Talking about 211 with clients

July 2019
Agenda

- What is 211?
- Purpose of 211
- When should you utilize 211?
- How it works
- Connecting with 211
- Speaking with a 211 expert navigator
- Talking with clients
- Common FAQs
- How you can help support 211
“Get Connected. Get Help.”
What is 211?

- An easy to remember, 24-hour information and referral helpline.
- Designed to reduce time and frustration by acting as a central access point to the health and human services in Lake County.
Watch this video
Purpose of 211

- I can't pay my rent
- My kid is on drugs
- I want to kill myself
- I need childcare
- I want to volunteer

- We can't help with that.
- I'll try to transfer you to an agency who can help.
- We only do senior daycare.
- We only serve Round Lake.
- I don't know, please hold.
- Please call back when we're open.
- I'm not sure who you can call.

211

United Way of Lake County

VOLUNTEERING
DISASTER INFORMATION
HOUSING
UTILITIES
FOOD
CRISIS HELP
MENTAL HEALTH & ADDICTION
GOVERNMENT
LEGAL & IMMIGRATION
TRANSPORTATION
EMPLOYMENT
PERSONAL, CHILD & FAMILY SUPPORT
EDUCATION
FINANCIAL SUPPORT
HEALTH CARE
When should you utilize 211?

• To find resources outside of your organization to refer clients.
• To empower clients to seek help and resources by themselves when your organization is closed.
• As a resource for the elderly, disabled, non-English speakers, those with limited reading skills, people in personal crisis, anyone new to their communities.
• You need resources for yourself or family members.
How it works

• Open to everyone in Lake County.
• Completely free.
• Staffed by accredited, trained operators to guide callers in time of need.
• Multi-lingual: English and Spanish, plus translation service 150+ languages.
• Anonymous—you do not need to give your name or personal details to get information.
• Confidential.
• Accessible 24/7/365.
Connecting with 211

Call 211 from any phone

Text your zip code to 898211

Visit 211LakeCounty.org
Texting with 211

**STEP 1**
Type only "898211" in the "To:" box

**STEP 2**
Type only your **zip code** in the message area

**STEP 3**
Receive confirmation your message was received

**STEP 4**
Type your question in the message area
Speaking with a 211 expert navigator

- **Understands needs**—asks questions, anticipates broader needs and connects to available resources.

- **Requests optional information** to determine eligibility and any barriers to services: first time caller, age, gender, race/ethnicity, location, income, children/pregnant, insurance, transportation, etc.

- **Develops a plan**—works with individual to identify agencies, personal resources to solve needs.
Speaking with a 211 expert navigator

- **Provides referrals** by phone, text and ServicePoint Referral Network*.

  *ServicePoint Referral Network* added option for individuals wanting agencies to contact them directly. To participate, individuals consent to provide their name, date of birth, last 4 digits of SSN, and veteran status to referral agency. **Completely optional** for individual and can be refused.

- **Advocates** for individual to overcome barriers and/or **follows up** with higher-risk individuals, as needed.
Talking with clients

• Call 911 for police, fire or medical emergencies.
• 211 is Lake County’s one-stop shop for help.
• Contact United Way of Lake County’s 211 by:
  • Calling 211 from any phone
  • Texting your zip code to 898211
  • Visiting 211LakeCounty.org
• 211 is always open, always confidential, always free.
• Speak to a live person in English or Spanish.
• Expert navigators will listen to your concerns and guide you to local, available and appropriate community resources.
Q: What can 211 do for my clients?
A: 211 can connect individuals to local, available and appropriate community services.

Q: Who does 211 serve?
A: 211 is available to everyone in Lake County regardless of age, the language they speak, where they live or work, documentation status, etc.

Q: What can 211 not do for my clients?
A: 211 cannot:
- Guarantee help/services will be available to every individual—211 will help people troubleshoot and seek alternative solutions when no local resources exist to meet need;
- Provide direct financial assistance; or
- Guarantee that rent/mortgage/utilities will be paid.

Q: Who leads 211?
A: 211 is led by United Way of Lake County in collaboration with over 50 community partners and the 211 Taskforce.
How you can help support 211

• Educate your clients about 211
• Alert 211 about inaccurate or new information ASAP
• Provide feedback on 211 process
Thank you.