



**GET CONNECTED.
GET HELP.**

211

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



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“Get Connected. Get Help.”



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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.



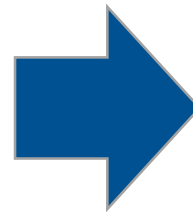
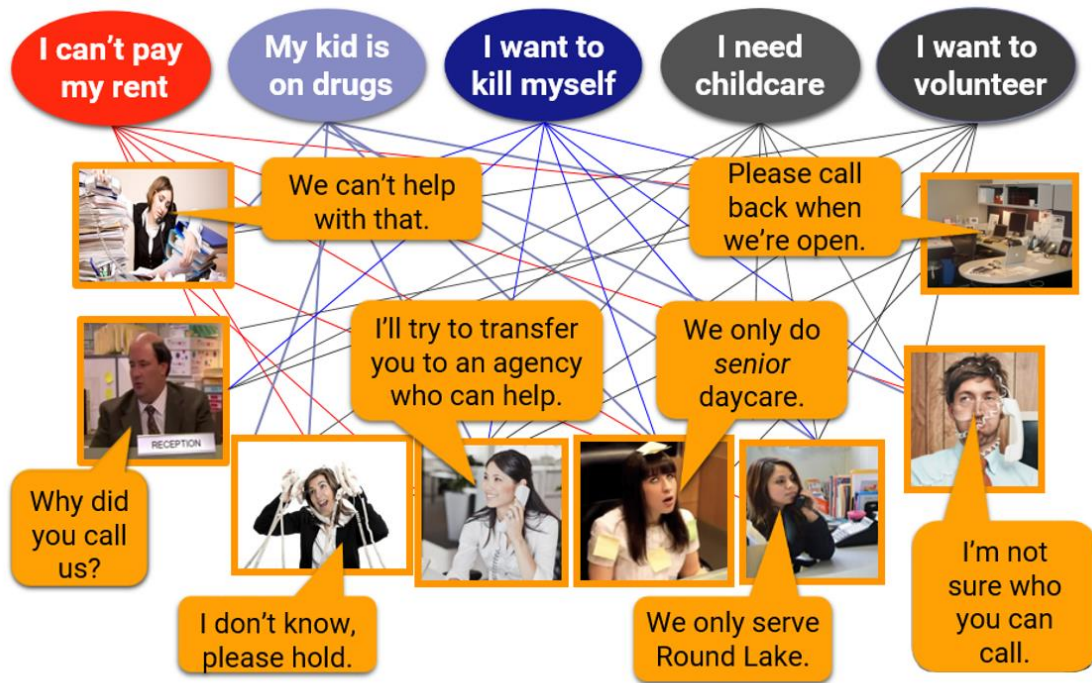
[Watch this video](#)



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Purpose of 211



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.

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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.



United Way of Lake County

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Connecting with 211

Call **211** from any phone



Text your zip code to **898211**



Visit **211LakeCounty.org**

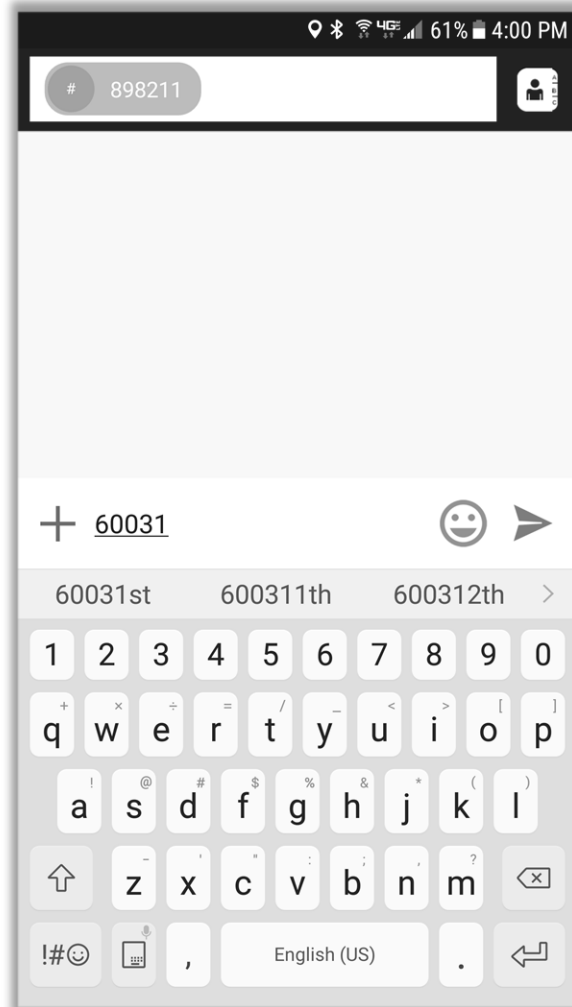
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Texting with 211

