2024-2025 ANNUAL REPORT

Get Connected. Get Help.

2·1·1 Illinois

217-717-3002
211illinois.org
330 S Greenleaf St, Gurnee, IL 60031

About Us

211 Illinois is the lead entity authorized to manage the 211 number, provide governance and oversight for 211 services, and coordinate a statewide 211 system in Illinois. Our work is guided by state legislation called the 2-1-1 Service Act in partnership with the Illinois Department of Human Services (IDHS). Our fiscal year runs from July - June annually.

Vision

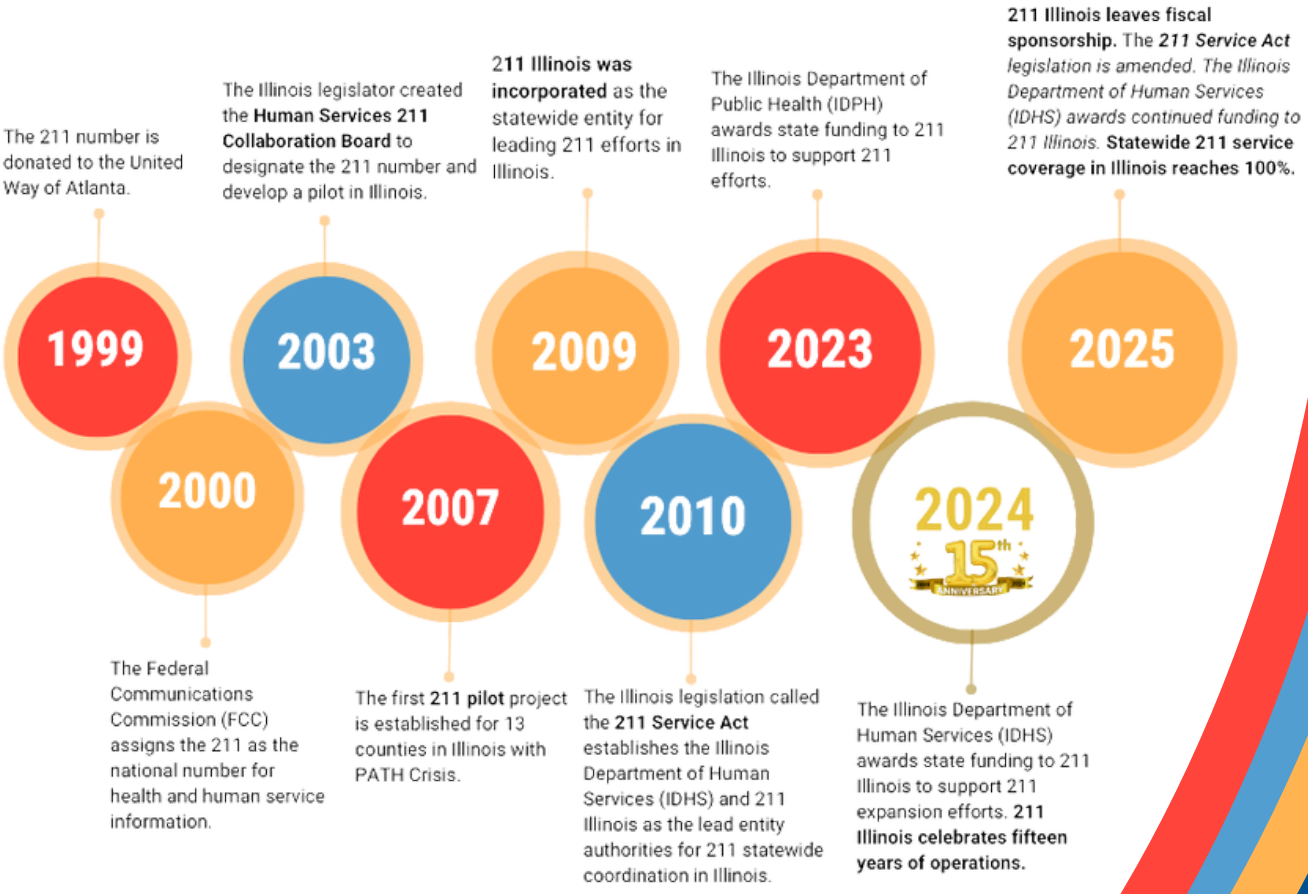
To serve as the statewide gateway connecting all people and organizations to high-quality health and human services information and resources, 24/7/365.

