early Intervention:**  
Persons who are unaware of available aid and how to obtain it are more likely to ignore growing personal problems until a crisis prompts them to take some form of action. 2-1-1 services enable people in need to maintain independence and control of their situation by helping them identify and reframe their problems in terms of possible solutions, providing information about multiple options, and referring to organizations that can assist. Evidence suggests that by providing a means for early intervention through information services such as 2-1-1, the long-term social service needs of individuals may be decreased.
- **Gambling Addiction Assessment:**  
United Way of Lake County 2-1-1 will also provide a centralized entry point for trained specialists to assess gambling addiction severity, and help individuals find gambling resources, support and treatment. Individuals contacting United Way of Lake County 2-1-1 that presented a concern with gambling for themselves or a loved one would be provided information on gambling and referrals to appropriate organizations within the community equipped to support individuals and their families experiencing a gambling concern.
- **Resource for Businesses, Non-profits, Townships, Governments and Elected Officials:**  
Many human resource professionals, organizations and elected officials are often inundated with requests for information on programs and services and, oftentimes, requests come from



outside their area of expertise or municipality. With 211, the informational needs of constituents are easier to meet. People can obtain the information from 211 and relay resources it to their constituents and/or refer individuals to the 2-1-1 resource.



# Research

## Community Request to Expand Find Help Lake County

Since 2006, United Way of Lake County's Find Help has helped thousands of Lake County residents connect with local, non-profit health and human service providers to address the physical, emotional, mental, economic, social well-being, and educational needs of individuals in our community. The current Find Help system does not provide personal navigation and assistance in a time of crisis and some individuals cannot access the online resource due to limited internet access. As a result, many individuals are not able to find available local resources and organizations receive misdirected calls that distract from their mission and limited resources.

83% of respondents to the May 2018 Find Help Lake County Survey believe there is a need to supplement Find Help Lake County's services with 2-1-1

A 2015 Community Action Plan for Behavioral Health in Lake County determined there is "a need to increase capacity, as well as redesign and improve the way behavioral health services are offered in Northern Lake County". By expanding the capabilities of Find Help through the 2-1-1 services and by participating in ServicePoint, we can ensure individuals in Lake County will be able to connect to critical health and human services including crisis and disaster response that can improve and save lives.

In 2016, a group of non-profit leaders asked to meet with United Way. The topic was how to get a 2-1-1 or similar program started in Lake County. The group discussed the fact that the time spent managing information and referral calls was increasing and taking time away from their actual program work. They asked United Way to investigate the feasibility of an expanded Find Help Lake County program.

## Nationwide Best Practices

There are many types of information and referral services in the country. Almost all are managed by non-profit organizations, many are single issue focused.

The national movement to establish 2-1-1 services is a prominent and far-reaching information effort serving millions of Americans in almost every community. 2-1-1 has allowed a consolidation of many of the existing information and referral hotlines. Because a United Way or a United Way State Association operates 51% of 2-1-1s, significant standardization has occurred and many best practices have been established. In general, these things are considered essential for a community to receive the optimal value of a 2-1-1 system:

- Accredited by the Alliance for Information and Referral Systems (AIRS)
- Multi-lingual
- Multiple platforms - able to contact by phone, email, text, chat
- Utilize 211counts.org
- Integrated with coordinated entry programs

## United Way Worldwide (UWW) Recommendations

United Way is the primary provider of 2-1-1 services across the country. The nation-wide network allows increased opportunities for staff training, sharing of best practices and development of industry standards.

The United Way Worldwide Quality Assurance Program seeks to define overall 2-1-1 performance and quality by establishing and implementing UWW identified best practices and sharing results with the 2-1-1 networks. Participating 2-1-1s have AIRS Accreditation, implement UW Tools and Best Practices, use UWW performance standards and report their results, meet target standards, and seek to outperform standards.

The benefits to collaborating with an existing high quality 2-1-1 service rather than starting an independent Lake County call center include:

- Drastically reduced start-up time and costs
- Well-trained and experienced workforce in place
- Dramatically reduced ongoing operation costs
- A proportionate saving in costs gained by an increased level of production

## Lake County Stakeholder Support

United Way of Lake County's Board Members and staff identified and met with Lake County stakeholders and leaders to gauge the level of community interest and support for a 2-1-1 resource. Below is a list of individuals and agencies that expressed support for 2-1-1 in Lake County. Copies of the letters of support are included in the appendix.

Organization	Contact Name	Public Support	Received Letter of Support
A Safe Place	Pat Davenport	X	Received through PSLC
Alliance for Human Services	Gail Weil	X	X
American Red Cross	Yvette Alexander Maxie	X	X
Antioch Public Library	Jennifer Drinka	X	X
Benton Township	Larry Booth	X	Received Grant Funding
Bethel Gurnee Church	Pastor Ben Squires	X	Pending
Boys and Girls Club of Lake County	Cesilie Price	X	X
Catholic Charities	Terry Denny	X	X
City of North Chicago	Leon Rockingham, Jr.	X	X
Deerfield Public Library	Claire Steiner	X	X
Department of Human Services	Bobbi Leonard	X	Pending
Family Resource Center	Mary King	X	X
Grant Township	Kay Starostovic	X	Pending
IL State Rep. Sam Yingling	Sam Yingling	X	X
Illinois Joining Forces	Jim Dolan	X	Pending
Lake Behavioral Health	Anthony DeJoseph	X	X
Lake County Board District 5	Judy Martini	X	X
Lake County Board District 9	Mary Ross Cunningham	X	Pending
Lake County Board, District 10	Chuck Bartels	X	Pending
Lake County Board, District 13	Sandy Hart	X	X
Lake County Board, District 7	Steve Carlson	X	X
Lake County Coalition to Reduce Recidivism	Mary Roberson	X	X
Lake County Community Action Partnership	Mary Lockhart White	X	X
Lake County Coordinated Transportation Committee	Kathleen O'Connor	X	X
Lake County Homeless Coalition	Joel Williams	X	X
Lake County Opioid Initiative	Mike Nerheim	X	X
Lake County State's Attorney's Office	Mike Nerheim	X	Received through LCOI
Lake County Township Officials of Illinois	Kathleen O'Connor	X	X
Lake County Veterans & Family Services Foundation	Paul Baffico	X	X
Lake County Workforce Development	Jennifer Serino	X	Received Grant Funding
Lake Villa Township	Dan Venturi	X	Pending

LEAD, Text-A-Tip	Andy Duran	X	Pending
Libertyville Township	Kathleen O'Connor	X	Received Grant Funding
Love Inc	Jacqui Franclemont	X	X
Mano a Mano	Lourdes Shanjani	X	X
Mother's Trust	Sue Suhling	X	X
Nicasa	Bruce Johnson	X	X
North Chicago Public Library	Joan Battley	X	X
Northern Illinois Food Bank	Scott Jewitt	X	X
One Hope United	Sonja Knight	X	X
PADS Lake County	Joel Williams	X	X
Partnership for a Safer Lake County	Pat Davenport	X	Received through PSLC
Raymond Rose	Raymond Rose	X	Pending
Round Lake Area B.E.S.T.	Jim DiDonato	X	X
Round Lake Area Public Library	Jim DiDonato	X	X
The Salvation Army	Daniel Paredes	X	X
US Rep. Brad Schneider	Brad Schneider	X	X
Vernon Township	Dan Didech	X	Received Grant Funding
Warren Township	Suzanne Simpson	X	Received Grant Funding
Warren-Newport Public Library	Ryan Livergood	X	X
Waukegan Public Library	Gale Graves	X	X
Waukegan Public School District	Tim Kirschner	X	X
Waukegan Township	Patricia Jones	X	X
West Deerfield Township	Alyson Feiger	X	Received Grant Funding
YouthBuild Lake County	Tameka Wilson	X	X
Zacharias Sexual Abuse Center	Liz Fales	X	X
Zion Township	Cheri Neal	X	Pending

# Benefit Analysis

In considering costs and benefits, it is important to recognize that 2-1-1 services have benefits that cannot be reduced to a financial value. Below is an overview of some of the quantitative and qualitative benefits.

Benefits to community members throughout Lake County include:

- **Individual citizens** as they more effectively navigate through the human service system;
- **Human Service Providers** who will be able to stretch limited human service dollars to provide service to more (and more appropriate) clients;
- **Employers** who will experience a healthier and more available workforce;
- **Elected officials, governments and philanthropists** who plan for and pay for human services as they gain a better view of both the system and the needs of citizens,

Whenever possible, we have attempted to estimate the magnitude of these benefits. However, many very important benefits are difficult to quantify, either because they cannot be measured in dollar terms (for example, reducing citizen frustration) or because the potential cannot be attributed to the 211 system alone.

Studies conducted on 2-1-1 systems throughout the country have identified quantitative benefits:

- A 2013 study of The Greater Twin Cities 2-1-1 found that an estimated \$2.38 in value accrued to society from every \$1.00 of investment from Greater Twin Cities United Way.
- A national study of 2-1-1 found that 2.5 percent of call volume represented those calls that would have been misdirected prior to 2-1-1. The value of time-saved from the avoidance of misdirected phone calls to or redirected phone calls from public and private health and human service agencies as \$2.7 million to \$7.1 million in the first year. Over ten years the value was estimated between \$22 million and \$66 million. (Ray Marshall Center for the Study of Human Resources, 2004).
- A study found 2-1-1 services could increase developmental-behavioral referrals and services.  
<http://www.publichealthsystems.org/using-clinical-community-partnerships-and-2-1-1-technology-improve-early-childhood-developmental>
- A national 2-1-1 study found that 2-1-1 call centers regularly get requests for healthcare assistance and provide information and referrals to community clinics, special initiatives, and public health insurance. (Ray Marshall Center for the Study of Human Resources, 2004).

One study found that the benefits of calling 2-1-1 have a ripple effect in communities as approximately 75% of callers to 2-1-1 represented the needs of more than one person and callers share information with other friends and family

*Saxton, Naumer, Fisher (2006)  
2-1-1 Information services: Outcomes  
assessment, benefit-cost analysis, and  
policy issues.*

## Benefits to Individuals

Lake County has an incredibly complex system of human services. This system includes a wide variety of programs organized and funded by a complicated mix of government programs (federal, state, county, and community), along with non-profit agencies and for-profit organizations. Separate funding streams often require complex eligibility restrictions making it difficult to find the appropriate services. Nearly everyone in need has asked the question “Where do I start?”

Our coordinated point of entry system is helpful in reducing frustration, once a person has entered the system, but often it takes many tries to get started. A 2-1-1 system will provide a rational entry point into the system along with a trained and caring helper. Individuals can expect many measurable and intangible benefits from such a system.

### Reducing Resident Frustration

Without 2-1-1, people call multiple agencies before they find the agency that can best assist them with their need. With more accurate and timely client referrals from 2-1-1, individuals will save time in order to address needs more efficiently. An important benefit of 2-1-1 is the reduction in the level of frustration felt by individuals trying to use our complex human service system. It is impossible to put a dollar value to eliminating this frustration. This frustration can itself lead to a greater need for public services as stress builds and unmet needs accumulate. Frustration in trying to find appropriate assistance erodes confidence in the human service system as a whole.

### Time Saved in Locating Services

The existence of a 2-1-1 system will save individuals time when accessing human services. Less effort will be needed to acquire information and less effort will be spent pursuing avenues that turn into dead ends. This time can translate directly to income when searching out resources cuts into work time.

### Reducing the Ultimate Cost of Services and Avoiding Expensive Alternatives

Persons who are unaware of available aid and how to obtain it are more likely to ignore growing personal problems until a crisis prompts them to take some form of action. Delays in finding an appropriate service are costly for the individual. It is widely recognized that early appropriate intervention is more cost effective than delayed services for most problems. The lack of information may also lead individuals to use services that are not appropriate for their problems. This may also cause unnecessary delays and increased costs for the individual.

#### *Time/Money Saved Example:*

A single mother who had been working on an hourly basis, on the day shift, was asked to begin working evenings. The day care provider for her child was only open until six in the evening and family members were in a different state. She had to take off work for 2 days while she searched for a provider. This time off work cost her several hundred dollars and her employer lost money in lost production. Calling the United Way of Lake County 2-1-1 system for a more direct answer to her dilemma would have saved the employer and employee money.

## Earlier Intervention and Improved Self Sufficiency

The lack of awareness of services may also lead to expensive care alternatives. It has long been recognized that early intervention for children with disabilities is extremely important to help children maximize their potential and to avoid many more expensive health and educational services. A nursing home may be a less desirable and more expensive option to finding at home health services. 2-1-1 would improve the likelihood that callers will learn about less expensive, appropriate services and access them earlier, thus avoiding more expensive, or even inappropriate, interventions later.

2-1-1 services enable people in need to maintain independence and control of their situation by helping them identify and reframe their problems in terms of possible solutions, providing information about multiple options, and referring to organizations that can assist. Evidence suggests that by providing a means for early intervention through information services such as 2-1-1, the long-term social service needs of individuals may be decreased.

People with access to a whole spectrum of services, not just those that the state provides, are more likely to be successful and eventually self-sufficient.

Older Lake County residents made up 13.1% of our population in 2016 (Census.gov). 2-1-1 refers the aging population to services that help them stay in their own homes such as home health aides and homemaker services, a cost-effective alternative at \$52,624 a year compared to nursing homes, which average about \$94,900 a year for a private room in the Chicago area. (genworth.com/costofcare).

## Veteran and Military Family Assistance:

There are over 30,000 veterans living in Lake County (2012-2016 Census Quick Facts). Services like 2-1-1 can facilitate re-integration by encouraging help-seeking behaviors, providing a safe and supportive environment for veterans to call and to access appropriate aid when they are in need. Half of all 2-1-1 statewide associations in the nation support state programs that help veterans and military families and/or have veterans' specialists.



# Benefits for Providers of Human Services

## Avoiding Inappropriate Information and Referral (I&R) Calls

Human service providers get many calls for services that would more appropriately be directed to another provider. These calls often require agency caseworkers to take time (and therefore resources) to evaluate the needs of an individual and help them by giving information that is outside of the agency's service area. This costs the agency time and money and reduces the agency's ability to focus on its core mission.

In order to deal with these calls, Human Service organizations have had to adjust the job descriptions of staff members, taking the time away from their clients to provide I&R services. A 2-1-1 professional will guide callers to more accurately determine which agency to contact for their specific need and direct individuals more quickly to the appropriate agency.

In November 2016, United Way of Lake County asked our funded partners to estimate how many hours of staff time per week could be redirected to other critical agency efforts if they did not have to provide I&R services.

- 29 agencies reported that they could each redirect at least 1/2 hour a week.
- The cumulative total was over **10,100** hours of staff time a year. **This is the equivalent of five full time staff members.**

## Reducing Redundant Information and Referral Costs

While most non-profits and hotlines utilize Find Help Lake County to assist them in making referrals, several times a year we hear of organizations who want to create their own more focused (on veteran services, etc.) database. This is a clear duplication of existing services and costs organizations a great deal. Not only is it expensive to create a database, but every organization in the county is then contacted many times to give updates to the services they provide. Reducing this activity has the potential to free up personnel resources for additional direct services to citizens.

## Data on Community Needs

Call centers provide aggregated data about the calls to 2-1-1 Counts, which systematically tracks and summarizes callers' needs. This data helps human service providers better understand the current issues facing their communities and gives them information to report on the community needs in grant reports. Human service providers offer a wide array of essential community services. 2-1-1 Counts displays databased indicators in an easy-to-use form that will enable users to check trends, make comparisons, and share information. With 2-1-1 Counts, human service providers have access to local housing, childcare and mental health data. This data allows providers to better pinpoint at-risk areas and identify community issues more quickly.

A 2013 study of The Greater Twin Cities 2-1-1 estimated that the value of call and referral data for use in local public and non-profit planning provided an annual cost-avoidance benefit of \$50,000.

# Benefits to Elected Officials, Government and Philanthropists

## Avoiding Inappropriate Information and Referral (I&R) Calls

Townships, city offices and the offices of elected officials also receive a large number of calls from constituents asking for help. A 2013 study of The Greater Twin Cities 2-1-1 found that the implementation of 2-1-1 reduced inappropriate and redirected calls to government agencies. Researchers estimated that 10% of calls to 2-1-1 would have been previously taken by government agencies and staff would have spent an estimated five minutes on each call.

## Increased Capacity for 911 Due to Avoiding Non-emergency Calls

An inappropriate call to 911 is especially costly and troubling. Calls to 911 are expensive, and inappropriate calls can reduce the emergency center's ability to respond to appropriate emergency calls. Like non-profit organizations, 911 call centers receive inappropriate calls because citizens may not know of where to call for help.

Eight local 911 centers have told us that they receive calls from individuals seeking assistance with services unrelated to emergency services. Four of those reported receiving 10-30 inappropriate calls per month while three stated they receive more than 60 inappropriate calls per month. Even with this partial reporting, we can see that 2-1-1 would allow a significant savings.

## Coordinated Response in Disasters

In the event of a community emergency, 2-1-1 could act as a central resource for community information during and in recovery from disasters. 2-1-1 is structured to manage the expected high volume of crisis-related calls and 2-1-1 staff would be trained to direct callers to vital information about conditions and services such as road closures, evacuation routes, shelters, school closures, volunteer opportunities, donation needs and health advisories.

PATH 2-1-1, (a 2-1-1 center in Bloomingdale, IL that does not cover Lake County for 2-1-1 service), received **83 calls for help** from Lake County residents during the two weeks after the major flood in Lake County.

A 2013 study of The Greater Twin Cities 2-1-1 found that the average caller saved 45 minutes in time and effort by calling 2-1-1 for information and referral to meet their immediate and short-term needs during disasters. Researchers have found that the benefits of these calls often extended beyond the caller to include household members and neighbors. In addition, this same study found that 10% of the disaster calls handled by the Twin Cities 2-1-1 would have been made to 911 prior to 2-1-1 implementation.

