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Illinois

Fund 211 for ALL Illinois

\$5 Million in Fiscal Year 2025

What is 211?

211 is a free, easy-to-access helpline that connects residents to the health and human service support they need 24/7/365 and a tool to assist legislators in providing high-quality constituent services.

Residents who contact 211 connect with a live Resource Navigator who provides personalized assistance with food, shelter, income support, utility payment assistance, health care, and more—regardless of where they live or their language.

Why Now?

Illinois is the last state to build out a statewide 211. Over the previous two years, state funding has allowed for this expansion, but not all areas of the state are served. In partnership with the State, 211 Illinois can continue to build an integrated statewide health and human service resource that connects all residents to what they need without navigating multiple dispersed organizations.

Benefits of 211



211 is a **one-stop resource to connect residents** to the best available options to meet their needs.



211 **reduces non-emergency calls to 911**, supports various crisis services, and prevents high-cost emergency room visits.



211 **quickly disseminates information to the public**, including changes in federal, state, and local government programs and local alerts about public health or other emergencies.



211 data can provide social service agencies, government agencies, and elected officials with **requested needs trends and identify unmet services gaps**. 211Counts.org provides statewide and district-level data.



211 **eliminates confusing and complex health and human service referral systems**, including government programs like rental assistance, mental health programs, or health care.

EXISTING and REQUESTED Funding For 211 Illinois

➔ **\$1.8 million (FY23)**

Funding enhanced existing 211 services, **established 211 Illinois**, and helped the 211 Illinois system be more financially sustainable.

➔ **\$3 million (FY24)**

Funding supports **expanding 211 to uncovered counties** so that all Illinoisans are covered. Funding also continues to support the foundation for statewide operations, with a focus on continual improvement.

➔ **\$5 million (FY25) NEW**

Funding will **solidify a partnership with the State** to create a permanent, comprehensive 211 service available to all residents. Funding will support the innovation of services such as:

- **Capacity to connect dispersed services** (e.g., 911, 311, Red Cross, IEMA, IDHS)
- Partnership with the government **during localized and regional disasters** to immediately connect residents in need to critical health and human services
- Provide **supplemental resource** needs for all state departments (IDHS, IEMA, IDPH, etc.)

2023–2024 Results

Over the past two years, the State of Illinois has invested \$4.8 million to expand 211 coverage statewide. Enormous strides have been made to support the 211 infrastructure in local communities. The State's investment was an indicator of 211 service sustainability for the future.

Expansion efforts included:

PATH 211 added seven counties to its coverage area, including Carroll, Clark, Edgar, Jo Daviess, Kendall, Stephenson, and Will counties, providing one million Illinoisans access to 211 services.

DuPage County 211 officially launched its 211 services in Fall 2022, expanding services to more than one million Illinoisans.

211 Metro Chicago officially launched on January 27, 2023, providing more than 5.1 million Illinoisans access to 211 services.



Stories of Impact: 211 Is here to help in times of crisis, disaster, and every day

Responding to Flood Survivors in St. Clair and Washington Counties

In July 2022, a devastating flash flood occurred in St. Clair and Washington counties following a historic rainfall event. The impact of the floods included multiple swift water rescues and evacuations, hundreds of displaced residents, damaged homes and businesses, and scores of road closures. The area was declared a national disaster. 211 of Greater St. Louis/Southwestern Illinois completed more than 600 disaster intakes with Emergency Management Agencies (EMAs). 211 co-hosted a multi-agency resource center, providing site management and bringing together community-based organizations for a one-stop shop of services and resources. 211 helped facilitate approvals for an Individual Assistance (IA) declaration from FEMA. Once the IA was approved, 211 sent text and voice messages to 600+ residents who applied for assistance and informed them of the next steps and how to register with FEMA. 211 also followed up with those impacted by flooding, surveyed them about their needs, and coordinated additional cleanup efforts. They are still assisting in this local disaster as of October 2023.

Responding to Medicaid Re-enrollment and other needs in Cook County

'KA' learned of the recent changes to continuous Medicaid enrollment through various media outlets. Through her research, she was met with misinformation and growing frustrations, leaving her unsure of the next steps. 'KA' contacted 211 Metro Chicago and spoke to a knowledgeable Resource Navigator ("RN"). The RN referred 'KA' to her local Illinois Department of Human Services (IDHS) office for assistance with her benefits enrollment. During the conversation with 211, she revealed that she was not a native to the Chicago area, and with the recent passing of her husband, she found herself socially isolated. The RN then connected her to a warmline to help with coping strategies. On a follow-up call, 'KA' was excited to inform the team that her Medicaid information had been successfully updated and she would not see a coverage gap. She was surprised at how quickly the IDHS agent had assisted her. She was also incredibly appreciative of the kindness and professionalism of the 211 team, stating that simply "speaking with them made me feel better." 'KA' was happy to report that she is now venturing into her community, meeting new people, and attending events at her local park district.