Mission

Expand 211 coverage in Illinois by partnering with not-for-profits and government organizations to connect people and organizations to community services, disaster relief services, and volunteer opportunities.

Timeline

211 Illinois has expanded its coordination role and grown 211 service availability in Illinois.



What is 211?

211 is a nationally recognized three-digit phone number that connects individuals to a network of community resources, including housing assistance, food programs, mental health services, employment support, and disaster response. The service is accessible via phone, text, and online platforms, ensuring wide-reaching support for diverse populations.

Every day, thousands of Illinois residents struggle to aaccess basic services due to economic hardship, lack of awareness, or systemic barriers. 211 in Illinois bridges these gaps by providing a trusted, one-stop resource where people can find immediate help and longterm solutions. Whether an individual is experiencing a financial crisis, looking for job training, or seeking support for mental health challenges, 211 serves as a lifeline, offering guidance and referrals to vetted community partners. 211 services help transforms lives daily.

211 Illinois Statewide Network Partners

211 Illinois had seven contact center partners delivering 211 services in Illinois for fiscal year 24-25.

The County of DuPage · Wheaton, Illinois

United Way
Heart of Illinois United Way

PATH

United Way
United Way of Greater St. Louis

United Way
United Way of Lake County

United Way
United Way of Metro Chicago

United Way
United Way of the Midlands

Major Accomplishments

Partner & Routing Changes

211 Illinois added a new contact center partner in 2025 increasing our network from six to seven contact centers. By the end of the contract year, we reduced the number of 211 contact centers from seven to six. We are actively working to improve call routing with the digital and mobile telephone carriers to ensure everyone in Illinois has access to 211 services. We continue to work collaboratively with state partners to support advocacy efforts and routing changes to improve 211 services.

Statewide Resource Directory

The first comprehensive Health and Human Service Statewide Resource Directory power by 211 Illinois went live online in February 2025. It can be accessed by clicking on Search of Help on the 211 Illinois website. We continued standardizing and aligning practices to improve resource directory quality statewide. The continued investment from 211 Illinois makes future versions of the online resource directory more user-friendly and easier to navigate with backend technology enhancements, incorporating artificial intelligence (AI), and front-end design improvements.

Quality Alignment

Improving quality continues to be a main intention this fiscal year. We assisted three contact centers in completing their Inform USA national accreditation. We hosted best practice and advanced technology webinars to support the contact centers. We also explored 211 service operational challenges and worked to create operational efficiencies, service enhancements, and guide 211 service performance improvements.

We developed 211 service performance and resource directory metric dashboards in our business intelligence platform. Combining three important 211 data sets painting a full picture of 211 service performance to aid with service oversight. These data sets prov ide a solid foundation to build oversight tools that will enhance best practice conversations.

Legislation Amendment

Together with the Illinois Department of Human Services (IDHS), we collaborated to pass an amendment to the 2-1-1 Service Act legislation originally passed in 2010. The latest amendment was drafted to provider greater clarity around the lead entities role for authority and oversight, 211service partner requirements, promotional guidelines, and ongoing reporting to IDHS and the Illinois legislature. We are happy to report that the updated legislation passed on May 23, 2025. It was sent to the Governor for signature and took effect on August 1, 2025.

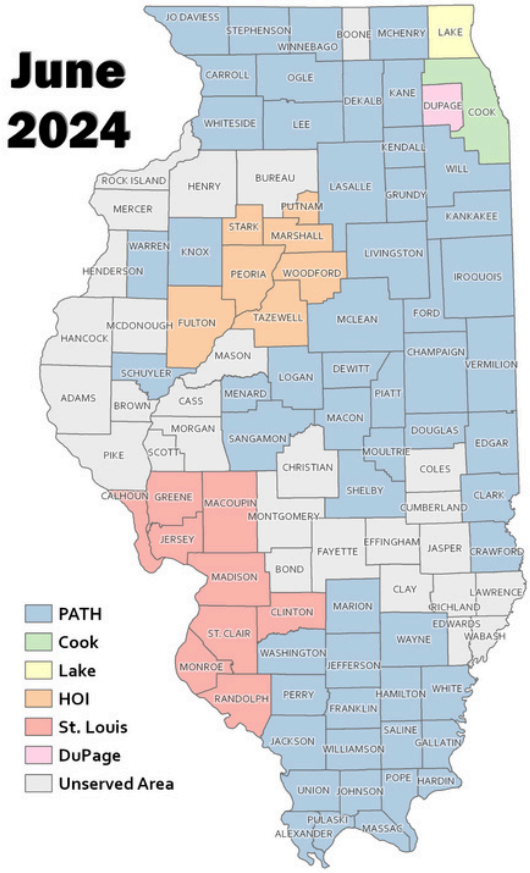
You can learn more about the 2-1-1 Service Act by visiting https://211illinois.org/211-service-act-in-illinois/