Access to push text is other important 2-1-1 feature in a disaster. When landlines are down, or are over-burdened, text is the only communication channel that survives during disasters. Text based alerts offer the quickest, most efficient method for getting short bursts of information to entire communities in seconds.

A 2-1-1 system could refer well-intentioned people to information regarding the best way to help communities in a disaster. Often, many people and groups from outside the impacted communities want to help by donating time or goods. However, with only limited information about the community's particular needs, it is possible that unneeded donations could actually impede the work being done. 2-1-1 could make sure the volunteers know where to go and can give clear information on the best way to help.

## Data on Community Needs

Call centers provide aggregated data about the calls to 2-1-1 Counts, which systematically tracks and summarizes callers' needs. 2-1-1 Counts provides real-time, searchable data that offers a snapshot of community-specific needs. Reports could be tailored by districts enabling city, county and state legislators to better understand the characteristics of their communities, pinpoint at-risk areas, check trends and identify community issues and needs. The collection of need based geographic and demographic data can be used by local government agencies to better address community needs by reducing redundant services and providing quality services for underserved populations.

A 2013 study of The Greater Twin Cities 2-1-1 estimated that the value of call and referral data for use in local public and nonprofit planning provided an annual cost-avoidance benefit of \$50,000

## Integration with ServicePoint

As mentioned in the Introduction to 2-1-1, a 2015 Community Action Plan for Behavioral Health in Lake County identified significant need for increased behavioral health services capacity and recommended, "Develop a referral network among agencies in Lake County" and "Expand the use of technology to facilitate the continuum of care in Lake County, specifically the number of agencies that use technology to send and receive referrals" as two of thirteen recommended action strategies.

Since 2015, an electronic referral network between agencies has been established in ServicePoint, the homeless management information system (HMIS) used in Lake County since 1999. Many key housing and homeless service providers are mandated to use ServicePoint when receiving Lake County and/or U.S. Department of Housing & Urban Development (HUD) grants. The goal of the referral network is for agencies to coordinate services and to lead to increased efficiency and efficacy of service provision by Lake County agencies. ServicePoint also houses CommunityPoint, a database of community resources used by [www.findhelplakecounty.org](http://www.findhelplakecounty.org) and maintained by the United Way.

Integration of 2-1-1 with ServicePoint is key for several reasons:

1. The 2-1-1 call center has the capacity to integrate with ServicePoint and share the same database of community services as the ServicePoint electronic referral network, with Heart of Florida call center leading the annual update of CommunityPoint resource records.
2. The 2-1-1 call center protocol could include electronic referrals directly to agencies on the referral network, placing the burden of calling and scheduling an appointment on the agency rather than on the client. Throughout the first year, United Way of Lake County will

- work with the contracting service to explore the capabilities and costs associated with incorporating the ServicePoint web-based electronic referral system into 2-1-1.
3. Countywide service needs data could be collected in one shared system for both calls generated through 2-1-1 and agency-to-agency referrals.
  4. Many 2-1-1s are linked to their local Coordinated Entry system, which prioritizes housing for chronically homeless clients. Throughout the first year, United Way of Lake County will explore the cost-benefits of linking 2-1-1 to the local Coordinated Entry System, managed by the Lake County Coalition for the Homeless in ServicePoint.

### **Addiction Services Screenings**

2-1-1 could provide a centralized entry point for trained specialists to assess gambling addiction severity, and help individuals find gambling resources, support and treatment. Individuals contacting 2-1-1 that presented a concern with gambling for themselves or a loved one could be provided information on gambling and referrals to appropriate organizations within the community equipped to support individuals and their families experiencing a gambling concern.

### **Assistance to Law Enforcement**

Law enforcement is always there for our citizens regardless of their circumstances. All officers and deputies can utilize 2-1-1 as a resource when they encounter individuals and families who are struggling with financial, housing, counseling, mental wellness and substance abuse issues.

United Way of Central Indiana 2-1-1 cited that “Police runs for domestic abuse cost anywhere from \$250 to \$1,500, depending on the severity of the case. By calling 2-1-1, battered individuals can voluntarily leave violent situations and receive services to help them become self-sufficient. Without such supports, survivors often return to their abusers, resulting in multiple police runs and lost lives. 2-1-1 referrals help meet the urgent needs of survivors while providing help to find employment, housing, counseling, child care and more to start over.”

## Benefits to Employers

### Workplace Productivity

When employees gain access to appropriate services more quickly, productivity increases and absenteeism decreases. 2-1-1 provides appropriate referrals that will provide quicker resolution of problems and quicker return to work.

The 2013 study of Greater Twin Cities 2-1-1 found that 10% of the after-hours calls to 2-1-1 would have been made during working hours in the absence of 24/7 services, and interpreted the productivity loss as the equivalent of ten minutes of wages for an employee. Researchers estimated that the overall 2-1-1 systems saved employers \$18,510 in productivity loss in 2013.

### Assistance to HR Departments or Companies without Human Resource Functions

2-1-1 can be used by employers to refer employees for job-related services such as education, training, and tax assistance. Child and elder care assistance and English language classes are other services more readily accessible through 2-1-1, which may also benefit employers by enhancing productivity and retention.

Employees may hesitate to go to an HR professional with some problems such as addictions or domestic violence. These issues can result in significant absenteeism or inferior work, which cost an employer money. When an employer has a Zero Tolerance policy for drug and alcohol use, employees might be hesitant to seek out help through employer-sponsored programs. A 2-1-1 system allows employees to get help confidentially, and the company is potentially able to maintain a good worker.

In a situation where a company has to lay off an employee, 2-1-1 offers a resource for local support and information.

## Benefits for the Faith Community

Those in the faith community regularly help individuals and families that are struggling with financial, housing, child care, counseling, mental wellness and substance abuse issues. It is often a struggle to find information or know where to direct people for help. 2-1-1 can be a resource for finding programs and services that meet their parishioner's needs allowing pastors more time to focus on the other needs of the congregation.

## Potential Future Services

The benefits of 2-1-1 systems increase over time, as new, innovative uses are employed. With the right resources, 2-1-1 has potential to help our community in many ways. 2-1-1 professionals in some communities provide services such as VITA tax preparation awareness and appointment scheduling, kindergarten readiness assessments, and home energy audits. In Indiana, 2-1-1 developed a partnership with USDA Food and Nutrition Services, Indiana Family and Social Services Administration and food banks to increase awareness about SNAP, pre-screen potential clients and refer them for eligibility and enrollment.

Below are a few of the projects managed by 2-1-1 in other places.

### Utilization of Push Texts

In addition to answering a call for help, 2-1-1 systems are uniquely suited to get information to the public quickly. Push Texts have been used in other communities spread the word about an educational campaign, remind homebound seniors to take their medications, promotion of voter registration and even support individuals seeking a way out of addiction with opioids.

Americans 55 and under text more than they make voice calls and email, combined. According to PEW Research, texting among 65 and up has grown 3 times over since 2012.

In other communities, 2-1-1 is a conduit for public health promotion. It has been used to remind people to get flu shots and to let people know about summer meal programs. Through automated phone technology, calls can be placed on a daily basis to homebound individuals to be sure that they are OK and if there is no answer or a person indicates a need for help, an immediate follow-up is made.

### Developmental Screenings

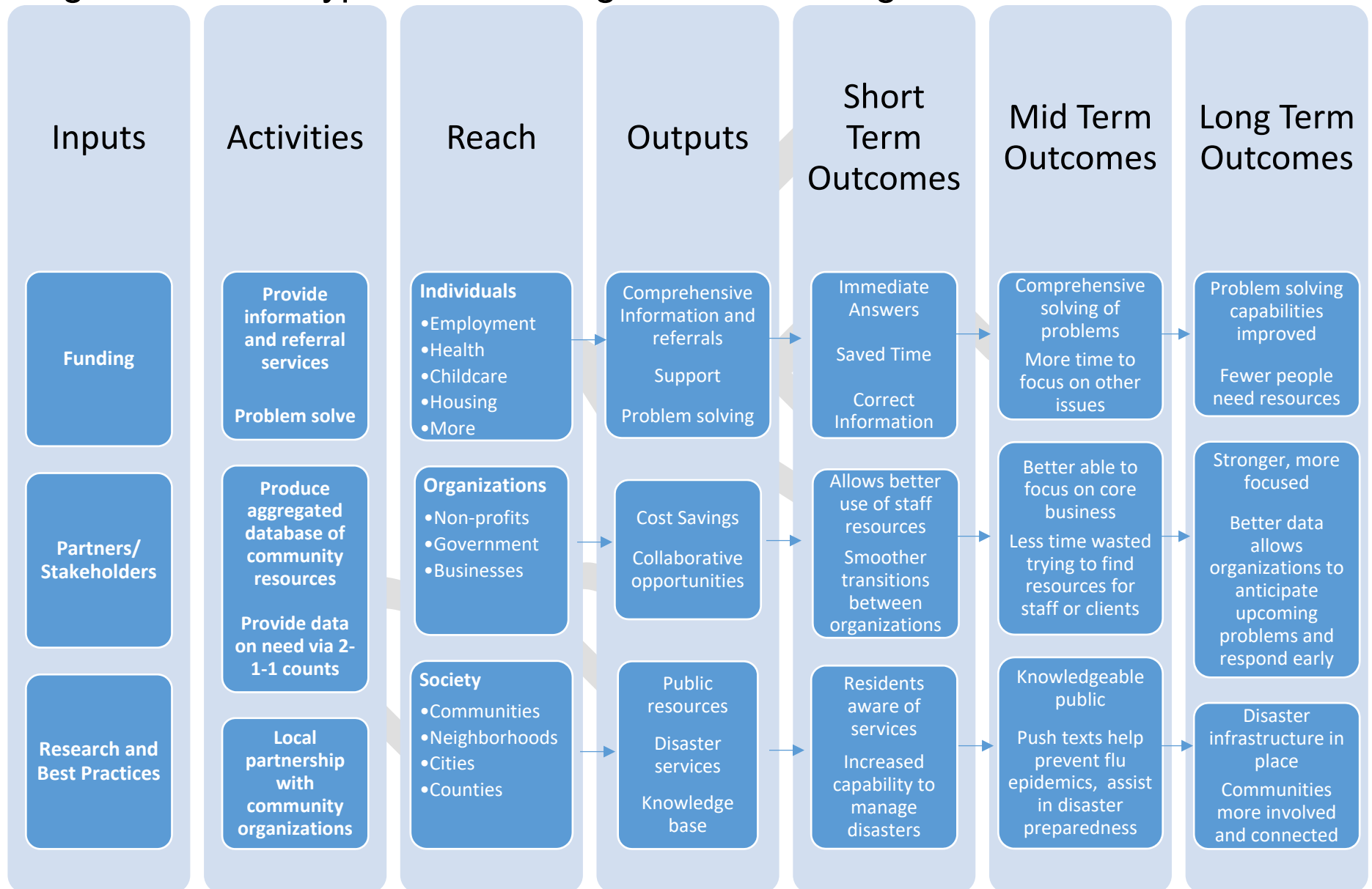
A recent study found telephone-based developmental screening and care coordination through 2-1-1 can increase developmental-behavioral referrals and services. Families scheduled for well child clinic visits were asked to contact 2-1-1 Los Angeles County (211LA) to receive a developmental screening. At the 12-month follow-up, 35% of those receiving intervention by 2-1-1 had referrals for evaluation and services compared to 21% of the control group. Additionally, 18% of the intervention group received disability services by 12 months compared to only 8% of the control group.

<http://www.publichealthsystems.org/using-clinical-community-partnerships-and-2-1-1-technology-improve-early-childhood-developmental>

### Medical Triage – Preventing Emergency Room Trips

Individuals with non-emergency and chronic conditions will have a resource to connect with and be referred to alternatives to emergency room healthcare, such as Immediate Care Clinics. A national 2-1-1 study found that 2-1-1 call centers regularly get requests for healthcare assistance and provide information and referrals to community clinics, special initiatives, and public health insurance. (Ray Marshall Center for the Study of Human Resources, 2004). Additionally, 2-1-1 will be a resource for discharge staff helping individuals address social determinants of health that impact individual's ability to remain healthy and out of the hospital.

# Logic Model for Typical 2-1-1 Programs – Showing Benefits



# Analysis of Potential Partners

## UNITED WAY 2-1-1 PATH CRISIS CENTER

### Overview:

#### Address:

201 East Grove Street, Suite 200, Bloomington, IL 61701

#### Locations Served:

The following counties in Illinois: Alexander, Champaign, DeKalb, DeWitt, Douglas, Franklin, Gallatin, Hamilton, Hardin, Iroquois, Jackson, Jefferson, Johnson, Kankakee, Knox, LaSalle, Lee, Livingston, Macon, Marion, Massac, McHenry, McLean, Menard, Moultrie, Ogle, Perry, Pope, Pulaski, Saline, Sangamon, Union, Vermilion, Washington, Wayne, White, Whiteside, Williamson and Winnebago.

#### Services Offered:

- 24 hours/7 days a week 2-1-1 phone line
- Adult Protective Services for people age 60 and older and individuals with disabilities ages 18-59 in McLean and Livingston County.
- Coordinates the Central Illinois Continuum of Care and three homeless services programs.

#### Operator Training

- Largely relies on trained volunteers from the local university

#### ServicePoint Synchronicity:

None, PATH utilizes Refer Software for 2-1-1. At the initial contact with PATH, they were considering transitioning to alternative software systems such as ServicePoint but have decided to remain with Refer.

### Strengths

This organization has knowledge of and experience in Illinois services

### Concerns

An early quote for 2-1-1 services from PATH was \$140,720 annually based on \$0.20 per person per year. However, in May of 2016, when the group was contacted to gain details of the service, PATH indicated that they were unable to serve Lake County for 2-1-1 due to the fact that they do not have the capacity to serve a county of our size.

### Recommendation

This provider is not recommended due to its lack of capacity to serve our county as well as the fact that they do not use ServicePoint and have only phone capabilities.



# United Way of Greater Cleveland

## Overview:

### Address:

1331 Euclid Avenue, Cleveland, Ohio 44115

### Locations Served:

The following counties in Ohio: Cuyahoga, + 25 others

### Services Offered:

- Phone 24/7/365. Limited chat
- Very limited text
- No email
- Translation service

### Operator Training:

- AIRS Accredited
- No crisis/suicide training

### ServicePoint Synchronicity:

Possibly – recommends integrating into their database. Can possibly transfer data to other databases.

## Strengths

- 211 implementation expertise
- 211 operation expertise
- Experience with gambling – takes calls for Ohio Problem Gambling Line

## Concerns

- Only four out of 65 staff speak Spanish
- Staff do not have experience with crisis or suicide calls.

## Recommendation

United Way was concerned about the fact that this organization did not have the training to manage crisis/suicide calls that other providers had. In addition the quote they gave us came in at \$300,000 a year, much more expensive than other, better alternatives. For these reasons we do not recommend this provider.

# IMPACT

## Overview:

### Address:

6737 West Washington Street, Suite 2225, Milwaukee, WI, 53214

### Locations Served:

The following counties in Wisconsin: Dodge, Jefferson, Kenosha, Milwaukee, Ozaukee, Racine, Walworth, Washington, and Waukesha.

### Services Offered:

- 24 hours/7 days a week
- Multiple platforms – phone, text, email
- Some Spanish speaking Operators

### Operator Training

- Use a combination of staff and interns from local colleges

### ServicePoint Synchronicity:

Utilizes Visionlink for 2-1-1 service. The organization was familiar with ServicePoint through its work with the Continuum of Care.

## Strengths

- 211 operation expertise
- Staff familiar with the area
- Familiar with the emergency needs associated with flooding

## Concerns

- Had their AIRS accreditation and lost it when they changed to Visionlink. They anticipate getting it back but have not done the paperwork necessary to submit to AIRS

## Recommendation

United Way was concerned about the fact that this organization had lost their AIRS accreditation and did not have a timeline to regain it. In addition the quote they gave us came in at \$300,000 a year, much more expensive than other AIRS Accredited alternatives. For these reasons we do not recommend this provider.

# United Way of Greater Houston

## Overview:

### Address:

50 Waugh Drive. Houston, Texas 77007

### Locations served:

The following counties in Texas: Aransas, Bee, Brooks, Duval, Jim Wells, Kennedy, Kleberg, Live Oak, McMullen, Nueces, Refugio, San Patricio

### Services Offered

- 24/7/365 phone assistance
- Self-navigation through 2-1-1 website
- Email response per operator availability
- Translation line with over 90 different languages.

### Operator Training

- Staffed by Call Specialists who are working towards or have received their endorsement as a Certified Information and Referral Specialist (CIRS) by the Alliance of Information and Referral Systems (AIRS).
- Some specialists are trained to serve veterans and peoples experiencing financial issues.

### Call Volume:

1,056,000 calls for help across the Texas 2-1-1 statewide system

### ServicePoint Synchronicity:

Utilizes Refer for 2-1-1 operations.

## Strengths

- 211 operation expertise
- Extensive experience with disasters
- Extensive experience helping individuals connect to government benefits

## Concerns

- Part of a statewide network that did not have experience with contracting outside of Texas.
- No experience working with ServicePoint.

## **Recommendation**

United Way of Greater Houston ultimately decided they were not in a position to contract with communities outside of Texas due to the limitations of their state funding. Additionally, the center was experiencing some capacity issues from recent hurricanes and did not feel that it was currently able to take on additional calls.

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# Additional Options Considered

## Lake County Options

### 9-1-1 Collaboration

#### Summary

United Way reviewed the possibility of integrating 2-1-1 services with existing, or consolidated, local 9-1-1 centers.

