

211 IMPACT REPORT



Across the U.S. **2,500** professional community resource specialists responded to more than **15 million requests for help** in 2023. That's **42,000 calls, texts, e-mails, and web chats per day**.

ILLINOIS



122,170
Total Requests
for help



100,203
Requests for
housing help



22,311
Requests for
food relief



48,088
Requests for help
with utilities



6,624
Requests for help
with healthcare



10,237
Requests for
financial assistance

211 is America's most powerful tool for identifying and responding to community needs.

As the nation's most comprehensive source of information about local resources and services, **211 is a 24/7 go-to resource** in times of disaster, personal crisis, or daily challenge -- connecting people with locally available help. It's free, confidential, available in more than 180 languages and supporting 99% of the U.S. population.

Every day, 211's community resource specialists help people find local resources such as food, health care and insurance assistance, stable housing and utilities payment assistance, employment services, veteran services, child care, caregiving and family services, crisis and emergency counseling, disaster assistance, and more.

**If anyone you know needs help,
encourage them to call 211, or visit 211.org**