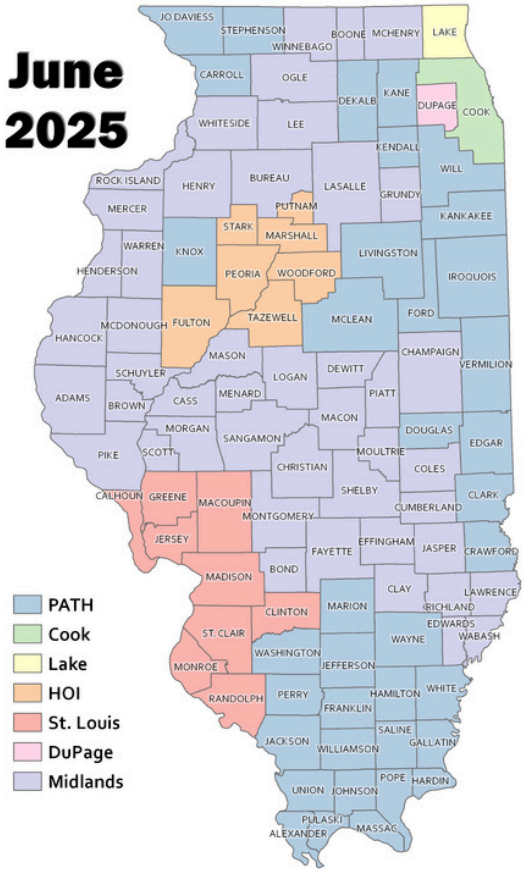
211 Service Coverage Expansion

A main focus this fiscal year was expanding 211 services into Illinois uncovered counties. 211 Illinois released two request for proposals (RFP) to select a 211 service vendor for the thirty (30) uncovered counties. The first RFP covered twelve (12) counties in western central Illinois near the Iowa border. While the second RFP, covered the remaining eighteen (18) counties in the south central and down south regions. Both of those RFPs, were awarded to a new partner who joined the 211 Illinois Statewide Network - the United Way of the Midlands.

The thirty (30) uncovered Illinois counties previously had no 211 services as noted as white areas in the June 2024 map below. These counties started their journey to full 211 service coverage and as noted in the June 2025 map, we made progress in statewide 211 coverage.

As of June 30, 2025, all uncovered counties were covered, but routing and service providers changes continued being implemented. With further changes projected, 211 Illinois is diligently working to ensure complete statewide covered within the next fiscal year.