#### Strengths

- Local call center
- Opportunity to expand job opportunities in Lake County
- Potential cost savings

#### Reason for Not Pursuing

This option could be considered in the future. However, 9-1-1 consolidation, and therefore opportunities to integrate with 2-1-1, are many years away. In addition, if this is considered there are several things to take into consideration:

- 9-1-1 is funded by local telephone surcharges and has strict requirements about use of funds. Concern from some local 9-1-1 centers that 2-1-1 integration could be a conflict.
- The training and skills for a 911 dispatcher are vastly different from those of a 211 specialist. 9-1-1 operators would need to be trained in AIRS terminology, ServicePoint synchronicity, and assisting clients with problem solving.
- There is only one known example of an integrated 9-1-1 and 2-1-1 center. This model exists in Peoria, IL and serves only about 8,500 calls per year, much less than is expected in Lake County.

### Lake County Call Center

#### Summary

United Way of Lake County utilized the “2-1-1 Expense Model for Local Models”, a template created by Venture Architects and provides a starting point for analyzing the cost of implementation and maintenance of a 2-1-1 system. Template results indicated yearly costs between \$600,000 - \$750,000 to operate a 2-1-1 center in Lake County. See appendix.

#### Strengths

- Local call center
- Opportunity to expand job opportunities in Lake County

#### Reason for Not Pursuing

The estimated cost of the equipment, occupancy and staffing a freestanding 2-1-1 system in Lake County was much higher than contracting with another organization. Feedback from United Way Worldwide, also indicated that creating a new call center would take longer to get started.

# Call Centers in Illinois

## Lighthouse For the Blind

### Summary

The Chicago Lighthouse for the Blind has a variety of social enterprises that support their mission including customer care centers. Through the care center, they manage more than 20,000 calls per day regarding general information, registration, scheduling, triage, follow-up contact, payment processing and translation for Spanish speaking customers.

### Strengths

- Local call center
- Opportunity to support a local nonprofit and help to provide meaningful provide meaningful career opportunities for individuals facing barriers to employment

### Reason for Not Pursuing

This organization has limited methods for contacting them. Additionally, they are not trained to assist clients in problem solving, or providing support in crisis situations. Because they do not have any training or experience with 2-1-1, ServicePoint, or AIRS taxonomy, the startup time would be long and the training needs extensive.

## United Way of Greater St. Louis

### Summary

United Way of Greater St. Louis provides 24/7/365 2-1-1 phone assistance to the greater St. Louis area and the entire state of Missouri. In addition to the 2-1-1 hotline, they also offer limited chat and self-navigation through the 2-1-1 website.

### Strengths

- Knowledge of Illinois resources
- Experience in contracting with other communities and out of state communities.
- Utilization of 2-1-1 counts

### Reason for Not Pursuing

The Executive Director told us that the organization is not interested in outside contracts.

## Heart of Illinois United Way (Peoria)

### Summary:

Heart of Illinois United Way's 2-1-1 is provided in partnership with Advanced Medical Transport of Central Illinois (AMT). This unique partnership is run through AMT's 9-1-1 call center with staff being cross-trained in 2-1-1 assistance. AMT provides 24/7/365 2-1-1 phone assistance to

central Illinois residents resulting in average of 8,500 calls per year. Self-navigation is also available through the 2-1-1 website.

#### **Strengths**

- Knowledge of Illinois resources
- 2-1-1 operations utilized ServicePoint software.
- Linked to AMT's 9-1-1 call center allowing for easy transfer of calls in case of emergency
- The call center at AMT is rated to withstand an F5 rated tornado, has redundant phone lines and emergency power, a self-contained HVAC system and web based software.

#### **Reason for Not Pursuing**

The Executive Director stated that they could not manage outside contracts.

## **Other United Way 2-1-1 Call Centers Outside of Illinois**

### **2-1-1 Palm Beach Treasure Coast (FL)**

#### **Summary**

211 Palm Beach/Treasure Coast has been providing staff to assist callers with information and referral services, crisis intervention, suicide prevention, information, assessment and referral to community services, 24 hours a day, 365 days a year for over five decades. In addition to the 2-1-1 hotline, they also offer limited chat, self-navigation through the 2-1-1 website, and a variety of printed directories. Their length of time in service has led to the utilization of their center to help implement and/or expand multiple programs in their community including elder crisis outreach, help me grow, veterans services, and more.

#### **Strengths**

- 2-1-1 operations utilized ServicePoint software.
- Utilization of 2-1-1 counts
- Extensive experience utilizing 2-1-1 as an engine for expansion and/or creation of community programs.

#### **Reason for Not Pursuing**

Executive Director was not interested in taking on outside contracts.

# Recommended Outsourcing Partner

## Heart of Florida United Way

### Overview:

Heart of Florida United Way 2-1-1 is a high performing center that exceeds all United Way Worldwide's 2-1-1 national standards and is accredited by the American Association of Suicidology and the Alliance of Information and Referral Systems. Their 2-1-1 has been recognized by the Department of Housing and Urban Development for implementing best practices around rapid re-housing, as well as by the American Association of Suicidology for crisis response during the Pulse nightclub shooting.

### Address:

1940 Traylor Blvd, Orlando, FL 32804

### Locations Served:

- In partnership with multiple United Ways, the National Suicide Prevention Lifeline, the National Epilepsy Foundation and the National Disaster Distress Text line, HFUW provides service to the entire United States and Puerto Rico including:
- 19 counties in Florida: Alachua, Bradford, Citrus, Collier, Dixie, Gilchrist, Hardee, Highlands, Lafayette, Lake, Levy, Marion, Orange, Osceola, Pasco, Polk, Seminole, Sumter, and Union.
- 42 counties in Tennessee: Bedford, Benton, Cannon, Cheatham, Chester, Clay, Coffee, Cumberland, Davidson, Decatur, DeKalb, Dickson, Fentress, Franklin, Giles, Hardin, Henry, Hickman, Humphreys, Jackson, Lawrence, Lewis, Lincoln, Macon, Marshall, Maury, Moore, Overton, Perry, Pickett, Putnam, Robertson, Rutherford, Smith, Sumner, Trousdale, Van Buren, Warren, Wayne, White, Williamson, and Wilson.
- 4 counties in Arkansas
- 15 counties in Iowa.
- 19 counties in Kentucky.

### Services Offered

- 24/7/365 information and referral via phone, chat, text, email, and phone.
- 24/7/365 Professional language line translation service
- Crisis intervention and National Suicide Prevention Line service for Orange and Osceola Counties
- Specialized local services, such as opt-in-text programs, screenings, intakes and appointment setting for homeless coordinated entry, Mission United, financial assistance, Toys for Tots and VITA.

### Operator Training

- All 2-1-1 Specialists receive a minimum of 70 hours of best practice based training in Information and Referral including all standards of the Alliance for Information and Referral Services. Initial staff training includes a range of classroom, shadowing, on-line, and self-study in addition to live staff support for their first two weeks of contacts.
- Center has been accredited by the Alliance of Information and Referral Systems since 2008 and by the American Association of Suicidology since 2010.
- All staff are trained information and referral specialists and are encouraged to become individually certified information and referral specialists (CRS) and/or certified resource specialists (CRS) through the Alliance for Information and Referral Services.



- All staff are trained Crisis Intervention Specialists that receive training that meets or exceeds American Association of Suicidology standards. All staff are encouraged to become individually certified crisis workers by the American Association of Suicidology. A Senior Crisis Specialist/Team Lead is on site 24/7/365.
- All staff must complete a minimum of six hours of in-service training annually and receive regular monitoring.
- All staff complete an annual performance review.
- Volunteers are expected to maintain the same level of quality service as the paid 2-1-1 staff. Volunteers are expected to adhere to the same policies and procedures as paid 2-1-1 staff.

### **Call Volume:**

In FY 17, Heart of Florida United Way 2-1-1 assisted 309,439 individuals.

### **ServicePoint Synchronicity:**

Heart of Florida staff utilize multiple resource and client databases for their operations. 2-1-1 operations in Florida predominantly utilize Refer software while ServicePoint Software is predominantly utilized for 2-1-1 operations in Tennessee and Kentucky. Heart of Florida United Way would utilize and manage United Way of Lake County's ServicePoint resource database for 2-1-1 operations in Lake County, IL.

### **Strengths**

- 33% of staff bilingual Spanish, Creole speaking staff, and access to translation service
- Extensive staff training.
- UWW 2-1-1 Quality Assurance Program
- Ability to handle crisis calls
- Experience with multiple disasters
- Successful business model contracting with United Ways and 2-1-1 Centers throughout the country that provides them a high level of service using state of the art technology while at the same time localizing the service
- Backup systems on the east and west cost in case of emergency

### **Opportunities**

- Specialized reporting (monthly, quarterly, annually or within 3 business days of request)
- 2-1-1 counts live public dashboard
- Disaster response in support of the local Emergency Management Agencies with a focus on first call resolution for clients.
- Long-term disaster recovery services including data collection and reporting, connecting citizens to long-term services and more.

### **Weakness/Threats**

- Having a call center in another state doesn't employ Lake County residents
- They do not have local knowledge of the community, this would need to be learned and gained through a United Way Staff person and comprehensive database.

## Reason for Positive Recommendation

Heart of Florida's quote of \$50,000 the first year and up to \$150,000 for the next three years showed this to be the most cost effective option. In addition, the services, qualifications, and experience exceed those of all other researched options.

- Service access and availability exceeds that of all other potential call centers with more 24/7/365 information and referral via phone, chat, text, email, and phone in multiple languages.
- HFUW is an experienced contractor. They have shown capability to service communities in far reaching areas across their state, across state lines, and even nationwide. No other 2-1-1 service had comparable partnership experience.
- HFUW has experience working in multiple databases for 2-1-1 operations and has experience in ServicePoint. Most services did not share this breadth of experience and/or had no experience in ServicePoint.
- HFUW is well qualified to provide crisis de-escalation and intervention due to their crisis training and AAS accreditations. In 2016 alone, they responded to 85,170 suicide and crisis contacts. 87% were de-escalated by 2-1-1 and did not require further intervention by a third party.
- HFUW's knowledge and innovative use of texting has helped to expand this channel nationally. This experience will help Lake County to expand the range of services that 2-1-1 can participate in and provide to Lake County.
- HFUW is a leader in 2-1-1 services nationally. Their position on national leadership groups will help bring innovative practices, research, and experiences to Lake County.

## Year 1 Implementation Costs Utilizing Heart of Florida United Way

Expenses	Year 1	UWLC Investment
<b>United Way of Lake County Personnel</b>	<b>\$ 62,554</b>	<b>\$33,450</b>
Manager, Safe & Stable Families	\$ 48,000	
Community Impact Program Coordinator	\$ 1,500	
Marketing Communications Associate	\$ 1,895	
Resource Development Associate	\$ 3,000	
Fringe Benefits	\$ 8,159	
<b>2-1-1 Contract</b>	<b>\$ 50,000</b>	
<b>Telecommunications</b>	<b>\$ 8,400</b>	
<b>Software &amp; Technology</b>	<b>\$ 30,000</b>	
Community Point	\$ 5,000	
AIRS Taxonomy License	\$ 450	
Call Point	\$ 4,725	
ServicePoint Software Maintenance, Enhancement, & Customer Support (\$90/license)	\$ 6,030	
ServicePoint - User Hosting Fee (\$94/license)	\$ 6,332	
ServicePoint Premium Reporting AdHoc License (\$160/license at 2 licenses)	\$ 320	
ServicePoint Bandwidth Fee for Report License (\$11/license at 2 licenses)	\$ 22	
<b>2-1-1 Public Education Campaign</b>	<b>\$ 15,000</b>	
<b>Operating/Occupancy Costs</b>	<b>\$ 15,883</b>	<b>\$16,550</b>
<b>Total Ongoing Expenses</b>	<b>\$ 174,716</b>	<b>\$50,000</b>

One-Time Investments Needed to Transition to 2-1-1	Year 1	
<b>Capacity Building</b>	<b>\$ 3,000</b>	
<b>Telecommunications</b>	<b>\$ 17,700</b>	
<b>Software &amp; Technology</b>	<b>\$ 12,263</b>	
3 Day On Site Training	\$ 4,950	
ServicePoint User License	\$ 7,313	
<b>2-1-1 Branding Development</b>	<b>\$ 10,000</b>	
<b>Total One Time Investments</b>	<b>\$ 42,963</b>	

<b>Total Expenses</b>	<b>\$ 217,679</b>	
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## United Way Funding

United Way of Lake County has pledged to invest a total of \$70,000 to this project in the first year. \$50,000 of this funding will go toward staffing and operating costs. The additional \$20,000 will be used to start a reserve fund for this project to sustain it in future years.

## Three-Year Budget

Expenses	Year 1	Year 2	Year 3	Year 4
United Way of Lake County Personnel	\$62,554	\$63,925	\$ 64,152	\$65,395
2-1-1 Contract with Call Center*	\$50,000	\$150,000	\$150,000	\$175,000
Telecommunications	\$8,400	\$8,400	\$8,400	\$8,400
Software & Technology	\$22,879	\$23,565	\$24,272	\$25,000
2-1-1 Public Education Campaign	\$15,000	\$15,000	\$20,000	\$25,000
Operating Costs (10% of overall annual expenses)	\$15,883	\$26,089	\$26,682	\$29,879
<b>Sub-total Expenses</b>	<b>\$174,716</b>	<b>\$286,979</b>	<b>\$293,506</b>	<b>\$ 328,674</b>

One-Time Investments Needed to Transition to 2-1-1	Year 1
Capacity Building	\$3,000
Telecommunications	\$17,700
Software & Technology	\$12,263
2-1-1 Branding Development	\$10,000
<b>Total One-Time Investments</b>	<b>\$42,963</b>

<b>Total Expenses</b>	<b>\$217,679</b>	<b>\$286,979</b>	<b>\$293,506</b>	<b>\$328,674</b>
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Anticipated Revenue	2018-19 Year 1	2019-20 Year 2	2020-21 Year 3	2021 - 2022 Year 4
United Way of Lake County	\$50,000	\$70,000	\$70,000	\$70,000
Grants Secured as of 5/22/18	\$80,980	\$10,000	\$10,000	\$10,000
Individual Donors	\$17,500			
<b>Total Expected Revenue</b>	<b>\$148,480</b>	<b>\$80,000</b>	<b>\$80,000</b>	<b>\$80,000</b>
<b>Expected Percent Funded</b>	<b>68%</b>	<b>28%</b>	<b>27%</b>	<b>24%</b>
<b>Funding Gap</b>	<b>\$69,420</b>	<b>\$207,540</b>	<b>\$213,810</b>	<b>\$248,680</b>
<b>Total Needed Revenue</b>	<b>\$217,900</b>	<b>\$287,540</b>	<b>\$293,810</b>	<b>\$328,680</b>

# Fundraising and Sustainability

2-1-1 call centers throughout the country are currently supported by a variety of revenues. Approximately 51% of all support for 2-1-1 Centers originates from United Ways (this includes funds raised by United Ways for this program.) 32% comes from government. 10% is generated through contracts. 4% is derived from philanthropic or corporate grants. The remaining 3% is from other revenues.

United Ways throughout the country are accelerating efforts to diversify funding streams for 2-1-1 in order to achieve a more sustainable 2-1-1 system. A 2017 report from The Health Communication Research Laboratory at The Washington University in St. Louis identified a variety of stakeholder groups that can benefit from the 2-1-1 resource including utilities, healthcare, manufacturing and disaster response.

United Way of Lake County is actively reaching out to develop strategic relationships in Lake County to engage these key stakeholders in a 2-1-1 partnership.

# Utilities

## Description

Included in this category are utility companies that serve Lake County residents including ComEd, Exelon Foundation, North Shore/Peoples Gas, Nicor and Comcast.

## Examples

2-1-1 of Southwest Pennsylvania partners with People's Gas, Duquesne Light Company, and the International Brotherhood of Electrical Workers.

## Business Case

Benefits to the utility industry:

- Reduce inbound call volumes to Customer Service AND enhance first call resolution by providing information to connect 2-1-1 callers with programs that would enhance their ability to pay utility bills i.e., pre-qualify for LIHEAP assistance.
  - Provide information and options to prevent utility shut-offs; provide options to reinstate service following a shut-off.
  - Provide information on loans and grants for weatherization to lower utility bills.
  - Educate consumers on other energy saving programs.
- Enhance caller/customer experience by personalizing the company.
  - Customer service representatives will better address caller needs, beyond utility issues, by referring customers to 2-1-1.
  - Line worker will have information cards to refer customers in need to 2-1-1.
- Enhance company reputation by improved customer service scores as reported in J. D. Power surveys. *The Premier Customer Service Team at ComEd reviewed 2-1-1 as a business option, not as a "societal benefit program."*

## Requests

United Way of Lake County staff made a proposal to ComEd requesting a three-year annual grant of \$100,000 per year. They declined to move forward as a sponsor at this time because Lake County represents a modest portion of their service area. They want to remain updated on 2-1-1 expansion across their remaining service area (primarily Chicago) for future participation when a more comprehensive solution is available. We have followed up in the short term with a smaller founder's gift request of \$5,000.

Other requests to Exelon Foundation and Nicor are currently under development and will likely range between \$10,000 - \$50,000. A request has been submitted to North Shore Gas for \$25,000 and we are waiting for a formal response from them.

Comcast granted \$8,500 of our \$10,000 request to them.

# Healthcare

## Description

Included in this category are local health care systems, local hospitals, health insurance companies, neighborhood health centers and mental health service providers. Local companies in this industry include AbbVie, Abbott, Astellas, Advocate Condell Hospital, BlueCross/ BlueShield, Highland Park Hospital, Northwestern Lake Forest Hospital, Walgreens, and Vista Medical Center.

## Examples

A 2017 report from The Health Communication Research Laboratory at The Washington University in St. Louis identified a variety of healthcare companies that can benefit from the 2-1-1 resource on a national level including Ascension Health, Molina Healthcare, BlueCross Blue Shield, and Humana.

