



**Pennsylvania | Southeast**

A 24-hour helpline that connects individuals and families to resources that can assist with human service needs.



# 2-1-1: The Number to Know

- Like 9-1-1, 2-1-1 is an easy-to-remember contact number that connects people to live professional assistance 24 hours a day, 7 days a week.
- Calls are free, anonymous and confidential.
- Locally in Southeast, people can contact 2-1-1 by:
  - text zip code to 898-211
  - dialing 2-1-1 from any phone
  - chat on the local 2-1-1 website ([211sepa.org](http://211sepa.org))



# Who contacts 2-1-1?

- Older adults
- Single and working parents
- Veterans
- People
- Agency clients
- People
- People who have had a run of bad luck
- People who have never needed help before
- People you might know
- People who are a lot like you.



**EVERYONE**



**2·1·1**

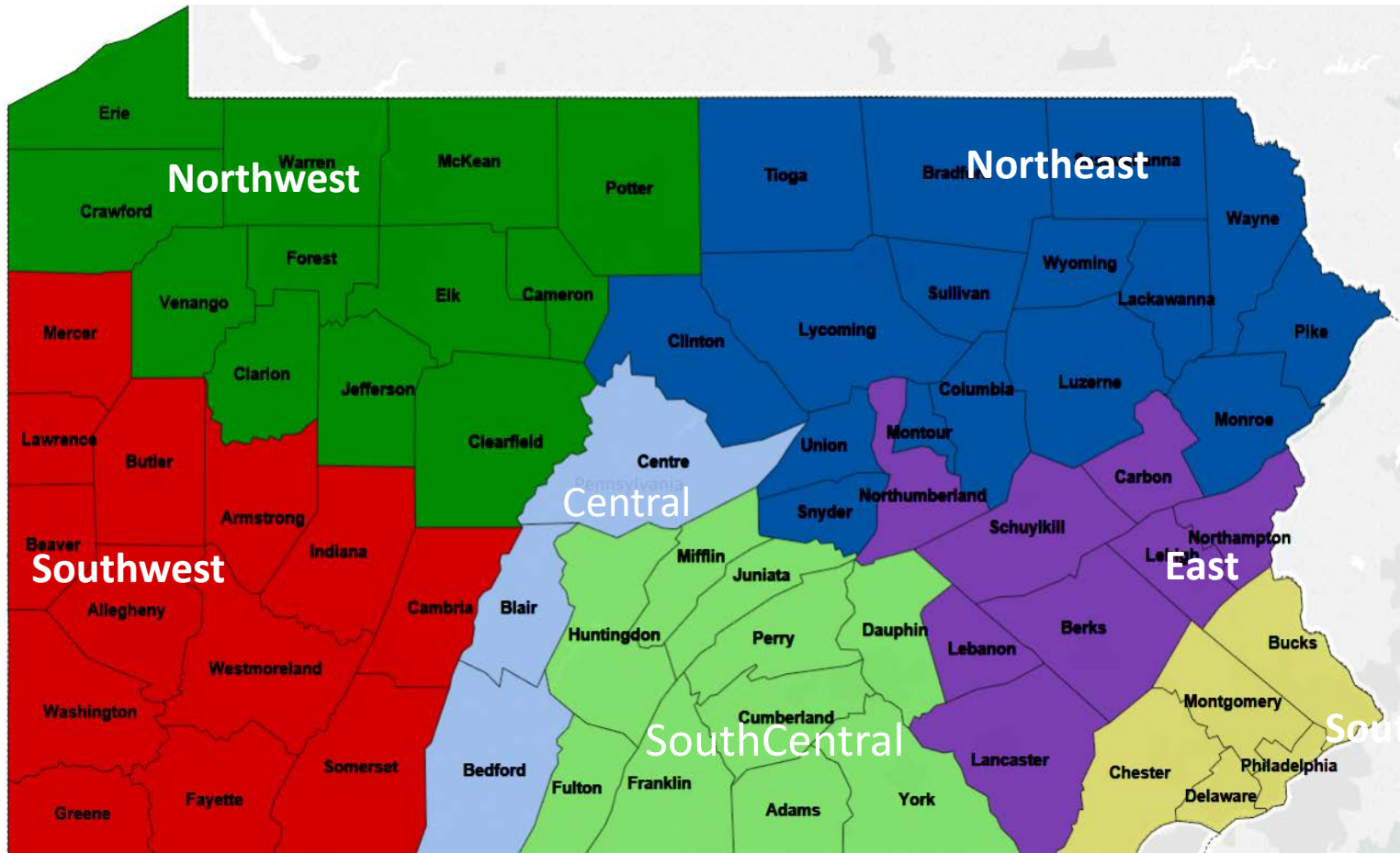
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## *PA 2-1-1 Southeast...Assisting More People*