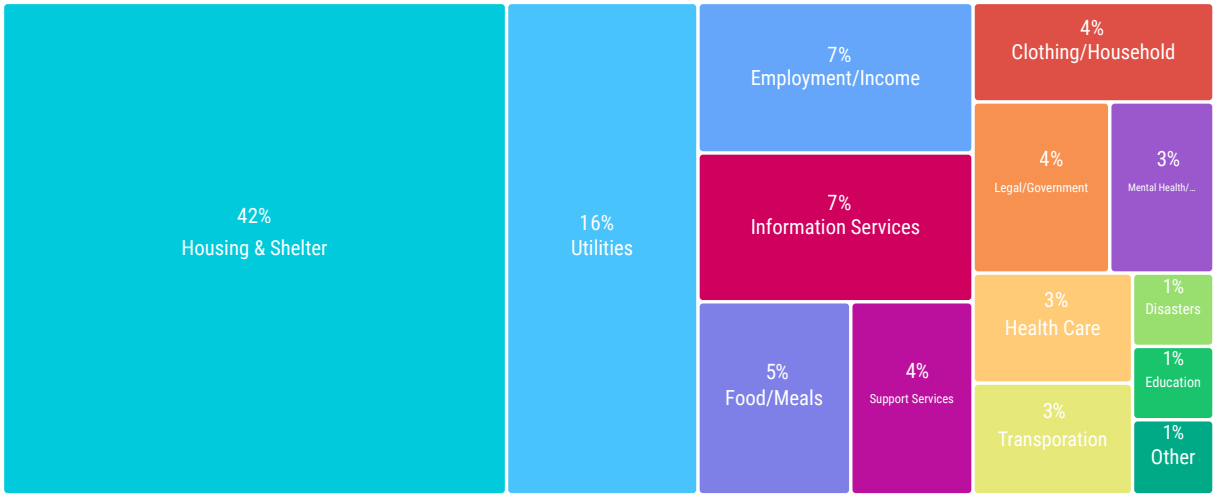




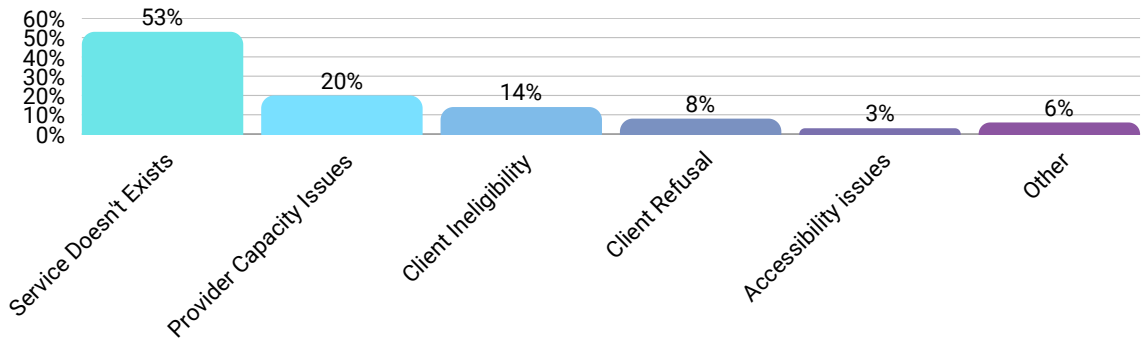
211 Service Impact

Conversations	Needs	Referrals
187,257	201,156	305,889

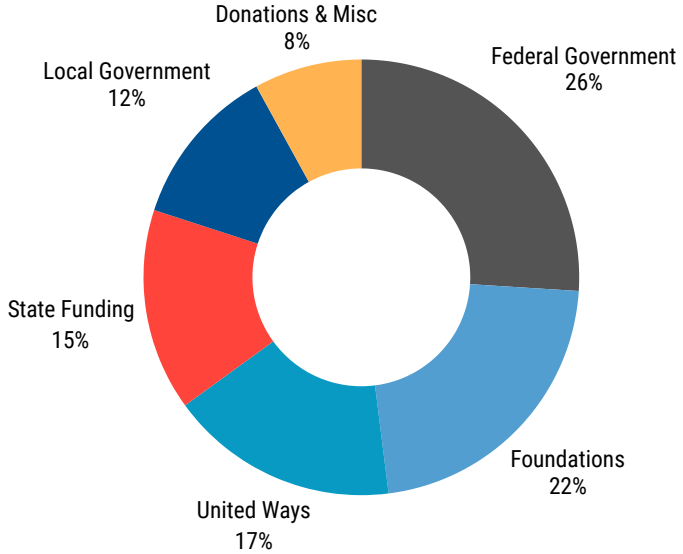
Needs



Gaps



Statewide Investment into 211 Services



View our data dashboards online at www.211illinois.org/data

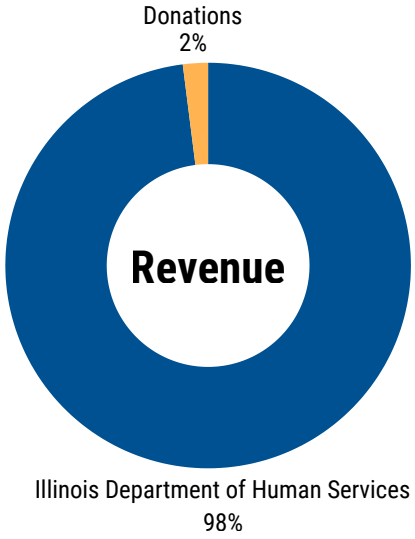
In Illinois, funding for 211 services is a broad and community led effort. Local and state funding and planning partners contribute holistically to ensuring 211 services operate 24 hours a day.