## Business Case

Benefits to the healthcare industry:

- Prevent unnecessary ER visits by referring individuals with non-emergency and chronic conditions to alternative healthcare, such as immediate care clinics.
  - A national 2-1-1 study found that 2-1-1 call centers regularly receive requests for healthcare assistance and provide information and referrals to community clinics, special initiatives, and public health insurance. (Ray Marshall Center for the Study of Human Resources, 2004).
  - Currently, emergency rooms are filled with flu patients that did not obtain a flu shot and have become ill. However, with 2-1-1, potential patients can be provided quick access to information on where and how to obtain flu shots and can be directed to the appropriate venue for care when emergency room services are not required. Condell reported nearly 50,000 outpatient emergency room visits last year. With an average patient cost of \$1200 per visit, a modest 5% reduction in unnecessary emergency room visits would reduce the cost of care burden by \$3 million (50,000 x 5% x \$1200) and free up clinical resources and space for more appropriate patients.
- Address social determinants of health that affect an individual's ability to remain healthy and out of the hospital. This could include better hospital discharge compliance and prescription compliance with follow up contact to 2-1-1 callers.
  - According to the American Hospital Directory, the total number of Medicare inpatients treated at Condell totaled 6,683 for the year ending 12/31/2016, with an overall average re-admission rate of 15% or approximately 1,000 patients. At an average cost of \$13,800, readmissions produce an estimated burden of \$13.8 million. If including 2-1-1 as part of discharge planning (for example, to provide information on how to obtain medications and provide reminders on when to take them) produced a 2% reduction in re-admissions, this would yield an annual savings of \$276K (2% x \$13.8 million). A 5%

reduction would produce savings of \$690K (5% x \$13.8 million). Reducing re-admissions for Medicare patients is also important to avoid penalties from CMS.

- Connect individuals with public health insurance options to promote prevention and well care. Individuals without health insurance will be connected to resources to obtain affordable coverage, or facilities better able to support the uninsured.
- Deliver mass communications to Lake County residents in cases of emergency or healthcare service interruptions. Support national programs such as Flu on Call and National Epilepsy pipeline.
- Provide information on health screenings and evaluations.
- Close connection with the Lake County Health Department will ensure ongoing collaboration and a drive to provide efficiency in services and referrals.
- Provide valuable community needs data: 211counts.org will collect all call information, and categorize calls by status, purpose, and location, providing healthcare providers with real-time data and mapping of chronic and or seasonal healthcare requests sortable by geography and or demographic information.

### Requests

United Way of Lake County staff have submitted a proposal to both Advocate Condell and Vista Healthcare requesting \$10,000 each and has submitted a sponsorship proposal to Walgreens for \$25,000. A request and meeting are under development for Highland Park Hospital.

Conversations have started with Northwestern Lake Forest Hospital. During the introductory meeting, United Way proposed an ask range of \$100K for 3-5 years. Initial response was positive, and a follow up meeting led to a discussion on creating a healthcare collaborative to support 2-1-1. United Way is exploring opportunities to create a collaborative.

United Way has submitted a request to the Astellas Foundation for \$50,000 aligned to healthcare, one of their core philanthropic pillars.

An introductory meeting was held with AbbVie with a follow up meeting scheduled for 5/17. Ask range is \$100K for 5 years.

Abbott, this request is under development

Blue Cross Blue Shield, initial phone contact has been made, and staff are seeking a first meeting.



# Public Safety and Disaster Response

## Description

Included in this category are Motorola and W.W. Grainger, Inc., companies, that support infrastructure and equipment critical to disaster preparedness and response.

## Examples

In numerous communities, 2-1-1 forms a partnership with county or city emergency services departments to provide public information to the community and trend analysis to County officials. 2-1-1 also reports on community needs that are not being met, and acts as the central communication point for other community agencies and non-governmental organizations. These services are often funded by businesses that support disaster preparedness and response.

## Business Case

Benefits to the disaster response industry:

- Reduce 9-1-1 call centers call volume by diverting non-emergency requests. With 2-1-1, individuals with non-emergency or ongoing service needs will have an alternative resource.
- Assist children and families in crisis and provide assistance before crisis situations elevate to first responder intervention. Examples include easy access to drug and alcohol treatment programs, resources and destinations for victims of domestic violence, as well as physical and mental health resources. Studies show that on average, without 2-1-1, people call between 11 – 13 agencies before they find the agency that can best assist them with their need. With more accurate and timely client referrals from 2-1-1, individuals will save time in order to address needs more efficiently.
- Deliver mass communications to Lake County Residents in cases of emergency or healthcare service interruptions.
- Community coordination tool to manage an active disaster that will address where supplies are needed, points of greatest concern, and where/how, volunteers could be deployed.
- Collaborate with the Lake County Government to provide efficiency in services and referrals.
- Provide valuable community needs data: 211counts.org will collect all call information, and categorize calls by status, purpose, and location, providing public safety and emergency responders with real-time data and mapping of requests for assistance sortable by geography and or demographic information.

## Requests

We are in early discussions with Motorola and see clear alignment between their mission and 2-1-1. An initial phone contact has been made with Motorola, and staff are seeking a first meeting.

Initial discussions with Grainger did not lead to an opportunity to submit a request. Staff continue to explore opportunities at both the corporate and foundation level.

# Manufacturing

## Description

Included in this category are large manufacturing companies located in Lake County, Illinois.

## Examples

In Tampa, FL HR professionals, regardless of access to Employee Assistance Programs, use 2-1-1 to provide support for their employees. When employees are struggling with financial, legal, housing, child care, counseling, mental wellness, substance abuse issues and even back to school and health fairs, 211 helps connect them to the resources they need.

## Business Case

Benefits to manufacturing:

- Employers with a significant number of employees tend to have Employee Assistance Programs, but many also have Zero Tolerance policies for drug and alcohol use. Employees may be reluctant to go to an HR professional or to contact an employer provided Employee Assistance Provider with problems such as addictions or domestic violence out of fear for termination or discipline. 2-1-1 provides a “safe haven” for employees to seek assistance.
- Employee Assistance Programs are expensive, and employers may not be able to afford these benefits. With 2-1-1, employers are able to ensure their employees receive the benefits of local resources.
- Provides options for services for extended family members not living in the home, like aging parents, or support for families not covered by Employer Assistance Programs.
- 2-1-1 leads to reduced absenteeism and downtime as employees are more efficiently connected to appropriate providers and able to access community health services.
- Brings services to local employees that are already available to counterparts just across the border in Wisconsin.
- 2-1-1 Counts allows us to provide corporate supporters with call statistics by zip code, making it possible to analyze this data to better serve specific demographics and promote/measure the impact of its own corporate initiatives.

## Requests

MacLean Fogg has committed \$10,000 to this initiative.

# Local Employers

## Description

Included in this category are local banks and small to midsize businesses.

## Examples

The Community Reinvestment Act (CRA) was enacted by Congress in 1977 and is intended to encourage banking institutions to help meet the credit needs of the communities in which they operate. The federal financial supervisory agency examines banking institutions for CRA compliance, and takes this evaluation into consideration when approving applications for new bank branches or for mergers or acquisitions.

## Business Case

Benefits to local employers:

- A partnership through 2-1-1 will enable banking institutions to contribute towards meeting the needs of the communities in which they operate, and will help banking institutions fulfill their Community Reinvestment Act requirements.
- Many local small to medium sized employers are not able to offer formal HR departments or employee assistance programs. With 2-1-1, employers are able to ensure their employees receive the benefits of local resources.
- 2-1-1 can be used by smaller employers to refer employees for job related services such as English language classes, education and training, as well as tax assistance, child care and elder care assistance.
- 2-1-1 leads to reduced absenteeism and downtime as employees are more efficiently connected to appropriate providers and able to access community health services.
- Within the financial industry, many local banks have a community fund and are looking for opportunities to support local initiatives. 2-1-1 provides a meaningful partnership that is visible to the community and supports their employees, customers.

## Requests

- BMO Harris has committed \$10,000 to support United Way of Lake County 2-1-1.
- Huntington bank has been approached and a grant request has been submitted for \$25,000.
- First Midwest Bank has been approached, but has denied sponsorship at this time.

# Individuals

## Description

United Way of Lake County 2-1-1 will directly benefit individuals living in Lake County who need to connect to human service resources. Lake County has an incredibly complex system of human services. Separate funding streams often require complex eligibility restrictions making it difficult to find the appropriate services. 2-1-1 provides a coordinated point of entry system with a trained and caring helper.

## Examples

Broward County 2-1-1 and Wiregrass 2-1-1 both have an individual donor program called Club 2-1-1. The purpose of “The 2-1-1 Club” is to get 211 donors to each contribute \$100. The goal is to raise \$21,100 annually through the individual donor program.

## Business Case

Benefits to individuals:

- Reduces frustration: With more accurate and timely client referrals from 2-1-1, individuals will save time in order to address needs more efficiently. An important benefit of 2-1-1 is the reduction in the level of frustration felt by individuals trying to use our complex human service system. Frustration in trying to find appropriate assistance erodes confidence in the human service system as a whole.
- Saves time in location services: The existence of a 2-1-1 system will save individuals time when accessing human services. Less effort will be needed to acquire information and less effort will be spent pursuing avenues that turn into dead ends.
- Reduces the cost of services and expensive alternatives: Persons who are unaware of available aid and how to obtain it are more likely to ignore growing personal problems until a crisis prompts them to take some form of action. Delays in finding an appropriate service are costly for the individual.
- Earlier intervention and improved self-sufficiency: 2-1-1 services enable people in need to maintain independence and control of their situation by helping them identify and reframe their problems in terms of possible solutions, providing information about multiple options, and referring to organizations that can assist.
- Veteran and military family assistance: There are over 30,000 veterans living in Lake County. Services like 2-1-1 can facilitate re-integration by encouraging help-seeking behaviors, providing a safe and supportive environment for veterans to call and to access appropriate aid when they are in need.

## Requests

Each year more than 150 business leaders and individuals attend United Way of Lake County's annual fundraising event, Premier Leadership Event (PLE). PLE includes a Paddle Raiser, where guests can personally support United Way's programs and initiatives through a variety of giving levels. This year the PLE raised \$17,500 to support 2-1-1.

United Way of Lake County will also reach out to Lake County libraries to take part in a Club 2-1-1 where libraries each contribute at least \$211 to support the resource.

# Local Foundations

## Description

Included in this category are philanthropic foundations that support local projects in Lake County, Illinois.

## Examples

Currently, only four percent of funding for 2-1-1 is derived from philanthropic or corporate grants. However, United Ways throughout the country are accelerating efforts to diversify funding streams in order to achieve a more sustainable 2-1-1 system.

## Business Case

United Way of Lake County 2-1-1 aligns with the goals of several local foundations to fund initiatives that address the basic needs of our Lake County residents.

United Way of Lake County 2-1-1 will have broad reach to ensure all residents throughout Lake County, including our most vulnerable, will be able to connect to critical health and human services including crisis and disaster response that can improve and save lives.

## Requests

United Way of Lake County started conversations with Lake County Community Foundation. The Foundation's goal is to support work that allows people who are disproportionately affected by lack of access to obtain support in several areas of extreme need through wrap around services, continuum of care, or close collaborations. The next round of funding takes place in March, 2019.

We will explore funding opportunities with Gorter Family Foundation. They provide funding to organizations in order to make meaningful change to underserved communities in Lake County.

United Way was invited to submit an application for the Healthcare Foundation of Northern Lake County's Systems Capacity Grant area. We will submit an application by early August and should be notified of our grant status in November.

We submitted a grant to the AARP Community Challenge but were denied our funding request.

We are conducting research on potential funding opportunities with private local family foundations.

# Government

## Description

United Ways throughout the United States utilize 2-1-1 funding strategies that include partnerships with federal, state and local government. 32% of 2-1-1 funding comes from the government and 61% of United Ways report receiving some funding from local government.

## Examples

- The state of Texas contributes \$1.9 million in funding to 2-1-1 Texas United Way. The Texas Workforce Commission provides the 211 Texas/United Way Helpline approximately \$250,000 annually for its information and referral services related to childcare.
- Government funding accounts for 25% (approx. \$1.3 million) of the annual call center contributions in Michigan. Historically, funds have been made available in Michigan through fee-for-service contracts and grants. Several examples of fee-for-service contracts include the Earned Income Tax Credit (EITC) referral program, H1N1 awareness campaign, and the census collection support program. Examples of awarded grants include the Federal Veterans Transit Community Living Initiative Grant through the Federal Transit Administration.
- 211 Los Angeles receives \$6.5 million dollars annually from LA County in 'fee-for-service' contracts. Contracts are negotiated every three years to provide specified information and referral services. Awarded funds contain both local and federal dollars but are appropriated by the county.
- 211 San Diego receives \$3 million annually from San Diego County in 'fee-for-service' contracts related primarily to health and human services. Contracts are typically negotiated each year and contain a mix of county and federal dollars.

## Business Case

- In 2016, there were 273,442 contacts to 2-1-1 for government services nationwide in 2016, representing 2% of the overall contacts to 2-1-1 (United Way Worldwide, 2016 Big Count)
- A 2013 study of The Greater Twin Cities 2-1-1 estimated that the value of call and referral data for use in local public and non-profit planning provided an annual cost-avoidance benefit of \$50,000.
- 2-1-1 models throughout the country provide demonstrable impact on specific county issues, enable response in times of crisis and capture and report impact through data metrics. City, county and state legislators can secure reports tailored for their districts providing perspective on the needs of constituents.
- Greater Twin Cities United Way 2-1-1 conveys critical information to government entities (MVOAD, FEMA, State Homeland Security) and the general population as the first line of information, rapid response support, and needs/locations updates. This direct support benefits government by supplying the capacity and infrastructure that otherwise would have required direct public sector investment. Researchers provided an annual cost-avoidance benefit of \$50,000 for 2-1-1 as a government planning resource. Additionally, reports derived from 2-1-1

data most certainly inform public sector policy and planning, both directly at the agency level and indirectly from stakeholder input.

- Government agencies regularly receive daytime and after-hours calls for information, as well as inappropriate calls for services or assistance that now go to 2-1-1. This reduction in inappropriate and redirected calls has reduced the information service workload of staff at these agencies. Researchers estimate the value of these calls as a 10 percent share of all information calls handled by Greater Twin Cities United Way 2-1-1, with the benefits as the value of five minutes state labor cost per information call or The Value of cost avoidance for government staff time providing information services was estimated at \$8,826 overall in 2013.
- A National 2-1-1 study found that 2-1-1 regularly provide pro bono services for state and local governments on announcements such as summer food programs or urgent health concerns as they are uniquely suited to push information the public quickly. It is estimated that 5 percent of total call volume is attributed to such causes at a benefit ranges from \$4.7 million to \$14.3 million in the first year of the study and between nearly \$43.5 million and \$131 million over ten years reduced to net present value (Ray Marshall Center for the Study of Human Resources , 2004).

## Requests

United Way of Lake County has received support from six local townships: \$1,000 from Benton Township, \$13,480 from Libertyville Township, \$17,000 from Vernon Township, \$8,000 from Warren Township, \$500 from Waukegan Township and \$2,500 from West Deerfield Township. Lake County Workforce Development has also donated \$10,000 to 2-1-1. All together United Way has received \$52,480 from local governments to support 2-1-1.

Several other requests to local governments are still pending:

- |                          |           |
|--------------------------|-----------|
| • Antioch Township       | \$6,882   |
| • Lake County Government | \$150,000 |
| • Shields Township       | \$9,031   |
| • Wauconda Township      | \$5,613   |
| • Zion Township          | \$6,029   |

## Total Asks and Results to Date

	Name of Company	Asks Made	Funding Received	Funding Denied	Answer Pending	Likelihood of Continuing Gift	Notes	Asks Pending	Likelihood	Probability of Answer Pending	Probability of Asks pending	Total Likely to Continue to Year 2
Utilities	ComEd	\$5,000			\$5,000	Unknown	1 time founders grant		10%	\$500	\$0	
	Comcast	\$10,000	\$8,500			Confirmed			100%	\$0	\$0	\$8,500
	Exelon					Unknown	Request under development	\$25,000	25%	\$0	\$6,250	
	Nicor									\$0	\$0	
	North Shore Gas	\$25,000			\$25,000	Medium	Grant request submitted 4/20. Request from foundation that we officially submit a request through the online portal.		50%	\$12,500	\$0	
Healthcare	AbbVie					Unknown	Second meeting held. AbbVie in deliberation. We are looking to schedule a visit from the President of United Way Worldwide to help facilitate and show the importance of 2-1-1 nationwide.	\$100,000	50%	\$0	\$50,000	
	Abbott					Unknown	Meeting date set for initial presentation.		25%	\$0	\$0	
	Advocate Health	\$10,000				Unknown	Call conducted with the President of Advocate Condell. We received a referral back to Jeanne Ang regarding partnership opportunities.		50%	\$0	\$0	
	Astellas	\$50,000			\$50,000	Medium	Multiyear grant submitted 4/18. Response expected by end of July.		50%	\$25,000	\$0	
	Blue Cross Blue Shield						Seeking first meeting confirmation			\$0	\$0	



	Highland Park Hospital									\$0	\$0	
	Northwestern Lake Forest Hospital	\$100,000			\$100,000	Medium	Ask made follow up meeting being scheduled. Meeting held. Northwestern interested in a healthcare collaborative that includes other providers in an initiative that pools support.		50%	\$50,000	\$0	
	Walgreens	\$25,000			\$25,000	Unknown	Meeting held with Regional Healthcare lead. Sponsorship ask made in a range of \$15-\$25K		10%	\$2,500	\$0	
	Vista Healthcare	\$10,000			\$10,000	Unknown	Decision pending with parent Co.		10%	\$1,000	\$0	
Safety & Disaster	Motorola	\$10,000			\$10,000	Low	Meeting in July with Foundation Lead		50%	\$5,000	\$0	
	Grainger	\$5,000		\$5,000			Denied Request	\$5,000	0%	\$0	\$0	
Manufacturing	MacLean Fogg	\$10,000	\$10,000			Confirmed	Committed to \$10k yrs. 2-4		100%	\$0	\$0	\$10,000
Local Employers	BMO Harris	\$10,000	\$10,000			Confirmed			100%	\$0	\$0	\$10,000
	Huntington Bank	\$25,000			\$25,000	Medium	Grant request submitted 5/15. Response expected by end of August.		50%	\$12,500	\$0	
	First Midwest Bank	\$2,500		\$2,500		Denied	Find Help Lake County Guide Sponsor conversion to 2-1-1		0%	\$0	\$0	
Individuals	Mike Zafirovski	\$5,000	\$5,000			Confirmed	Could not attend, but gift made in honor of the PLE. Leveraged Matching gift.			\$0	\$0	\$5,000

