



211 in 2022

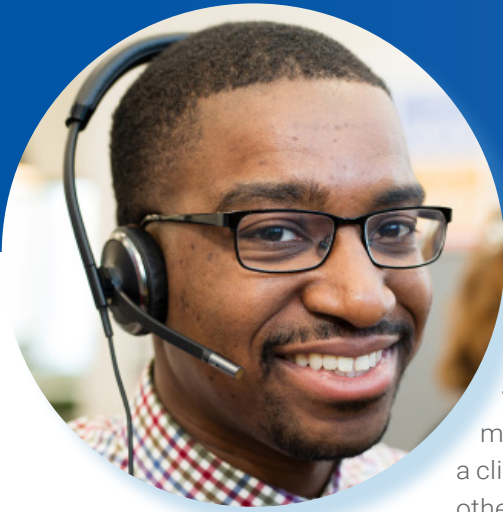
Get Connected. Get Help.



From Hello to Help, 211 is Here.



66K requests for help



211 IS A VITAL HUMAN SERVICE ACROSS ILLINOIS AND NORTH AMERICA. 24/7 people can contact 211 to access free and confidential community health and human services. 211 provides expert, caring help in more than 180 languages – no matter the situation, the specialists at 211 listen, identify problems, and connect people in need with resources and services in their community that improve their lives. 211 tackles underlying root causes – 211 does more than “patch people through” to agencies. Instead, 211 specialists are trained to identify and address root causes of a client’s problem and connect them with a wide range of available resources that meet all the underlying needs. There is no other network in the country that has a similar pulse on America’s needs. 211 makes the social services ecosystem more efficient by ensuring people in need are connected to agencies that can help them.



4K

referrals to reduce hunger and food insecurity

22.6K

referrals to housing and homeless prevention services



8.4K

referrals for utilities assistance

394

referrals to disaster services like shelter and emergency food

3K

referrals for financial assistance and coaching



2.4K

referrals for healthcare

122

referrals for COVID-19 information, testing, or vaccines