- Launched 2015
- Philadelphia, Montgomery, Chester, Bucks and Delaware



# Pennsylvania Coverage



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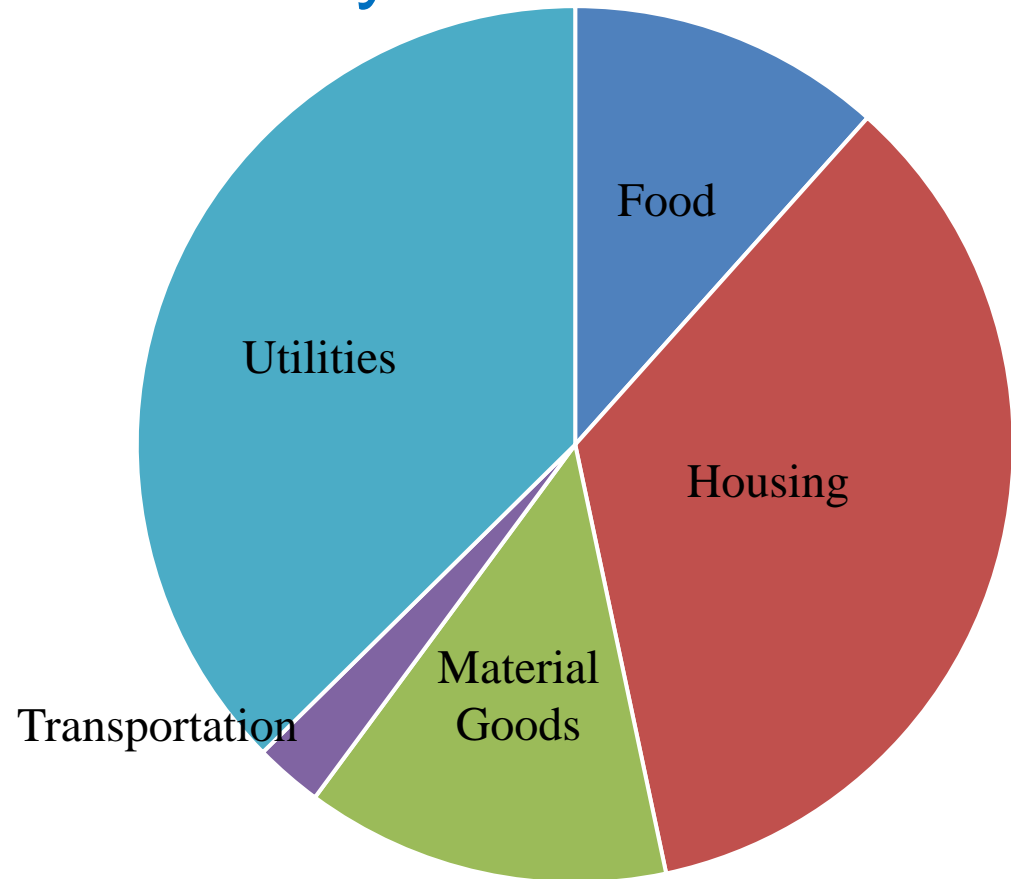
In FY 2018 - 2019:

- Connected more than 30,000 individuals in need to services and resources that could help
- Assisted nearly more than 1,200 veterans and the family members of active military personnel
- Expanded the database to facilitate over 700,000 referrals to services (such as food, shelter, utility assistance, and transportation)



# Assisting the Community with Basic Needs

Accounting for people with multiple needs, 2-1-1 received over 56,000 requests for assistance with basic needs in 2018