	Chuck and Teresa Bartels		\$2,500			Medium	PLE Gift			\$0	\$0	
	Judy and Larry Berliant		\$2,500			Medium	PLE Gift			\$0	\$0	
	Irene Hrusovsky		\$2,500			Medium	PLE Gift			\$0	\$0	
	Mark and Sarah Schweitzer		\$2,500			Medium	PLE Gift			\$0	\$0	
	Joe and Sherry Pray		\$2,500			Medium	PLE Gift			\$0	\$0	
	Individuals (Premier Leadership Event)	\$5,000				Medium	Individual Major Gift Asks made via an annual event in June. Gifts confirmed above.	\$0	0%	\$0	\$0	
Government	Antioch Township	\$6,882			\$6,882	Low	Official response is expected after 8/9/18.		25%	\$1,721	\$0	
	Avon Township	\$10,000			\$10,000	Not Likely	Pending supervisor's response		10%	\$1,000	\$0	
	Benton Township	\$4,762	\$1,000			Medium		\$4,762	25%	\$0	\$1,191	
	Ela Township	\$10,000		\$10,000		Denied	Denied Request		0%	\$0	\$0	
	Fremont Township	\$8,181		\$8,181		Denied	Denied Request		0%	\$0	\$0	
	Grant Township	\$6,748		\$6,748		Denied	Denied Request		0%	\$0	\$0	
	Lake County Government	\$150,000			\$150,000	Medium	Timing and amount under development		53%	\$80,000	\$0	
	Lake County Workforce Development	\$10,000	\$10,000			Confirmed			100%	\$0	\$0	\$10,000
	Libertyville Township	\$13,480	\$13,480			Medium			100%	\$0	\$0	
	Moraine Township	\$7,500		\$7,500		Denied				\$0	\$0	
	Newport Township	\$1,694			\$1,694	Low		\$1,694	25%	\$424	\$424	

	Shields Township	\$9,031		\$9,031	Low	Presented in mid-June to Board. Official response is expected after 7/19/18.	\$9,031	25%	\$2,258	\$2,258	
	Vernon Township	\$17,000	\$17,000		Medium	Committed			\$0	\$0	
	Warren Township	\$8,000	\$8,000		Medium			100%	\$0	\$0	
	Waukegan Township	\$22,540	\$500		Medium		\$22,540	25%	\$0	\$5,635	
	Wauconda Township	\$5,613		\$5,613	Low	Official response is expected after 8/15/18.	\$5,613	25%	\$1,403	\$1,403	
	West Deerfield Township	\$2,500	\$2,500		Medium			100%	\$0	\$0	
	Zion Township	\$6,029		\$6,029	Low	Official response is expected after 8/21/18.	\$6,029	25%	\$1,507	\$1,507	
Other	AARP Community Challenge	\$5,000		\$5,000	Unknown	Denied Request		0%	\$0	\$0	
	Gorter Foundation				Low	Seeking first meeting confirmation			\$0	\$0	
	Healthcare Foundation of Lake County	\$15,000			Medium	Request being submitted Aug 1st.	\$15,000	50%	\$0	\$7,500	
	Lake County Community Foundation				Denied	No clear opportunities at this time			\$0	\$0	
	UWLC	\$50,000	\$50,000		Confirmed	Committed to \$70K yrs. 2-4		100%	\$0	\$0	\$70,000
	<b>Total</b>	<b>\$677,460</b>	<b>\$148,480</b>	<b>\$44,929</b>	<b>\$439,249</b>		<b>\$194,669</b>		<b>\$197,312</b>	<b>\$76,167</b>	<b>\$113,500</b>

# Implementation

## **Preparation Phase**

This stage of implementation will begin when United Way of Lake County has commitments for 100% of the funds needed for the first year, and commitments for 50% of the following year. The program launch date will be set for 7 months after this funding is secured.

UWLC staff will conduct extensive outreach to prepare for the launch of 2-1-1 in Lake County including creating a taskforce, developing an outreach and marketing plan, preparing the database and telephone infrastructure and training the call center.

### Taskforce

UWLC's Community Impact Council will be appointing a 2-1-1 Start-Up Taskforce. The role of the taskforce will include assisting with the initial rollout of UWLC 2-1-1. The taskforce will also assist in the development of a long term strategic plan and will participate in the implementation of the plan. The task force will also work to review current policies and identify new policies surrounding inclusion/exclusion, style guide, confidentiality and informed consent, and data sharing.

### Outreach and Marketing

UWLC staff will finalize the community engagement plan for launch and year one and will develop a calendar of events/coalitions to attend leading up to and after the launch. Staff will work with the Taskforce to begin building a volunteer workforce to attend community events.

UWLC's marketing team will develop a marketing and community engagement strategy, which will include the development of materials, engagement with external promoters, the distributions of stakeholder communications and educating the public about UWLC 2-1-1.

### Database

In preparation for the launch, United Way of Lake County staff will work to build out the database of Community Point (a module of the ServicePoint database). This process includes obtaining the 2-1-1 software and creating an MOU for use of Mediware and data usage. Staff will also need to draft the referral workflows, assessments and reports and then implement those into the training site and then the live site.

### Telephone Infrastructure

UWLC staff will engage with multiple telephone providers (wirelines, mobile lines, VOIP) to ensure that all calls/texts to 2-1-1 are routed to the appropriate 2-1-1 call center. Telephone providers typically take between six to twelve weeks to establish the appropriate infrastructure needed to route 2-1-1 calls.

### Call Center Training

A training will be held with call center staff during the last two months of the preparation phase. The training will focus on how to utilize various features of the ServicePoint database, UWLC 2-1-1 policies regarding the database, and an education on Lake County including an overview of the specific demographics and needs of individuals in Lake County.

## Preparation Phase Implementation Timeline

DRAFT Implementation Timeline	Launch Minus 7 Months	Launch Minus 6 Months	Launch Minus 5 Months	Launch Minus 4 Months	Launch Minus 3 Months	Launch Minus 2 Months	Launch Minus 1 Month	Launch
	DRAFT Timeline							
<b>Fundraising</b>								
<b>Finalize contract with HFUW</b>								
<b>Finalize contract with IL 2-1-1 Board</b>								
<b>Finalize draft strategic plan</b>								
<b>Establish Telephone Infrastructure</b>								
<b>Develop proposal for review of programs/partnerships in 2-1-1</b>								
<b>Partnership Development</b>								
<b>Determine oversight and coordinating groups</b>								
<b>Find Help Maintenance/Transition Prep</b>								
<b>Build Database Infrastructure</b>								
Create MOU with Community Development for use of Mediware software, roles (between HFUW, LCCD, & UWLC) and <b>data usage</b> from 2-1-1								
Work with LCCD to obtain 2-1-1 specific software								
Review Training CallPoint/Reporting Sites								
Develop confidentiality policy and verbal consents								
Draft call work flows								
Draft assessment work flows								
Draft referral work flows								
Draft Follow Up Survey								
Draft Reports								
Train Local Staff								
Create work flows, assessments, and reports into training site								
Implement workflows, assessments, and reports into live site.								
<b>Review Timeline for Disaster Implementation</b>								
<b>Train HFUW staff</b>								
Develop Lake County 101 Manual								
Train HFUW on policies for 2-1-1								
Train HFUW, UWLC and Lake Co on 2-1-1 software								
<b>Develop Marketing Plan</b>								
<b>Create Marketing Materials</b>								
<b>Monthly Communications to Stakeholders</b>								
Community Engagement Meetings								
Finish community engagement plan year 1								
<b>Soft Launch</b>							15	
<b>LAUNCH</b>								1

## **First Year and Beyond**

This stage of implementation begins when United Way of Lake County 2-1-1 is launched.

This phase includes community outreach and marketing, taskforce leadership, quality management and disaster implementations.

### Outreach and Marketing

With the official launch of United Way of Lake County 2-1-1, UWLC staff will roll out the marketing plan including media coverage, communications to service providers, press releases and presentations to agencies and committees.

Throughout the first year, UWLC staff will present at every major coalition/community group, attend local community “tabling” events and fairs to discuss 2-1-1 with community members, distribute a newsletter to both service providers and local community members, and create a Facebook page for promotion of 2-1-1. UWLC will create targeted communications for Spanish speaking immigrants and will review the need for additional languages.

After the initial roll out, UWLC will explore the benefit of creating targeted messages to reach specific audiences including casinos, veterans and the immigrant community.

### Taskforce

The taskforce will meet regularly throughout the first few years of implementing United Way of Lake County 2-1-1 to oversee the data collection, evaluation and reporting of data from 2-1-1 calls. The taskforce will create a review and approval process for new external specialized projects for 2-1-1. The taskforce will also play a critical role in overseeing UWLC’s continued fundraising process to ensure long-term sustainability for the program.

### Quality Management

In the first year, United Way of Lake County staff will collaborate with ServicePoint to ensure all records are updated and maintained. United Way of Lake County 2-1-1 call specialists will utilize ServicePoint to track whether the individuals’ needs were met in the initial call. Information and data captured through ServicePoint will also enable the 2-1-1 call specialist to follow-up with a call within 7-14 days of the initial contact to assess whether the contact’s needs are met, to seek out feedback on the quality of the service, and to track the success of the referrals. Throughout the first year, United Way of Lake County will work with the contracting service to explore the capabilities and costs associated with incorporating the ServicePoint web-based electronic referral system into the process.

2-1-1 specialists receive a minimum of 40 hours of training at the beginning of their service and a minimum of 6 hours of training each service year thereafter. To ensure quality service and the safety of 2-1-1 contacts and staff, all staff are carefully screened, assessed, and monitored for quality assurance. 2-1-1 specialists are monitored for quality assurance at least four times a month for phone interactions.

### Disaster Implementation

2-1-1 is recognized by local municipalities, agencies, CDC and FEMA as the primary source of information regarding human services resources for victims of crisis. A 2-1-1's primary mission during times of disaster is to maximize community access to critical resources. After the launch of 2-1-1, UWLC staff will ensure organizations involved in disaster preparation and local media contacts know to direct people to 2-1-1 during a disaster. Through the 2-1-1 data captured, UWLC will be able to provide real time reporting to emergency management and local officials of met and unmet needs during a disaster.

UWLC 2-1-1 has the potential to expand involvement in disaster preparedness, response and recovery efforts in the following years. These functions could include: creating a disaster assistance registry where individuals could self-register if they anticipate needing assistance evacuating in the event of a large-scale disaster; recruiting and managing volunteers during a disaster; and screening individuals who may be eligible for federal disaster care.

DRAFT

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## Appendix

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## Estimated Cost of a Call Center Located in Lake County

<i>For year ending (\$)</i>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>FUNDING</b>					
Federal: Government Grants	\$ -	\$ -	\$ -	\$ -	\$ -
211 Funding from State System2	-	-	-	-	-
County/City/Local: Government Grants	-	-	-	-	-
Project-Based Grants	-	-	-	-	-
Fund Raising, Contributions & Sponsorships	-	-	-	-	-
United Way (Local and National)	-	-	-	-	-
Other	-	-	-	-	-
Total Funding	\$ -	\$ -	\$ -	\$ -	\$ -
<b>COST OF SERVICES</b>					
211 Service	351,461	514,738	549,683	573,215	598,069
Telecommunications & Technology	30,705	33,168	35,607	36,479	37,400
Total Cost of Services	382,167	547,906	585,290	609,694	635,469
<b>GENERAL &amp; ADMINISTRATIVE</b>					
Marketing	59,173	59,173	59,173	59,173	59,173
General & Administrative	80,051	84,219	85,654	86,841	88,072
Total General & Administrative	139,224	143,392	144,827	146,014	147,245
<b>ONE-TIME TRANSITION COSTS</b>					
Total Transition	78,283	26,333	30,333	-	-
<b>NET FUNDING NEED</b>	<b>\$ 599,675</b>	<b>\$ 717,632</b>	<b>\$ 760,451</b>	<b>\$ 755,709</b>	<b>\$ 782,715</b>

Venture Architects. (2003). 2-1-1 Expense Model for Local Models.

## Letters of Support

DRAFT



3-13-18

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gaps, it cannot provide personal navigation through resources during times of crisis. Some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

2-1-1 is a free and confidential helpline staffed by multilingual specialists highly trained to solve challenges and crises of all magnitudes 24 hours/day, 365 days/year. Access to 2-1-1 will also be available through chat, text, email, and the web. The proven services of 2-1-1 are available in 94% of the United States and utilized by people from all sides of the sociodemographic spectrum. Unfortunately, Illinois remains one of the only states in the country with less than 80% coverage of 2-1-1 and Lake County has no 2-1-1 service. It is time to bring this needed and valued service to Lake County.

The Alliance for Human Services is a collaborative of over 40 local health and human service nonprofit agencies in Lake County. Owing to our mission of enabling and enhancing service delivery and our values of collaboration, coordination, and advocacy, we are in support of a 211 system that would 1) improve access to immediate assistance, resources and support for those in crisis; and 2) streamline the process so that clients are better able to navigate the health and human service system; thus accessing the right type of help when they most need it. The majority of our partner agencies work with underserved populations; populations who typically have limited access to healthcare. A 211 system is a necessary step in truly closing these gaps felt by our most vulnerable populations.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

*Gail Weil*

Gail M. Weil, LCSW, CADC  
Chair  
The Alliance for Human Services



**American Red Cross**  
Chicago & Northern Illinois

June 22, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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One of the services provided by the American Red Cross is disaster assistance. In addition to the financial assistance, health and mental health support that is provided directly by the Red Cross, the Red Cross relies on local community and faith based partner organizations to provide longer term case management. A 2-1-1 would make it easier for residents to actively find agencies to assist in their recovery and aid our casework team by equipping them with the knowledge of Lake County agencies who have programs and services that might meet the needs of residents.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

A handwritten signature in black ink, reading "Yvette Alexander-Maxie".

Yvette Alexander-Maxie  
Regional Manager, External Relations  
American Red Cross of Chicago and Northern Illinois



## Antioch Public Library District

April 2, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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The Antioch Public Library District serves a population of 26,111 people in northern Lake County. In fiscal year 2017-18, 143,818 people visited our Library and asked for help at one of our public service desks 126,224 times. Many people come to the Library when they don't know where else to turn. Our Library is seeing an influx of people struggling with poverty and mental illness. While Library staff do their best to help, we are seeing more profound needs that cannot be addressed at the public library level. 2-1-1 would be a breath of fresh air for our Library, our patrons and our community. Knowing that we could confidently refer people to 2-1-1 for help in finding life-saving resources and connections, would let patrons know that they are not alone. In addition, a robust 2-1-1 service in Lake County would save the Antioch Public Library District staffing costs and would enable us to help more people in more meaningful and specific ways.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Jennifer Drinka  
Library Director  
Antioch Public Library District





Governor's Home Town Award Winner & Cup Finalist

*Bringing Everyone's Strengths Together  
A Round Lake Area Community Coalition*

March 20, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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BEST serves the greater Round Lake area, plus portions of Hainesville, Grayslake, Fox Lake, and Lake Villa, a population easily estimated to exceed 70,000. Current memberships consists of 28 organizations including local villages, the local School, Library, and Park District as well as a number of social service agencies such as Catholic Charities, Family Focus, the Lake County Health Department, Mano a Mano, and Youth Conservation Core.

Our mission is to serve as "a coalition of individuals and organizations that networks and collaborates to respond to community needs, ..... and empower community members to positively impact the Round Lake Area by Bringing Everyone's Strengths Together."

With the overall mission of our members being that of improving residents' lives, we are always looking for ways to provide services while saving valuable resources. There is no doubt a 2-1-1 service would accomplish this goal. Since the economic downturn members have experienced budget reductions, resulting in reduced staffing, which places increased workload on remaining staff to continue acceptable client services. A 2-1-1 service would provide our members a valuable, time saving resource for helping their clients. This service would also increase the availability of assistance during evening and weekend hours, often times the only opportunity several of our clients can reach out for assistance.

Though I am unable to estimate the exact cost savings for our members, I'm confident in saying a 2-1-1 service will most definitely free up staff time to providing core services, resulting in better services and increased operational efficiencies for our member organizations.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Jim DiDonato  
President  
Bringing Everyone's Strengths Together





**BOYS & GIRLS CLUB  
OF LAKE COUNTY**

May 24, 2018

1801 Sheridan Road  
Suite 202  
North Chicago, IL  
60064

Tel: (847) 473-5990  
www.bgclc.com

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To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

2-1-1 is a free and confidential helpline staffed by multilingual specialists highly trained to solve challenges and crises of all magnitudes. The proven services of 2-1-1 are available in 94% of the United States and utilized by people from all sides of the sociodemographic spectrum. Unfortunately, Illinois remains one of the only states in the country with less than 80% coverage of 2-1-1 and Lake County has no 2-1-1 service. It is time to bring this needed and valued service to Lake County.

