

2-1-1 Fact Sheet

2-1-1 is an easy-to-remember number that connects individuals with resources in their community

- Missouri has more than 10,000 nonprofit and government health and human service agencies, which can make finding help confusing and intimidating.
- 2-1-1 call centers operate under national standards and are staffed by trained specialists who quickly assess the callers' needs and refer them to the help they seek.
- 2-1-1 is available 24/7, with multilingual capabilities.
- The service is confidential.

2-1-1 enables people to get help or give help

- Information is available on a broad range of services, including food banks, affordable housing, health resources, child care, after-school programs, elderly care, financial literacy, and job training programs.
- Volunteers and donors also can use 2-1-1 to find out where their service or donations are most needed and appropriate.

2-1-1 benefits everyone

- Dialing 2-1-1 is much simpler than other options.
- General information systems, such as 4-1-1, may charge a fee and provide information that is too general in nature.
- Reduction of non-emergency calls to 9-1-1.
- Enhanced consumer awareness of income-generating services such as Earned Income Tax Credits (EITC).
- An efficient communications infrastructure through which to quickly disseminate public health and crisis preparedness information or changes in federal, state or local programs.
- Potential savings for businesses through reduced absenteeism and increased productivity due to the instant availability of quality referrals for a comprehensive array of services.
- Increased cost savings to nonprofits due to enhanced awareness of volunteer opportunities and donations.
- A conservative estimate puts the savings at \$1.1 billion over ten years (*according to a 2004 University of Texas at Austin analysis*).
- As a one-stop shop for social services, 2-1-1 would save Americans millions of dollars in taxpayer money.

Supporting 2-1-1 benefits our state and local communities

- Instead of Missouri residents struggling through a maze of phone numbers and agencies, 2-1-1 becomes the number to call for resources in their community.
- Businesses, nonprofit organizations, and government officials support 2-1-1 as a way to improve the lives of the residents in their communities.

2-1-1 enhances public safety and crisis recovery efforts

- 2-1-1 gives 9-1-1 operators a place to direct non-emergency calls so they can focus on life-and-death situations.

2-1-1 is a private-public partnership

- United Way 2-1-1 in Missouri is funded through a \$4.75 million grant by Missouri Foundation for Health for start-up and operational costs, and a \$3.75 million investment from United Way of Greater St. Louis for operational costs.
- Other Missouri United Ways working together on this project include: United Way of Central Missouri, United Way of the Ozarks, United Way of Southeast Missouri, United Way of Adair County, Columbia Area United Way, United Way of the Mark Twain Area, Callaway County United Way, Carthage Area United Way, United Way of Southwest Missouri and United Way of St. Francois County.