■ Food ■ Housing ■ Material Goods ■ Transportation ■ Utilities



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# Assisting the Community with Basic Needs

*“Sometimes it’s the small things, like a bus pass, that can change your life. I didn’t have to choose between getting to work and buying groceries until I got back on my feet again.”*



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# 2-1-1 Goes Beyond Helping People One at a Time

- 2-1-1 also plays a systemic role.
- 2-1-1 collects data about the community's most pressing needs.
- One of its important functions is to identify service gaps: where there is a great need that can't be met with the available resources.
- This information is very useful to policy makers. It can inform the way funding is earmarked. Compelling data, along with skilled advocacy, can make the case for new community programs.



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# *PA 2-1-1 Southeast...Expanding Community Partnerships*

## *National*

- United Way Worldwide 2-1-1 Steering Committee
- Hurricane Irma (Broward County, FL)

## *State and Local*

- Your Way Home (SE)
- Temple Hospital Food Insecurity (SE)
- Disaster Response



# *PA 2-1-1 Southeast...Strong Service Delivery*

- Trained Resource Navigators respond via phone, text, chat
  - Align with national Alliance of Information and Referral Systems
- Multi-lingual Resource Navigators & Access to language line (over 250 languages)
- Extensive Quality and Assurance Process
  - Call calibration
  - System for escalation
- Follow up Procedure
  - 10% of Contacts (exception domestic violence, trauma)
  - 100% for targeted populations
- Now offering in-house phone, text and chat coverage 24x7



# 2-1-1 Next...Expanding to Do More

Although this 2-1-1 serves over 30,000 individuals annually, it's a small fraction of those in need



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# HOW YOU CAN HELP

- Please go to the website at [211sepa.org](http://211sepa.org).
- Add a **New** Service to the Database
  - Use “Service Providers” Tab
- **Update** an Existing Service
  - When you are viewing your records you can select the Comments or Corrections button to update the information in the record.

Once an organization is part of the PA 2-1-1 SEPA Resource Database, service providers have access to view, update, and submit changes to organization, service, and location information.



# REMEMBER



The quality of referrals to your organization is **only as good as the info** in the database!



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# http://211sepa.org/

The screenshot shows a web browser window with the URL <http://211sepa.org/>. The browser's address bar and tabs are visible at the top. The website header includes the text "Dial 2-1-1" and logos for "2-1-1 Pennsylvania Southeast" and "United Way". A navigation menu contains links for "GET HELP", "GIVE HELP", "SERVICE PROVIDERS", "MEDIA LIBRARY", and "ABOUT US". The main content area features a large blue banner with the heading "2-1-1. GET CONNECTED. GET ANSWERS." and the text "SERVING BUCKS, CHESTER, DELAWARE, MONTGOMERY AND PHILADELPHIA COUNTIES." Below this, a paragraph describes the service: "2-1-1 SEPA is part of the national 2-1-1 Call Centers initiative that seeks to provide an easy-to-remember telephone number and web resource for finding health and human services – for everyday needs and in crisis situations. Search our vast database of services and providers to find the help you need today. [Learn more about 2-1-1...](#)" A photograph of a woman and a child looking at a tablet is partially visible on the right. At the bottom of the page, there is a "Get Help" button and a "Contact 2-1-1!" button. The Windows taskbar is visible at the very bottom of the browser window.



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**ANY  
QUESTIONS?**



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# Contacts 24/7

- Text zip code to 898-211
- Dial 2-1-1 from any phone
- Chat on the local 2-1-1 website ([211sepa.org](http://211sepa.org))



# FOR 2-1-1 Call Center information in other Regions visit:

- Southwestern PA: [www.PA211SW.org](http://www.PA211SW.org)
- Southeastern PA: [www.211SEPA.org](http://www.211SEPA.org)
- South Central PA: [www.contactHelpline.org](http://www.contactHelpline.org)
- Northeastern PA: [www.Helpline-NEPA.info](http://www.Helpline-NEPA.info)
- Eastern PA: [www.PA211East.org](http://www.PA211East.org)
- Central PA: [www.PA211central.info](http://www.PA211central.info)
- Northwestern PA: [www.pa211nw.org](http://www.pa211nw.org)



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