The Boys & Girls Club of Lake County believes that all children are precious. Yet, many Lake County youth don't feel valued, safe, secure or supported. We are able to offer our services to families in need of after-school and summer programming that will keep them safe and well-nourished, while providing them with the academic support they need to help them stay on track to graduate from high school and see a brighter future. With access to 2-1-1, Lake County children and their families have a place to turn 24 hours a day, 365 days per year, and learn what opportunities, including the Club, are available as resources for them.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Cesilie Price  
CEO

**GREAT FUTURES START *HERE***



March 13<sup>th</sup>, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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Catholic Charities of the Archdiocese of Chicago, Lake County services offers a comprehensive network of services to all those in need in Lake County, without regard to religious, ethnic, or economic background. Last year we assisted over 59,000 Lake County residents on their path to self-sufficiency.

If 2-1-1 were offered 24 hours a day, seven days a week it would be beneficial to residents of Lake County. Definitive referrals could be made to appropriate agencies, and clients would not have to search and tell their story over and over. Time sensitive services such as rent and mortgage assistance could be provided before families lost housing. Additional funding for 2-1-1 services would allow access to multiple human services in Lake County.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Maureen Murphy, LCSW  
Associate Vice President Family and Parish Support Services  
Catholic Charities of the Archdiocese of Chicago  
Lake County Services

CATHOLIC CHARITIES OF THE ARCHDIOCESE OF CHICAGO

Joseph Cardinal Bernardin Center for Lake County  
671 S. Lewis Avenue | Waukegan, Illinois 60085  
P (847) 782-4000 F (847) 782-1030

[www.catholiccharities.net](http://www.catholiccharities.net)



# CITY OF NORTH CHICAGO

Leon Rockingham, Jr.  
MAYOR

May 30, 2018

*To whom it may concern:*

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service. In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

A handwritten signature in cursive script that reads "Leon Rockingham, Jr.".

Leon Rockingham, Jr.,  
Mayor  
City of North Chicago





COALITION TO

**REDUCE RECIDIVISM**

**"No More Victims"**

June 6th, 2018

To whom it may concern:

The Coalition to Reduce Recidivism (C2RR) is a non-profit organization committed to helping ex-offenders (returning citizens) who have met their societal obligations return to the community. The Coalition is writing in strong support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there is a wealth of resources available for individuals in need, but no single resource that can help individuals navigate the health and human services systems beyond the web-based Find Help Lake County. While Find Help fills in some of the need, it cannot provide personal navigation during times of crisis, and some individuals have only limited internet access. 2-1-1 is a free, confidential helpline staffed by multilingual specialists highly trained to solve challenges and crises of all magnitudes 24 hours/day, 365 days/year. The proven services of 2-1-1 are available in 94% of the United States and utilized by people from all sides of the sociodemographic spectrum. Unfortunately, Illinois remains one of the only states in the country with less than 80% coverage of 2-1-1 and Lake County has no 2-1-1 service.

The 2-1-1 service would be of enormous benefit to C2RR. The returning citizen faces many obstacles and challenges (employment, housing, transportation, etc.) upon returning to society. Of necessity, the Coalition uses the services of other organizations to help its clients re-establish themselves in the community. A major challenge in this work is identifying and coordinating services provided by the different organizations. The 2-1-1 service would directly facilitate our efforts, providing a specific contact point for directing our clients to the best available resource for their many needs, and enable C2RR to focus on the needs other organizations cannot provide. Once established, the C2RR would immediately contact and coordinate its efforts with the 2-1-1 service. As a 501-3c organization with limited resources, this would be critical benefit to the C2RR.

The Coalition urges you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live. A conviction does not have to be a life sentence!

Patricia Jones, M. ED.  
Coalition Board Chairman  
Waukegan Township Supervisor

Mary Roberson, Ed. D.  
Coalition President

149 S. Genesee Street · Waukegan, Illinois 60085-5685 · Phone: 847-244-4900 · Fax: 847-244-5185  
Email: [Coalition2rr@waukegantownship.com](mailto:Coalition2rr@waukegantownship.com)  
**A felony conviction does not have to be a life sentence.**

The Coalition is a tax exempt organization under Section 501 (c) 3 of the Internal Revenue Code.  
Visit us at [www.reducerecidivism.org](http://www.reducerecidivism.org)

**Honorary Chairmen:**

U.S. Congressman Danny K. Davis  
Ill. State Representative Rita Mayfield

Patricia Jones, M. Ed., Chairperson  
Waukegan Township Supervisor/CEO

**Coalition Officers:**

Mary Roberson, Ed. D., President  
Consultant

Jennifer Witherspoon, Vice President  
Esquire, Lake County Sheriff's Office

Gary Oltmans, Secretary  
Rosalind Franklin University

Arlene Day, Treasurer  
Teacher (Retired)

**Board Members:**

Gwen Beckwith, Board Member  
Principal (Retired)

Pastor Todd Fletcher, Board Member  
Lake County Sheriff's Office

Sylvia M. Johnson Jones Ed. D., Board  
Member - College of Lake County

Marc Jones, Board Member  
Eddie Washington Center

Richard Keller, M.D., Board Member  
State Career College

Stella Jones, Board Member  
Community Renewal Society

Mary Turley, Board Member  
UMMA Center

Demar A. Harris, Board Member  
Lake County Workforce Development

Jacqueline Small, Board Member  
Catholic Charities

**Agencies Members:**

Catholic Charities  
College Of Lake County, Grayslake  
Harbor Lites Chapter, Links Inc.  
Lake County State's Attorney's Office  
Lake County Sheriff's Office  
Nicasa Behavioral Health Services  
National Assoc. of University Women  
Waukegan Housing Authority  
Schneider for Congress  
Lake County Workforce Development  
Lake County Veterans & Family Services  
Tenth Congressional District Democrats  
UMMA Center  
Community Renewal Society  
Community Action Partnership of LC  
Southwire  
Faith in Place

**Municipal Members:**

Waukegan Township  
Zion Township  
City of North Chicago  
Shields Township  
Libertyville Township  
Benton Township  
Grant Township  
Vernon Township  
West Deerfield Township

**Faith Base Members:**

First Baptist Church of Lake Forest

**Corporate Members:**

Harris & Harris

◇ Winner of the prestigious 2009 Lake  
County "Liberty Bell" Award ◇



COMMUNITY ACTION PARTNERSHIP OF LAKE COUNTY

P.O. Box 9059 • Waukegan, IL 60079-9059

June 21, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there is a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

2-1-1 is a free and confidential helpline staffed by multilingual specialists highly trained to solve challenges and crises of all magnitudes 24 hours/day, 365 days/year. Access to 2-1-1 will also be available through chat, text, email, and the web. The proven services of 2-1-1 are available in 94% of the United States and utilized by people from all sides of the sociodemographic spectrum. Unfortunately, Illinois remains one of the only states in the country with less than 80% coverage of 2-1-1 and Lake County has no 2-1-1 service. It is time to bring this needed and valued service to Lake County.

Community Action Partnership of Lake County's call center receives over 24,000 requests during the business day for services and/or information each year. Our customer service representatives do not have the resources to refer callers to the best agencies to address their issues. A 2-1-1 helpline is needed because of the volume of residents looking for assistance and to be available 24/hours per day.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Mary Lockhart White  
Executive Director/CEO  
Community Action Partnership of Lake County

BRADLEY SCOTT SCHNEIDER  
10TH DISTRICT, ILLINOIS

WASHINGTON OFFICE:  
1432 LONGWORTH BUILDING  
WASHINGTON, D.C. 20515  
(202) 225-4835

DISTRICT OFFICE:  
111 BARCLAY BLVD, SUITE 200  
LINCOLNSHIRE, IL 60069  
(847) 383-4870



**Congress of the United States**  
**House of Representatives**  
**Washington, DC 20515-1310**

COMMITTEE ON FOREIGN AFFAIRS  
SUBCOMMITTEE ON MIDDLE EAST AND NORTH AFRICA  
SUBCOMMITTEE ON TERRORISM, NONPROLIFERATION  
AND TRADE

COMMITTEE ON THE JUDICIARY  
SUBCOMMITTEE ON COURTS, INTELLECTUAL  
PROPERTY, AND THE INTERNET  
SUBCOMMITTEE ON REGULATORY REFORM,  
COMMERCIAL AND ANTITRUST LAW

COMMITTEE ON SMALL BUSINESS  
RANKING MEMBER ON THE SUBCOMMITTEE ON  
AGRICULTURE, ENERGY AND TRADE

March 21, 2018

Hon. Aaron Lawlor  
Lake County Board Chairman  
18 North County Street  
10th Floor  
Waukegan, IL 60085

Dear Chairman Lawlor,

I am writing to share my very strong support for United Way of Lake County's new initiative to establish a 2-1-1 service. United Way is requesting financial support from Lake County Video Gaming Funds to support the development of this service. Most of Lake County resides within Illinois' Tenth Congressional District, and my office receives casework requests from many of our shared constituents. Often these constituents turn to us to help resolve non-federal casework issues, and one of the first places we turn to is the 'Find Help Lake County' database and catalogue. It's an invaluable resource for directing people to a database of social service providers who can help.

The 2-1-1 service would go one step farther than the 'Find Help Lake County' database, by connecting people with a live operator who can seamlessly help resolve challenges of all levels. The helpline would be available 24 hours per day, 365 days per year, and staffed by highly trained multilingual specialists who can provide free and confidential service to callers. 2-1-1 staff will help individuals navigate through available social service providers available to them, with personalized attention to their case. And when a caller has an issue with a federal agency, my office stands at the ready to aid the constituent and resolve their case for them.

This is a very important and worthy project, and I strongly support this program. I encourage Lake County to give full and fair consideration to the United Way's funding application. Should you need any further assistance, please contact Greg Claus at (847) 383-4868.

Sincerely,

A handwritten signature in blue ink, reading "Bradley S. Schneider".

Bradley S. Schneider



June 20, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service. In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

2-1-1 is a free and confidential helpline staffed by multilingual specialists highly trained to solve challenges and crises of all magnitudes 24 hours/day, 365 days/year. Access to 2-1-1 will also be available through chat, text, email, and the web. The proven services of 2-1-1 are available in 94% of the United States and utilized by people from all sides of the sociodemographic spectrum. Unfortunately, Illinois remains one of the only states in the country with less than 80% coverage of 2-1-1 and Lake County has no 2-1-1 service. It is time to bring this needed and valued service to Lake County.

The Deerfield Public Library is located in on the southern end of Lake County. We serve a community of about 18,500 people. Our work involves connecting patrons to the information they need. Last year, we answered over 16,500 questions at the Adult Reference desk, and over 15,000 at your Youth Reference desk. We are constantly in touch with our community and relied upon to provide them with up-to-date information on a variety of subjects. 2-1-1 is a resource that would supply patrons with quick answers to sensitive and difficult questions pertaining to health and human services. Keeping our rolodex of agencies and contacts for these services up-to-date is very difficult with the frequent changes in funding and access. It takes a good amount of searching and troubleshooting to track down the right resources when we are called to do so. Even then, it is often only a starting point and patrons could be passed around from number to number, trying to connect with the right people. Being able to refer them to 2-1-1 professionals will give us the ability to connect patrons to the services they need right away. It saves time for Library staff, and provides us with a safe and reliable network of contacts for our patrons. It also gives our patrons piece-of-mind when they are in difficult situations, and need discrete and dependable support.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Claire Steiner  
Head of Adult Services  
Deerfield Public Library





6/28/18

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges and being the first and most essential resource for anyone in need, by implementing 2-1-1.

2-1-1 is a free and confidential helpline staffed by multilingual specialists highly trained to solve challenges and crises of all magnitudes 24 hours/day, 365 days/year. Access to 2-1-1 will also be available through chat, text, email, and the web. The proven services of 2-1-1 are available in 94% of the United States and utilized by people from all sides of the sociodemographic spectrum. Unfortunately, Illinois remains one of the only states in the country with less than 80% coverage of 2-1-1 and Lake County has no 2-1-1 service. It is time to bring this needed and valued service to Lake County.

Our name, being Family Resource Center, brings a wide variety of people through our doors and to our phone lines. All are looking for help. We are a center for families who experience an unplanned pregnancy. We offer education and material support.

Our services are limited and we utilize the United Way Find Help Lake County website frequently, to find help that we cannot provide. Having a live person to talk to and get information will help greatly. It will speed up the time that it takes for people to get to an agency that can help them. Currently, we hand out a paper with a list of phone numbers that "may help". This new system will take away the time-consuming search of which agency will best supply the need of each person.

Far beyond a financial savings, we will be able to help more people in a more effective way. We will be able to focus better on improving our own services and make a greater impact to the community.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

*Mary King*

Center Director



May 4, 2018

18 North County Street - 10th Floor  
Waukegan, Illinois 60085-4351  
Phone 847 377 2300  
Fax 847 360 7322  
Web <http://www.lakecountyil.gov>

To Whom it may concern:

I am writing this letter to voice my support of United Way of Lake County's effort to establish a 211 service here in Lake County.

In Lake County, there is a wealth of resources available for individuals in need but there is no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists critical resources. While the Find Help site has filled in some of the gap, it does not provide personal navigation through resources during times of crisis. Some individuals cannot access information due to limited internet access or lack of computers. It is my understanding that United Way is committed in solving these challenges, and be the first and foremost essential resource for anyone in need, by implementing the 211 service for our residents in Lake County.

211 is a free and confidential helpline staffed by bilingual specialists highly trained to solve the challenges and crises of all magnitudes 24 hours a day, 365 days a year. Access to 211 will also be available through chat, text, email and the web. The proven services of 211 are available in 94% of the United States and is utilized by all sides of social demographic spectrums. Unfortunately, Illinois remains one of the only states in the country with less than 80% coverage of 211. Sadly, Lake County has no 211 service available to those in need. It is time to bring this much needed service to our residents of Lake County.

The recent flooding in Lake County in 2017 made it more evident than ever that people need information readily available about what services are available to them in crisis situations. If Lake County would have had a 211 service available at the time of the flood, more people would have been clear on what services were available to them in a timely fashion. I know personally, I fielded well over 100 requests for flood related assistance from residents. In emergency situations like the flood-time is valuable and it is a better policy as leaders to be proactive instead of reactive in a crisis situation. Just in staff time alone and response time to solve the resident's issues is a cost saving benefit instead of residents making phone call upon phone call and waiting and waiting to get the right agency for get the assistance that they need.

I urge you in joining me in support of United Way of Lake County's effort to establish the long awaited 211 service here in Lake County. Working together we can provide this vital service for our 703,000 residents to ensure they have access to the critical information and resources that they need and deserve to have.

Sincerely,

  
Lake County Board Member, District 5



June 22, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

2-1-1 is a free and confidential helpline staffed by multilingual specialists highly trained to solve challenges and crises of all magnitudes 24 hours/day, 365 days/year. Access to 2-1-1 will also be available through chat, text, email, and the web. The proven services of 2-1-1 are available in 94% of the United States and utilized by people from all sides of the sociodemographic spectrum. Unfortunately, Illinois remains one of the only states in the country with less than 80% coverage of 2-1-1 and Lake County has no 2-1-1 service. It is time to bring this needed and valued service to Lake County.

As a free standing psychiatric hospital, 2-1-1 will provide access to the crisis resources that Lake Behavioral Hospital is able to provide to the community. Individuals seeking inpatient psychiatric hospitalization, specialized substance abuse treatment and full continuum of psychiatric services will have a single numbers they can call to connect individuals in crisis with one of the only resources available to them in Lake County.

When an individual or family is experiencing a psychiatric crisis, time is of the essence. Individuals don't always have the time or the know-how to search and navigate the internet for resources in the area. Knowing that a Lake County resident can access 2-1-1 to identify where they are able to go themselves or take their loved one will afford expedient access to resources and treatment that could save a life.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

A handwritten signature in black ink that reads "Anthony DeJoseph".

Anthony DeJoseph, Psy.D.  
Group CEO  
US HealthVest

Mental Health & Chemical Dependency Care  
2615 Washington Street | Waukegan, Illinois 60085  
P: 847-360-2017 | F: 847-249-8787  
[www.LakeBehavioralHospital.com](http://www.LakeBehavioralHospital.com)



April 6, 2018

Deanna Olmem, Manager, Community Investments and Safe & Stable Families  
United Way of Lake County  
330 S. Greenleaf Street  
Gurnee, IL 60031

Dear Ms. Olmem,

The Lake County Coordinated Transportation Services Committee is very pleased to offer its support of United Way of Lake County's 2-1-1 Initiative. Currently, it is very difficult for families and/or individuals in need to connect with human service providers. A 2-1-1 Call Center would allow families to locate needed resources 24 hours a day, 7 days a week. In particular, the service would be a helpful tool for individuals and families as they attempt to address any transportation needs. This type of resource has been identified as a need in Lake County for many years.

It is very exciting United Way of Lake County is committed and taking the necessary steps to make 2-1-1 a reality for the families in Lake County.

Sincerely,

Kathleen M. O'Connor, Chair  
Lake County Coordinated Transportation Services Committee



June 19, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

2-1-1 is a free and confidential helpline staffed by multilingual specialists highly trained to solve challenges and crises of all magnitudes 24 hours/day, 365 days/year. Access to 2-1-1 will also be available through chat, text, email, and the web. The proven services of 2-1-1 are available in 94% of the United States and utilized by people from all sides of the sociodemographic spectrum. Unfortunately, Illinois remains one of the only states in the country with less than 80% coverage of 2-1-1 and Lake County has no 2-1-1 service. It is time to bring this needed and valued service to Lake County.

2-1-1 will help our member agencies better achieve their goals and fulfill their missions. Each of them depend on effective referrals and useful information dissemination to accomplish that. United Way's implementation of 2-1-1 helps make that happen.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

A handwritten signature in blue ink that reads "Joel Williams".

Joel Williams  
President  
Lake County Coalition for the Homeless





April 4, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis, and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and to being the first and most essential resource for anyone in need, by implementing 2-1-1.

