

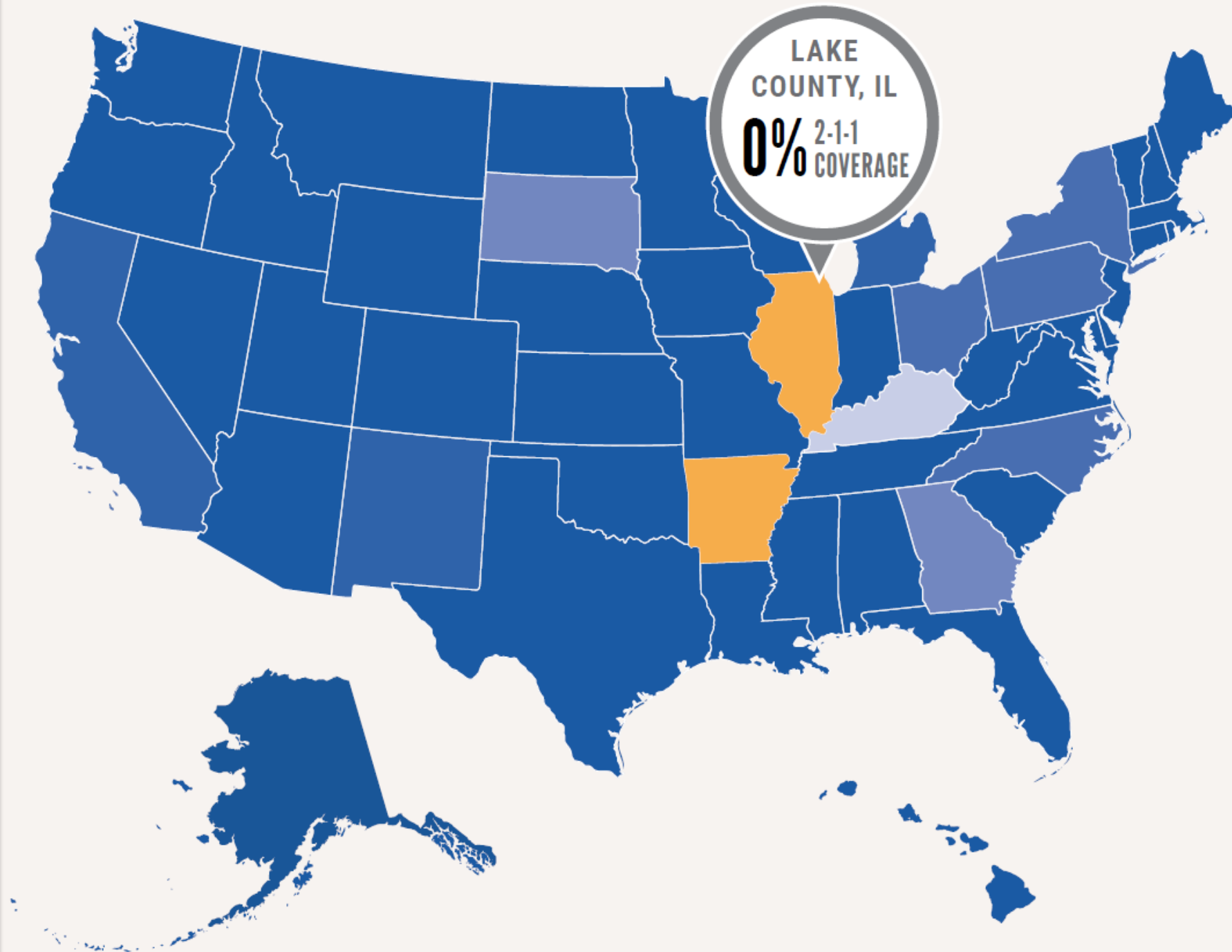


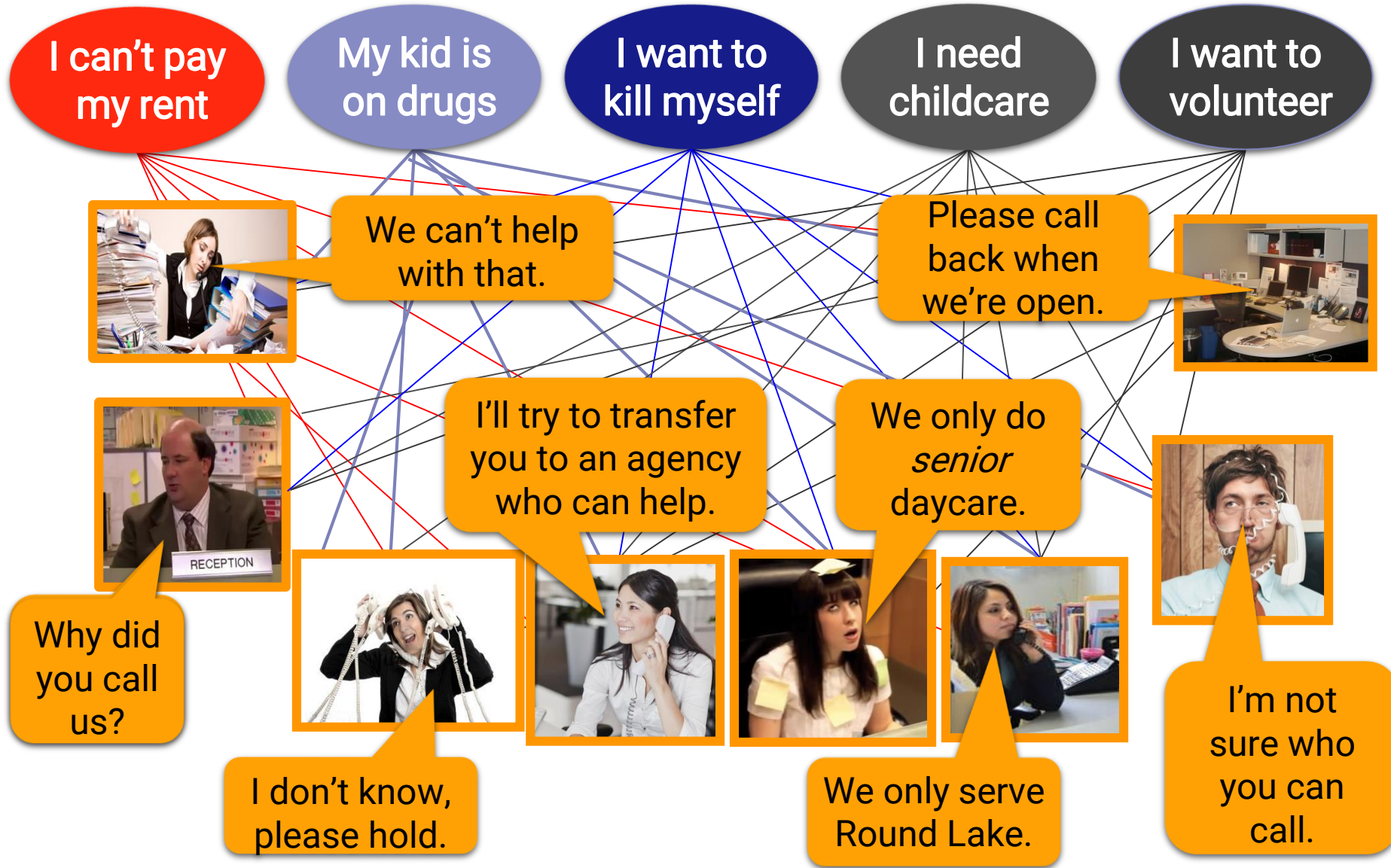
ONE CALL
THOUSANDS
OF REASONS



Lake County 9-1-1
Coalition
1/24/2019

“Just like 911 is
core infrastructure
for public safety,
211 is core
infrastructure for
human services.”