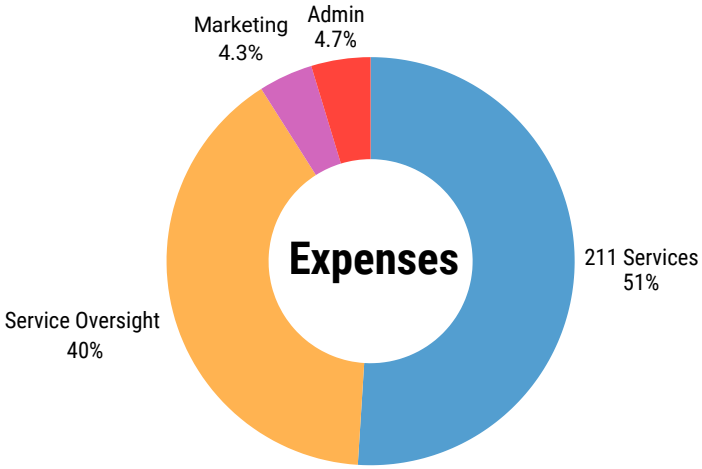
The ongoing investments into 211 services make it readily available to support Illinoisans when they need it most.

In FY 24-25, $8.2 million dollars were invested in 211 service in Illinois.

211 Illinois' Investment

In FY 24-25, the State of Illinois invested $1.4 million into 211 Illinois and the 211 services. These dollars supported infrastructure, 211 service expansion, and pass-through funds to approved 211 service partners to provide 211 services across Illinois.





Testimonials

Identity Theft Assistance

The caller was quiet when she called. Her rent and water bills were overdue. Her car needed repairs to get to work. But what weighed heaviest was she'd been the victim of identity theft.

Her personal information was stolen and her bank account was drained. Ever since, she'd been guarded. Trust didn't come easily anymore. So, when she called 211, she was hesitant.

We didn't rush her. We listened. We explained what support might be available and gently helped her focus on her financial recovery, so it didn't all feel so unattainable. As the conversation went on, something shifted. She began to ask more questions and her voice got steadier. By the end of the call, she had resources to follow up on and something she hadn't felt in a long time — a little bit of control.

She told us the conversation felt like more than just information. It felt like support. Like someone really heard her. That's what 211 is here for.

Domestic Violence Support

For over a year, she had endured domestic violence behind closed doors. Her partner was following through on his threats to kick her and her six-year-old child out of their home. She knew she had to leave — but calling law enforcement felt impossible so, she called 211 instead.

Her voice was one of hopelessness. 211 spoke with her in her native language.

We listened and offered a warm transfer to a domestic violence hotline. She thanked us, but said no. She wanted to do it herself when she was ready. We shared hotline numbers, local shelters, and every resource we could find, so she could move quickly and safely.

During a follow-up call, her voice was different - stronger. She had left her abusive situation. She found a temporary home. She was safe. She was also grateful not just for the help, but for having someone who listened when she needed it most. This is the quiet power of connection. And it happens every day at 211.

Partner Appreciation

Thank you to our partners and vendors for helping drive our success forward.

Arts in Action
Bonterra
Bradford Consulting
CDK Consulting
Clifton, Larson, & Allen (CLA)
Connect 211
DocuSign
Do Good Data
Gallo Nonprofit Solutions
Health Communication Impact
Inform USA
Megascope Data
Nekritz, Amdor, & Andersson Group
Nonprofit Insurance Alliance
OnBoard
Pensivetastic
Pixel Lighthouse
Submittable
Tavola Group
United Way of Lake County
United Way of Illinois
Voice of Rich
Wagenmaker & Oberly
Yanzio

Funding Partners

Thank you to our funding partners for supporting 211 Illinois and 211 service expansion in Illinois.

IDHS ILLINOIS DEPARTMENT OF HUMAN SERVICES

211 Illinois Team

Edward Perry, Executive Director
Caleb Goodrum, Business Intelligence Lead
Grace Alfiero, Communications/Marketing Lead
Gina Gallo, Contract Management Lead
Cathleen Dwyer, Directory Curation Lead
Richard Shutes, Network Lead
Robert Bradford, Quality & Training Lead

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