2-1-1 is a free and confidential helpline staffed by multilingual specialists highly trained to solve challenges and crises of all magnitudes 24 hours/day, 365 days/year. Access to 2-1-1 will also be available through chat, text, email, and the web. The proven services of 2-1-1 are available in 94% of the United States and utilized by people from all sides of the sociodemographic spectrum. Unfortunately, Illinois remains one of the only states in the country with less than 80% coverage of 2-1-1 and Lake County has no 2-1-1 service. It is time to bring this needed and valued service to Lake County.

Over 64,000 Americans died from drug overdoses in 2016 and Lake County is not immune from this serious issue. The Lake County Opioid Initiative is a county-wide community collaborative effort aimed at combatting the opioid epidemic. The LCOI's mission is to develop, implement, evaluate and sustain a multi-strategy county-wide effort to prevent opioid abuse, addiction, overdoses, and death. The membership is comprised of over 200 individuals and organizations from both the public and private sector.

In 2016, the Lake County Opioid Initiative launched a program called "A Way Out." This program is designed to help individuals access treatment through the police 24/7. The program was built

## *LCOI COFOUNDERS*

*Michael G. Nerheim,  
Lake County State's Attorney*

*Chelsea Laliberte,  
Executive Director, Live4Lali*

*Bruce Johnson,  
CEO, Nicasa Behavioral Health  
Services*

*George Filenko,  
Chief of the Round Lake Park  
Police Department*

### *Board of Directors:*

Michael G. Nerheim, Lake County  
State's Attorney

Bruce Johnson, CEO Nicasa  
Behavioral Health Services

Chief George Filenko, Round Lake  
Park Police Department

Andy Duran, LEAD Executive  
Director

Chelsea Laliberte, Live4Lali  
Executive Director

Kenji Oyasu, Modern Med Recovery

Loretta Dorn, Lake County Health  
Department

Margaret Polovchak, Omni Youth  
Services

Chief Eric Guenther, Mundelein  
Police Department

Karen Wolownik-Albert, Gateway  
Foundation

Adam Rubinstein, Opioid Addiction  
Recovery Services and Medical  
Director, Live4Lali

Cynthia Vargas, Latino Coalition of  
Lake County

Sandra Hart, Lake County Board

Carol Calabresa, Lake County  
Board

William Gentes, Fiscal Agent  
Representative of LCUDDPTF

based on the premise that, although many people truly want to find help, they often do not know where to go or what resources are available. Participants simply enter one of 11 participating police department entry points in Lake County and ask for help. They are then routed into treatment with the aid of the police, working with the Lake County Health Department, without an arrest. To date, over 350 people have entered treatment through this program.

Another program supported by the LCOI is "Text-A-Tip." This is a 24hr confidential crises text line that is primarily marketed to middle school and high school students across Lake County. The program is designed to provide access to services for teens struggling with issues such as depression, anxiety, bullying, violence, and substance abuse. Over 15,000 teens have used this program.

Both the A Way Out and Text A Tip programs illustrate the need for programs that can help people in crises navigate to services, and are proof that when such services are made available, people will take advantage of them.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Michael G. Nerheim  
Lake County State's Attorney  
Co-Founder and President of the Lake County Opioid Initiative

**LAKE COUNTY TOWNSHIPS**  
*YOUR VITAL COMMUNITY LINK*

April 6, 2018

Deanna Olmem, Manager, Community Investments and Safe & Stable Families  
United Way of Lake County  
330 S. Greenleaf Street  
Gurnee, IL 60031

Dear Ms. Olmem,

The Lake County Township Officials of Illinois is very pleased to offer its support of United Way of Lake County's 2-1-1 Initiative. Currently, it is very difficult for families and/or individuals in need to connect with human service providers. A 2-1-1 Call Center would allow families to locate needed resources 24 hours a day, 7 days a week. The service would be a helpful tool for the Townships as we work to refer families to the appropriate resource. It has been identified as a need in Lake County for many years.

It is very exciting United Way of Lake County is committed and taking the necessary steps to make 2-1-1 a reality for the families in Lake County.

Sincerely,

A handwritten signature in black ink, appearing to read 'Glenn Swanson', with a stylized flourish at the end.

Glenn Swanson, President  
Lake County Township Officials of Illinois



March 13, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

2-1-1 is a free and confidential helpline staffed by multilingual specialists highly trained to solve challenges and crises of all magnitudes 24 hours/day, 365 days/year. Access to 2-1-1 will also be available through chat, text, email, and the web. The proven services of 2-1-1 are available in 94% of the United States and utilized by people from all sides of the sociodemographic spectrum. Unfortunately, Illinois remains one of the only states in the country with less than 80% coverage of 2-1-1 and Lake County has no 2-1-1 service. It is time to bring this needed and valued service to Lake County.

Lake County Veterans and Family Services Foundation serves military, Veterans and their loved ones in the Northern Illinois region. Our goal is to assist in getting their needs met, no matter what they are, using Veteran peers to connect them with the correct resources for which they are eligible. As emergencies happen at all hours, having 211 available will greatly assist our consumers in reaching these resources when we are not open for business, closing that gap. Upon occasions that we are unaware of an appropriate resource, 211 would be a valued resource for us to find the needed assistance for those who have sacrificed through their service.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,



M. J. Hodgins, BA, CADC  
Director of Community Development  
Foundation Board Member  
Lake County Veterans and Family Services Foundation



*Mobilize the local* **CHURCH** *to* **TRANSFORM** *lives and communities*

---

*In the Name of Christ*

31 May 2018

To whom it may concern:

On behalf of Love INC of Lake County, I ask you to support United Way of Lake County's effort to establish a 2-1-1 service.

Lake County has a wealth of resources available for individuals in need, but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database listing these critical resources. While Find Help has helped fill in some of the gap, **it cannot provide personal navigation through resources during times of crisis**. Additionally, some individuals are unable to access information at all due to limited internet access. We support United Way's commitment to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

**2-1-1 is a free and confidential helpline** staffed by multilingual specialists highly trained to solve challenges and crises of all magnitudes 24 hours/day, 365 days/year. Access to 2-1-1 will also be available through chat, text, email, and the web. The proven services of 2-1-1 are available in 94% of the United States and utilized by people from all sides of the sociodemographic spectrum. Unfortunately, Illinois remains one of the only states in the country with less than 80% coverage of 2-1-1. Lake County has no 2-1-1 service at all - it is time to bring this needed and valued service here.

Love INC enables churches in Lake County to pool their resources and efforts to serve those in need in our community. We organize volunteers from partner churches to provide services that fill gaps in our current social service network. **Love INC is unique in that it focuses on building relationships** with our neighbors seeking assistance. We build relationships through serving people's physical needs (such as beds for their kids or kitchen items as they move out of homelessness), through mentor-based community classes that teach life skills, and by providing local agency connections through our Help Center.

2-1-1 would be highly complementary to the ministries of Love INC by:

- **Providing our neighbors with access to resource information** that is more complete and available 24 hours/day
- **Providing our neighbors with the dignity of someone listening to their crisis**, helping troubleshoot, and connect them to appropriate resources with less run-around
- **Being better able to track the gaps in services** to the community, allowing Love INC's partner churches to build new and needed ministries for our neighbors in need in Lake County

I urge you to join us in supporting United Way of Lake County's effort to establish a 2-1-1 service in Lake County. Together, we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

In His Name,

Jacqui Franclemont  
Neighbor Care Coordinator, Love INC of Lake County



# Mano a Mano Family Resource Center

*Our mission is to empower immigrants and their families living in Lake County, Illinois to become full participants in American life. Our vision is an integrated Lake County where everyone has access to opportunity and paths to success.*

**Lourdes Shanjani**  
Executive Director

## Board of Directors

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Department

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Jim Kinney  
State Bank of the Lakes

Edna Molina  
Abbott Laboratories

Eli Rollman

Edgar Vargas  
Abbott Laboratories

Larry Waco, Sr.  
Saddlebrook Farms

4/17/2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service in Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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Mano a Mano's mission is to empower immigrant families in Lake County, IL to become full participants in American life. Our vision is an integrated community where everyone has access to opportunities and pathways to success.

Implementation of the 2-1-1- will enable connection between the individuals and families we serve to other community-based organizations, social services and government agencies. This type of service aids in our efforts to provide access to care and navigation of different health and human services which creates operational and system efficiency.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Lourdes Shanjani  
Executive Director  
Mano a Mano Family Resource Center



MOTHERS TRUST  
FOUNDATION

400 East Illinois Road Lake Forest, Illinois 60045

847-482-9189 phone 847-482-9193 fax

[www.motherstrustfoundation.org](http://www.motherstrustfoundation.org)

[motherstrust@motherstrustfoundation.org](mailto:motherstrust@motherstrustfoundation.org)

April 4, 2018

To whom it may concern:

Board of  
Directors

Victoria Rossetti  
*President*

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*Vice President*

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Heidi Prom  
Ennedy Rivera  
Sandra Shinsky  
Jennifer  
Witherspoon  
Roycealee Wood  
Renee Zoladz

Susan Suhling  
*Executive Director*

Barbara Monsor  
*Founder  
Director Emeritus*

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Mothers Trust Foundation (MTF) provides immediate financial assistance to youths in Lake County through requests submitted by school, medical, legal and social service professionals on behalf of their student/client. As part of our outreach work visiting the various schools, agencies and professionals, MTF partners with United Way to inform and encourage the use of the '**Find Help Lake County**' website as a tool for locating resources and coordinating services.

MTF does not accept requests for assistance directly from the youth, their family or the public at large; however, we often receive calls from individuals in need of rent, security deposit, utility or other types of assistance for immediate needs. An explanation of our funding process is provided, but most calls require our staff to also help the caller navigate appropriate resources, or next steps, to receive the assistance they require. The time required to address these calls with the appropriate empathy for the situation results in a considerable drain on our limited staff resources.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Susan Suhling  
Executive Director



#### Board of Directors

Javier Alonso	Valery Gallagher	Ray Millington	Kim Smith
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Stephen Down	Senator Terry Link	Scott Roe	Jan Zobus

March 27<sup>th</sup>, 2018

Chief Executive Officer: Bruce N. Johnson    Chief Operating Officer: Linda Snelten

To whom it may concern:

I am writing in support of the United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way of Lake County is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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Founded in 1966, Nicasa Behavioral Health Services' network of dedicated and caring professionals has pioneered award-winning efforts in prevention, early intervention, treatment, and recovery for more than 51 years. Core services include substance abuse treatment programs, mental health counseling, in-school and after-school programs, Teen Court, parent education classes, family advocacy services, gambling intervention services and a residential recovery program.

The presence of a 2-1-1 help line will:

- Help potential clients find and access our vast array of services including mental health and family advocacy services.
- It will help improve Nicasa's operational and system efficiency because potential clients in need of services will be linked to the appropriate service at the very first appointment.
- Reduce scheduling errors which will help improve Nicasa's bottom line and help us service more clients.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Bruce N. Johnson  
Chief Executive Officer

31979 N. Fish Lake Rd. Round Lake, IL 60073 847-546-6450	2900 Main St. Buffalo Grove, IL 60089 (847) 634-6422	1724 1 <sup>st</sup> Street Highland Park, IL 60035 (847) 433-1303	J. H. Fried Center 2031 Dugdale Rd. North Chicago, IL 60064 (847) 785-8660	1113 Greenwood Ave. Waukegan, IL 60087 (847) 244-4434	Bridge House 3016 Grand Ave. Waukegan, IL 60085 (847) 662-4124	1015 27 <sup>th</sup> St. Zion, IL 60099 (847) 872-2830
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[www.nicasa.org](http://www.nicasa.org)





To whom it may concern

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

We believe that this initiative will help us serve our neighbor's more effectively. We are their main supplier of food for over 75 independent 501c3s and churches that operate food pantries and feeding sites. Last year we distributed over 57 million meals in our overall service area. Because of this – we are a primary resource for them and also many families seeking food. We receive between 5-10 phone calls a day from people looking for help with food. We also believe that no one is 'just' hungry – so a resource that supports a connection to multiple resources would benefit the county as a whole. We would promote this initiative to our partner agencies in the county.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Please do not hesitate to contact me if you have any further questions.

Sincerely,

Scott Jewitt  
Area Manager Lake and McHenry Counties

**West Suburban Center**  
273 Dearborn Court  
Geneva, IL 60134  
(630) 443-6910

**Northwest Center**  
6315 N. Second Street  
Loves Park, IL 61111  
(815) 639-1257

**North Suburban Center**  
440 Keller Drive  
Park City, IL 60085  
(847) 336-3663

**South Suburban Office**  
3033 W. Jefferson Street  
Suite 210  
Joliet, IL 60435  
(815) 846-1041



**NORTH CHICAGO**  
PUBLIC LIBRARY

May 23<sup>rd</sup>, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service. In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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As its overriding mission, the North Chicago Public Library seeks to provide learning resources and informational services that support and improve individual, family, and community life while enhancing educational, historical, cultural, and recreational experiences. Implementing a program like 2-1-1 in the Lake County area will enhance the programs that the library currently offers to its library patrons that has been valued at \$200,000 per year. The 2-1-1 program will be a cost saving of \$16,881.60 on the library budget by partnering, and a vital support in sharing resources to our valuable library patrons, as well as in the community who needs are ongoing.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Joan Battley, Library Director

North Chicago Public Library



June 12, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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For over 120 years, One Hope United's purpose has been to care for children and to ensure they grow up in safe, loving environments. Today OHU's team of over 700 talented professionals serves thousands of children and families each year. One Hope United' early childhood programs serve a broad spectrum of clients who could benefit from 2-1-1 access. 2-1-1 access would streamline and enhance One Hope United's family support resources.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

A handwritten signature in black ink that reads "Sonja Knight". The signature is fluid and cursive, with a large, stylized "S" and "K".

Sonja Knight  
Executive Director of ELCD  
One Hope United





**Executive Director**  
Joel Williams

**Board President**  
Richard Greenswag

May 21, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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For PADS Lake County, 2-1-1 will help guide individuals and families experiencing a housing crisis to us for assistance. Rather than counting on word of mouth or other service providers to steer appropriate people to our services, 2-1-1 will get people the right assistance at the right time. Homelessness is a traumatic experience as it is; not knowing where to turn only makes it worse. 2-1-1 eliminates that.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,



Joel Williams  
Executive Director  
PADS Lake County



## THE PARTNERSHIP FOR A SAFER LAKE COUNTY

March 15, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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The Partnership for A Safer Lake County was formed 4 years ago and is a community of over 30 organizations and individuals committed to ending violence in Lake County through public awareness, coordination of services, and advocacy. Through a year-long planning process with focus groups throughout Lake County, The Partnership identified that our communities were in desperate need of a 2-1-1 helpline for residents to seek and find help. In the human service circle, organizations are aware of one another; however, our residents are often not cognizant of the scope of services that are available in their community. As a result of these findings, it has become a priority of the Partnership to help support the establishment of a 2-1-1 helpline.

The establishment of a 2-1-1 helpline will assist our neighbors throughout the county to find help and connect to the resources that they are in critical need of. Having a central location to answer 2-1-1 inquiry calls would be an instrumental step in simplifying a process that can be complex to clients.

### Members of The Partnership for a Safer Lake County\*

Dr. Alicen J. McGowan | A Safe Place | Advocate Condell Medical Center | Catholic Charities of the Archdiocese of Chicago, Lake County Services | Charlene D. Quint, Counselor at Law, LLC | College of Lake County | Community Youth Network | Family Service of Lake County Farmworker & Landscaper Advocacy Project (FLAP) | Heart of the City | Highland Park – Highwood Legal Aid Clinic | Illinois Fire Chiefs Association | Jamie Kephart | Jewish Child & Family Services | Jewish Coalition Against Sex Trafficking (JCAST) Chicago | Kelly Rose | Lake County Health Department and Community Health Center | Lake County Housing Authority | Lake County Sheriff's Office | Laurie Haibeck, LCSW | Mano a Mano Family Resource Center | Marilyn Reinish, LCSW | Most Blessed Trinity - Community Social Services (CSS) | Mothers on a Mission to Stop Violence (MOMSV) | Mother's Trust Foundation | National Council of Jewish Women (NCJW) Chicago North Shore Section | Nicasa Behavioral Health Services | Noah's Rest, Inc. | Prairie State Legal Services, Inc. | SHALVA | Stepping Stones Network | The Schmeissing Allstate Agency | United Way Lake County | Urban Muslim Minority Alliance (UMMA) | Victoria Williams | YWCA Lake County Zacharias Sexual Abuse Center, PADS

\*generously supported by The Lake County Community Foundation



## THE PARTNERSHIP FOR A SAFER LAKE COUNTY

The 2-1-1 service will also help to provide future clients the service of assessing holistic needs, and directly connecting them to services – this is currently a service that is lacking in Lake County. When an organization refers a client to another organization, the referring agency cannot know if the client will be helped. Through the establishment of a 2-1-1 help line, clients will no longer have to search blindly for desperately needed services.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

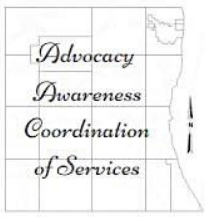
Sincerely,

Pat Davenport  
Co-Chair of The Partnership for A Safer Lake County  
Fiscal Sponsor for The Partnership  
CEO of A Safe Place

### Members of The Partnership for a Safer Lake County\*

Dr. Alicen J. McGowan | A Safe Place | Advocate Condell Medical Center | Catholic Charities of the Archdiocese of Chicago, Lake County Services | Charlene D. Quint, Counselor at Law, LLC | College of Lake County | Community Youth Network | Family Service of Lake County Farmworker & Landscaper Advocacy Project (FLAP) | Heart of the City | Highland Park – Highwood Legal Aid Clinic | Illinois Fire Chiefs Association | Jamie Kephart | Jewish Child & Family Services | Jewish Coalition Against Sex Trafficking (JCAST) Chicago | Kelly Rose | Lake County Health Department and Community Health Center | Lake County Housing Authority | Lake County Sheriff's Office | Laurie Haibeck, LCSW | Mano a Mano Family Resource Center | Marilyn Reinish, LCSW | Most Blessed Trinity - Community Social Services (CSS) | Mothers on a Mission to Stop Violence (MOMSV) | Mother's Trust Foundation | National Council of Jewish Women (NCJW) Chicago North Shore Section | Nicasa Behavioral Health Services | Noah's Rest, Inc. | Prairie State Legal Services, Inc. | SHALVA | Stepping Stones Network | The Schmeissing Allstate Agency | United Way Lake County | Urban Muslim Minority Alliance (UMMA) | Victoria Williams | YWCA Lake County Zacharias Sexual Abuse Center, PADS