How 211 Benefits Our Communities



EASY-TO-REMEMBER

number to reach specialist



SPECIALIST IDENTIFIES

problems and options



PROVIDES INFORMATION and referrals to

CONNECT INDIVIDUALS to eligible health and human services



INTERVENES

in crisis situations



ADVOCATES

on behalf of callers



FOLLOWS UP

with clients to ensure problem resolution

25 – 35%
solve concerns with personal resources

211 is more than a Three Digit Phone Line



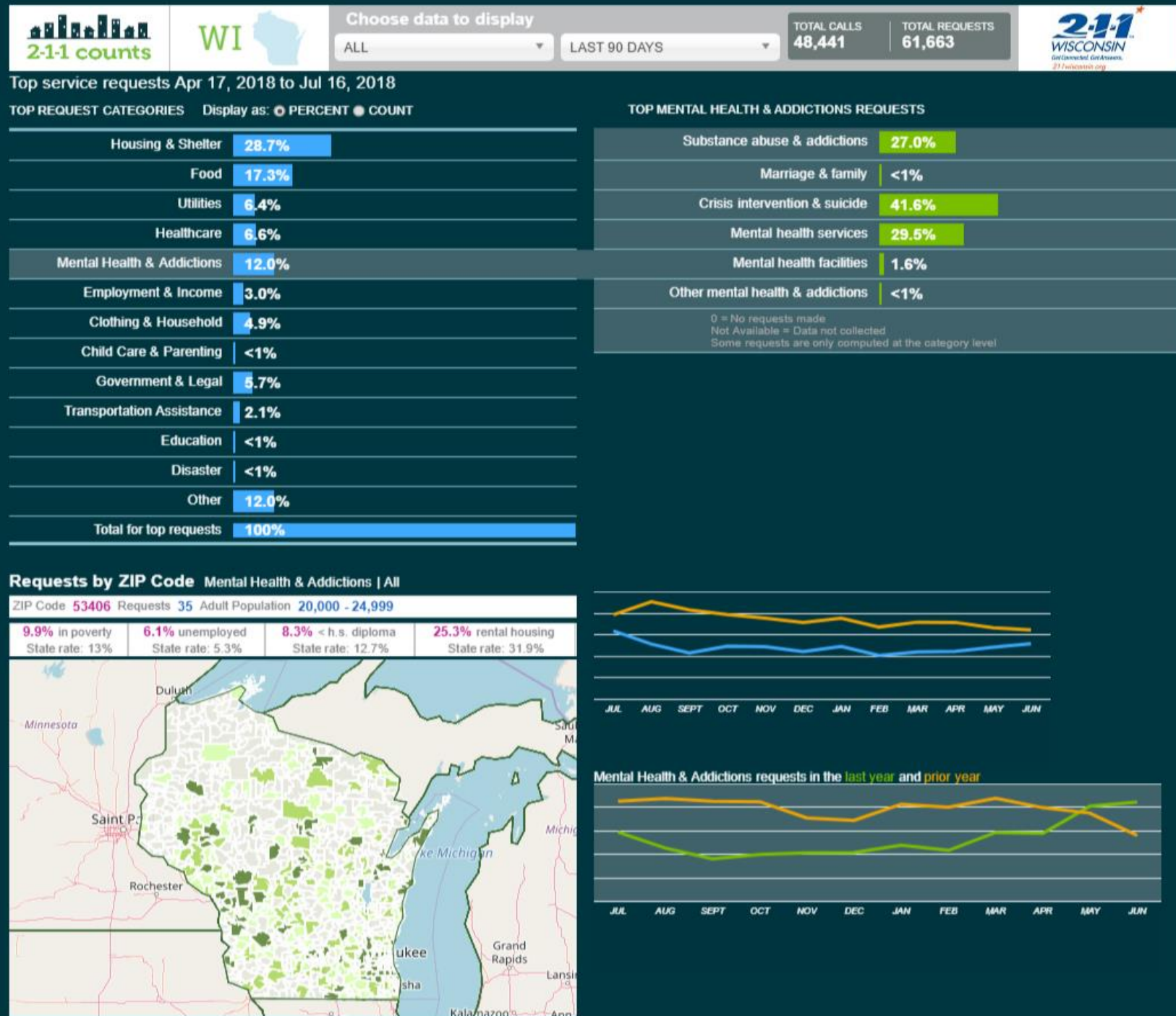
DIAL
Dial 2-1-1 or
866.760.6489 toll free



SEARCH
Search our resource
database



Reporting capabilities
provide real-time,
searchable data on
local needs



211 will support 911 Operators and First Responders by providing:



- One place to easily refer non-emergency requests
- A single well maintained database of health & human service providers rather than multiple databases supported and maintained by a myriad of groups
- Follow up calls by 211 navigators to ensure caller got the help they needed
- Additional time to address true emergencies by:
 - Reducing the number of non-emergency calls to 911
 - Providing an additional source of Information for the high volume of disaster response and recovery resource inquiries

211 is Coming Soon with the Help of Our Partners!

- Astellas
- AT&T
- Chuck and Teresa Bartels
- Benton Township
- Judy and Larry Berliant
- BMO Harris Bank
- Comcast
- Healthcare Foundation of Northern Lake County
- Irene Hrusovsky
- Lake County Government
- Lake County Workforce Development
- Libertyville Township
- MacLean-Fogg Component Solutions
- Peoples Gas and North Shore Gas Community Fund
- Joe and Sherry Pray
- Mark and Sarah Schweitzer
- Trustmark Companies
- United Way of Lake County
- Vernon Township
- Village of Gurnee
- Warren Township
- Karen and Andrew Warrington
- Waukegan Township
- West Deerfield Township
- Mike Zafirovski
- Zion Township



How You Can Help Support 211 Implementation

1. Join our e-newsletter
2. Educate us
3. Support 211 education and training for 911 operators
4. Connect UWLC to other interested stakeholders



For more information contact Deanna Olmem or Lynn Morrissey:

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