\*generously supported by The Lake County Community Foundation



## THE PARTNERSHIP FOR A SAFER LAKE COUNTY

### Members of The Partnership for a Safer Lake County\*

Dr. Alicen J. McGowan | A Safe Place | Advocate Condell Medical Center | Catholic Charities of the Archdiocese of Chicago, Lake County Services | Charlene D. Quint, Counselor at Law, LLC | College of Lake County | Community Youth Network | Family Service of Lake County Farmworker & Landscaper Advocacy Project (FLAP) | Heart of the City | Highland Park – Highwood Legal Aid Clinic | Illinois Fire Chiefs Association | Jamie Kephart | Jewish Child & Family Services | Jewish Coalition Against Sex Trafficking (JCAST) Chicago | Kelly Rose | Lake County Health Department and Community Health Center | Lake County Housing Authority | Lake County Sheriff's Office | Laurie Haibeck, LCSW | Mano a Mano Family Resource Center | Marilyn Reinish, LCSW | Most Blessed Trinity - Community Social Services (CSS) | Mothers on a Mission to Stop Violence (MOMSV) | Mother's Trust Foundation | National Council of Jewish Women (NCJW) Chicago North Shore Section | Nicasa Behavioral Health Services | Noah's Rest, Inc. | Prairie State Legal Services, Inc. | SHALVA | Stepping Stones Network | The Schmeissing Allstate Agency | United Way Lake County | Urban Muslim Minority Alliance (UMMA) | Victoria Williams | YWCA Lake County Zacharias Sexual Abuse Center, PADS

\*generously supported by The Lake County Community Foundation



# Round Lake Area Public Library

March 14, 3028

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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The Round Lake Area Library serves a population of 40,400 residents (2010 census). Over 889,000 people visited the library the past five years, during which time we answered 322,506 questions from those seeking reference services. Though assistance provided by our reference staff covers a wide spectrum of services, one specific area our patrons request help is with employment searches, resume coaching, basic computer skills education, and an associated request for social service assistance. We find that patrons who become familiar with staff during these interactions often indicate a need for other, social, services. As a measure of this need, we regularly distribute 1,000 of the 20,000 FindHelp Lake county booklets United Way prints each year while also referring patrons to the corresponding website. We can provide these services while we're open for business, but we feel there's also a need to provide patrons skilled research/referral assistance during off hours. There is little doubt a 2-1-1 service would greatly benefit our residents. The library is happy to continue referring residents to current FindHelp resources, though access to another service would help us augment our resources and reduce our reliance on printed packets which cannot be updated as quickly as online or 2-1-1 services.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Jim DiDonato,  
Executive Director  
Round Lake Area Library





# The Salvation Army

Founded in 1865 by William and Catherine Booth

## DOING THE MOST GOOD<sup>SM</sup>

Waukegan Corps

Andre' Cox  
General

Bradford Bailey  
Territorial Commander

Charles H. Smith  
Lt. Colonel  
Divisional Commander

Daniel & Nivia Paredes  
Captains  
Corps Officers

March 21, 2018

### **To whom it may concern:**

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

2-1-1 is a free and confidential helpline staffed by multilingual specialists highly trained to solve challenges and crises of all magnitudes 24 hours/day, 365 days/year. Access to 2-1-1 will also be available through chat, text, email, and the web. The proven services of 2-1-1 are available in 94% of the United States and utilized by people from all sides of the sociodemographic spectrum. Unfortunately, Illinois remains one of the only states in the country with less than 80% coverage of 2-1-1 and Lake County has no 2-1-1 service. It is time to bring this needed and valued service to Lake County.

How 2-1-1 will help our organization and our community?

- The Salvation Army is well known in the Lake County. We provide a pathway of solutions to individuals and families in need. Our services in providing advice, counseling, clothe, furniture, music education, character building, camps, emotional and spiritual support, etc., are demanding more and more.
- The 2-1-1 will connect all the agencies, organization, clients, and the whole community, with one purpose. It will be the network, the connection, the most immediate solution, in many cases, for many people with the touch of the phone. The 2-1-1 is already working in other Counties and States, with a great service to the users, who generally are the people with more needs.
- The 2-1-1 implementation will help all agencies and organization in a most effective communication, serving and supporting the underserved fast and productive, that only will save costs in providing-receiving services.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have



# The Salvation Army

Founded in 1865 by William and Catherine Booth

## DOING THE MOST GOOD<sup>SM</sup>

## Waukegan Corps

Andre' Cox  
General

Bradford Bailey  
Territorial Commander

Charles H. Smith  
Lt. Colonel  
Divisional Commander

Daniel & Nivia Paredes  
Captains  
Corps Officers

access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

May God grant you His peace, grace, and love,

Daniel Paredes, Captain  
Corps Officer



CAPITOL OFFICE:  
237 - E STRATTON OFFICE BUILDING  
SPRINGFIELD, IL 62706  
(217) 782-7320

E-MAIL: REPSAMYINGLING@GMAIL.COM



DISTRICT OFFICE:  
1919 ILLINOIS ROUTE 83  
SUITE 1  
ROUND LAKE BEACH, IL 60073  
(847) 231-6262  
FAX: (847) 231-6102

## SAM YINGLING

STATE REPRESENTATIVE • 62ND DISTRICT

March 9, 2018

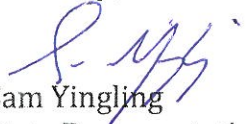
To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service. In Lake County, there is a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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Sincerely,

  
Sam Yingling  
State Representative  
62<sup>nd</sup> District





County Board Office

18 North County Street – 10<sup>th</sup> Floor  
Waukegan, Illinois 60085-4351  
Phone 847 377 2300  
Fax 847 360 7322  
[www.lakecountyl.gov](http://www.lakecountyl.gov)

May 10, 2018

To Whom It May Concern,

I am writing to express my strong support for a 2-1-1 system here in Lake County. I know first-hand that people don't know where to go to find help, whether it's regarding a mental health crisis, transportation needs, homeowner needs, senior citizens...the list is truly endless, and we really NEED a one-stop shop for our residents. I take calls from residents throughout my district with questions about recycling, tree removal, property tax payments, elderly neighbors, and I know my colleagues and others in leadership in our municipalities get the same calls. This creates a continuous line of phone calls, a decrease in productivity, and a delay in getting information to the person who needs it.

Having a 211 call center can streamline processes and get help for people quicker, regardless of what they are looking for. It will also make our current offerings more accessible by increasing awareness. I am convinced that we need a Crisis Drop Off Center in Lake County, and a 211 system will be an integral part of making people aware that it exists and helping them understand how they can utilize it. We know that people call 911 for non-emergency calls, and we know that the implementation of a 211 system positively impacts that issue.

I am grateful to Steve Carlson for being an undeterred proponent of this, and it is heartening to read the many letters of support United Way has received for this project. Please keep me informed as to what I can do to help move this critical program forward.

Thank you,

Sandy Hart  
Lake County Board  
District 13  
224.212.0331



Steve Carlson  
County Board, District 7  
18 N County St.  
Waukegan, Illinois 60085-4351  
Phone 847 377 2300  
Fax 847 360 7322

To whom it may concern:

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The implementation of 2-1-1 will be essential in assisting the current effort by Lake County to further improve the human services already available in the county, as well as providing a new and more accurate database of the utilization of those services. As chair of the Health and Human Services Committee of the Lake County Board, as well as Finance Committee Chair of the Lake County Board of Health, it is my privilege to work with the many dedicated individuals and organizations who dedicate their lives and careers to the betterment of all. 2-1-1 will greatly assist them in this effort.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Steve Carlson  
Lake County Board, Dist. 7  
(847)356-4167  
[scarlson@lakecountyil.gov](mailto:scarlson@lakecountyil.gov)



**Warren-Newport  
Public Library District**  
224 North O'Plaine Road  
Gurnee, Illinois 60031  
ph: 847-244-5150  
fax: 847-244-3499  
[www.wnpl.info](http://www.wnpl.info)

June 18, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there is a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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Warren-Newport Public Library is one of the busiest public libraries in Lake County, with an average of 1,200 daily visitors. Since we are a public facility, we serve a wide variety of patrons, young and old, and from many diverse backgrounds. Patrons often require referrals to social service agencies in our community, or need basic advocacy help to receive needed services. Our staff frequently refers patrons to the Find Help Lake County website. With the variety of our weekly hours, we receive inquiries when many agencies have already closed for the day. 2-1-1 would be invaluable to many of our patrons who need help during desperate hours. In addition, because library staff make every effort to assist patrons by making multiple phone calls and checking online resources, 2-1-1 service as a one stop resource would save essential time for someone in need.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Ryan Livergood

Executive Director  
Warren-Newport Public Library





## WAUKEGAN PUBLIC LIBRARY

*putting quality in your life*

March 15, 2016

Dear potential funder,

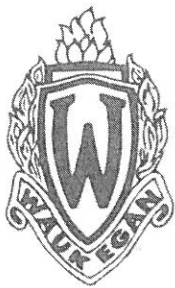
The Waukegan Public Library (WPL) supports United Way of Lake County's (UWLC) effort to establish a 2-1-1 service. As a library, we understand the importance of access to information. In Lake County, there are many resources available for individuals in need. However, there is no single resource that can help individuals navigate the health and human services systems beyond UWLC's Find Help Lake County, a web database that lists these critical resources.

While Find Help has helped fill in some of the gap, it doesn't provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. As a library, we know that many community members face barriers to access due to low levels of literacy and/or English proficiency. The implementation of 211 will provide an essential resource for anyone in need. This free and confidential helpline will be staffed by multilingual specialists highly trained to solve challenges and crises of all magnitudes 24 hours/day, 365 days/year. Unfortunately, Illinois remains one of the only states in the country with less than 80% coverage of 2-1-1 and Lake County has no 2-1-1 service. It is time to bring this needed and valued service to Lake County. As a library, our mission is to provide the path to learning and discovery. At the heart of our mission is access to resources and services that will help community members reach their goals. The implementation of 2-1-1 would help our community in finding resources and assist our Librarians and staff in providing up to date information and connections to resources. In addition, the 2-1-1 service will help connect community members to our critical services and resources that impact kindergarten readiness, grade level reading, career and college readiness and adult learning.

We urge you to support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County. Working together, we can ensure that not only the community members of Waukegan but all of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Heidi Smith  
Assistant Director



# Waukegan Public Schools

Community Unit School District No. 60, Lake County, Illinois

April 2, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

I believe a 2-1-1 service will expand access to community resources. Many of our families in Waukegan Community Unit District 60 have limited access to the internet or lack computer skills to access the current Find Help Lake County website. As an example, only 8 percent of our families registered online for this school year.

Including our school district contact information in the 2-1-1 service will help connect families to the right staff member quickly. This may be especially helpful for our many families who are new to the district. The 2-1-1 service would likely save time for parents and reduce staff time needed to direct families to the right office.

Over 16 percent of our parents have limited literacy in English or their native language due to limited formal education. The 2-1-1 service would eliminate the need to read information to get needed support.

For all of these reasons, I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service.

Sincerely,

Tim Kirschner

Parent and Community Partnership Coordinator  
Waukegan Public Schools

# Waukegan Township



**PATRICIA JONES, SUPERVISOR**

June 1, 2018

**Supervisor's Office**

149 South Genesee Street  
Waukegan, IL 60085  
P. 847-244-4900  
F. 847-244-5185

**Eddie Washington  
Center**

424 South Avenue  
Waukegan, IL 60085  
P. 847-244-0805  
F. 847-244-2048

**Staben House**

149 South Genesee Street  
Waukegan, IL 60085  
P. 847-244-9944  
F. 847-625-0437

**Park Place**

414 South Lewis Ave  
Waukegan, IL 60085  
P. 847-244-9242  
F. 847-244-9258

**Home Sweet Home**

149 South Genesee Street  
Waukegan, IL 60085  
P. 847-599-2932  
F. 847-244-5185

To whom it may concern,

I am writing this letter in support of United Way of Lake County's 2-1-1 helpline. It is no secret of the impact United Way has not only in our area, but across the country. The success of the 2-1-1 program in other areas throughout North America has been impressive and extremely beneficial.

Oftentimes, disasters, whether natural and man-made, leave residents in need of emergency assistance and support for a variety of situations from nutritional to financial and everything in between. In those instances, especially in the late night or early morning hours, when relief is in the forefront of one's mind, how can it be obtained? Where does one turn?

2-1-1 is described as "a free, confidential referral and information helpline and website that connects people from all communities and of all ages to the essential health and human services they need, 24 hours a day, seven days a week." Users are provided with information for shelter and housing options, utility assistance, options for safely being liberated from physical and/or emotional domestic abuse, emergency information and disaster relief, employment and education opportunities, reentry help for ex-offenders and so much more.

Again, I am pleased to endorse the United Way of Lake County's 2-1-1 program and am excited for Waukegan Township residents, particularly, to benefit from it. I sincerely encourage your support of this resource tool.

Sincerely,

Patricia Jones  
Waukegan Township Supervisor

PJ/ts

**Trustees:** Percy Johnson, Nathaniel Hewitt, Opal Rice, and Sylvestre Castellanos  
**Clerk:** Rose Staben **Assessor:** Mark Stricklin **Highway Commissioner:** Arthur Craigen

[www.waukegantownship.com](http://www.waukegantownship.com) • (847) 244-4900



2303 Kemble Avenue • North Chicago, IL 60064

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May 23, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there is a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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YouthBuild Lake County is an educational and career training program serving 17-24 year old underserved youth in Lake County. Our YouthBuild Program provides high school diploma attainment, workforce training, and transitional services into post-secondary education.

The young people we serve face a number of difficult challenges that can create obstacles in their development. This includes abuse and neglect, domestic violence, substance abuse, and homelessness. 100% of our students live at or below the poverty level which can create a world of despair, and significantly challenges them to reach success. Our case management and counseling services offer support and guidance, but these services are not offered 24 hours a day. Many students in our program need support and guidance beyond regular YouthBuild programming hours. 2-1-1 can be a very necessary resource to connect our young people to the services they need, in order to get help and even survive. Our community as a whole benefits, due to the large number of youth who are out of school and not working, mainly because they need services that they do not know how to obtain.

Implementing 2-1-1 in Lake County will allow YouthBuild Lake County to connect to service providers, creating a well-rounded approach to meeting the critical needs of our young people. Our person-centered service delivery aligns with the concept of utilizing a number of resources

that will improve the quality of life for every student. 2-1-1 would certainly be a part of that process.

2-1-1 would be a cost effective means for YouthBuild Lake County in that if our students are able to get the assistance they need after programming hours, they will be more likely to maintain regular attendance, and receive daily instruction and training that will allow them to obtain their diploma and enter the workforce. YouthBuild Lake County is primarily funded by the Department of Labor, and tax payer dollars are invested to support these young people in training. 2-1-1 would serve as a partner that ensures our students are getting the assistance they need.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Tameka', with a long, sweeping horizontal line extending to the right.

Tameka Wilson,  
Executive Director





Wednesday, June 20, 2018

To whom it may concern:

I am writing in support of United Way of Lake County's effort to establish a 2-1-1 service.

In Lake County, there are a wealth of resources available for individuals in need but no single resource that can help individuals navigate the health and human services systems beyond Find Help Lake County, a web database that lists these critical resources. While Find Help has helped fill in some of the gap, it cannot provide personal navigation through resources during times of crisis and some individuals cannot access information at all due to limited internet access. United Way is committed to solving these challenges, and being the first and most essential resource for anyone in need, by implementing 2-1-1.

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The 2-1-1 program will allow our counselors and advocacy program staff and volunteers to connect clients with 24-hour referrals and access to life-saving information.

Zacharias Sexual Abuse Center is Lake County's sole rape crisis center, providing individual and group counseling to children, teens, and adults, as well as 24-hour medical advocacy, criminal justice advocacy, and support line services. Our clients are survivors of sexual violence and their families from all walks of life, often needing additional resources and support for other areas of their lives that have been impacted by experiencing this level of trauma, including but not limited to: homelessness or unsafe housing, loss of employment, safe and affordable child care, medical care, services for people with disabilities, financial assistance, support for basic needs such as food and pharmacy items, and many other areas of need. The 2-1-1 program would enable our center to offer this connection to referrals for clients, providing comprehensive and inclusive referrals and support to those in greatest need

**Zacharias Sexual Abuse Center**

4275 Old Grand Avenue, Gurnee, IL 60031

4232 Dempster Street, Skokie, IL 60076

24-Hour Support Line **847-872-7799** | (P) **847-244-1187** | (F) **847-244-6380** | [www.ZCenter.org](http://www.ZCenter.org)



experiencing trauma and abuse.

I urge you to join in support of United Way of Lake County's efforts to establish a 2-1-1 service in Lake County and their efforts to fund this important service. Working together we can provide this vital service and ensure that all 703,000 of our county's residents have access to critical information and resources regardless of the time of the day, the language they speak, or where they live.

Sincerely,

Elizabeth Fales

Director of Program Development  
Zacharias Sexual Abuse Center

**Zacharias Sexual Abuse Center**

4275 Old Grand Avenue, Gurnee, IL 60031

4232 Dempster Street, Skokie, IL 60076

24-Hour Support Line **847-872-7799** | (P) **847-244-1187** | (F) **847-244-6380** | **[www.ZCenter.org](http://www.ZCenter.org)**