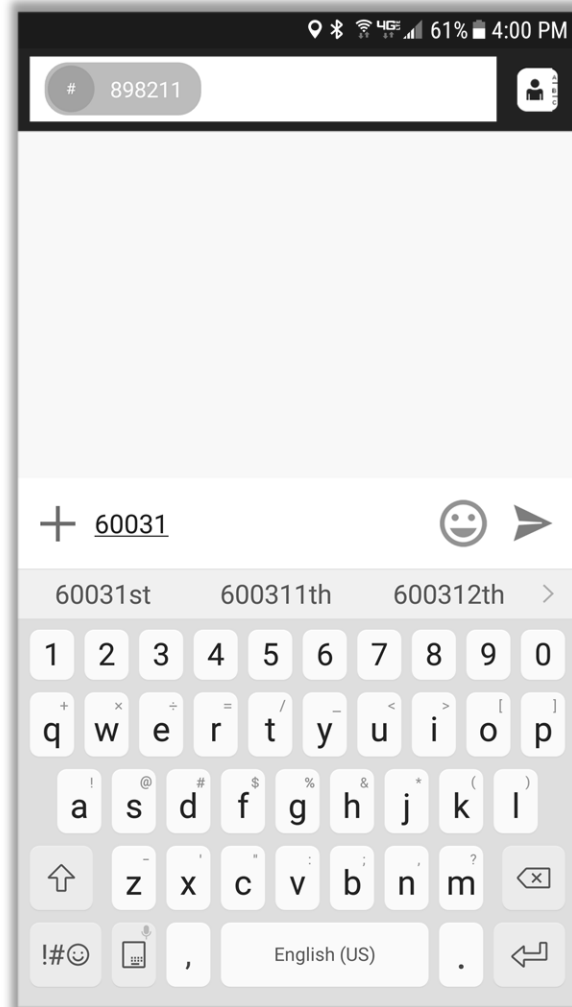
STEP 1

Type only “898211”
in the “To:” box



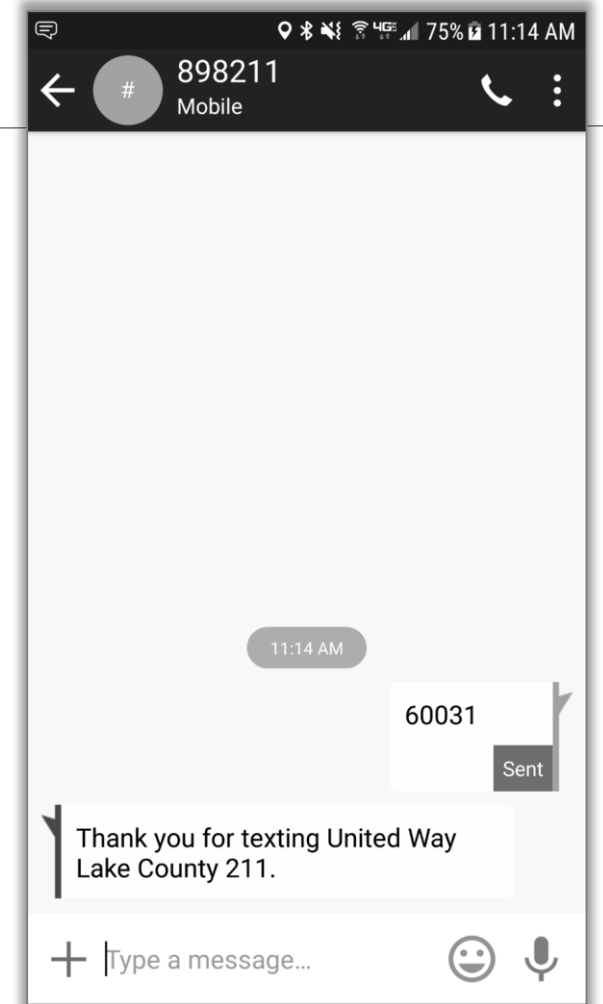
STEP 2

Type only your
zip code in the
message area



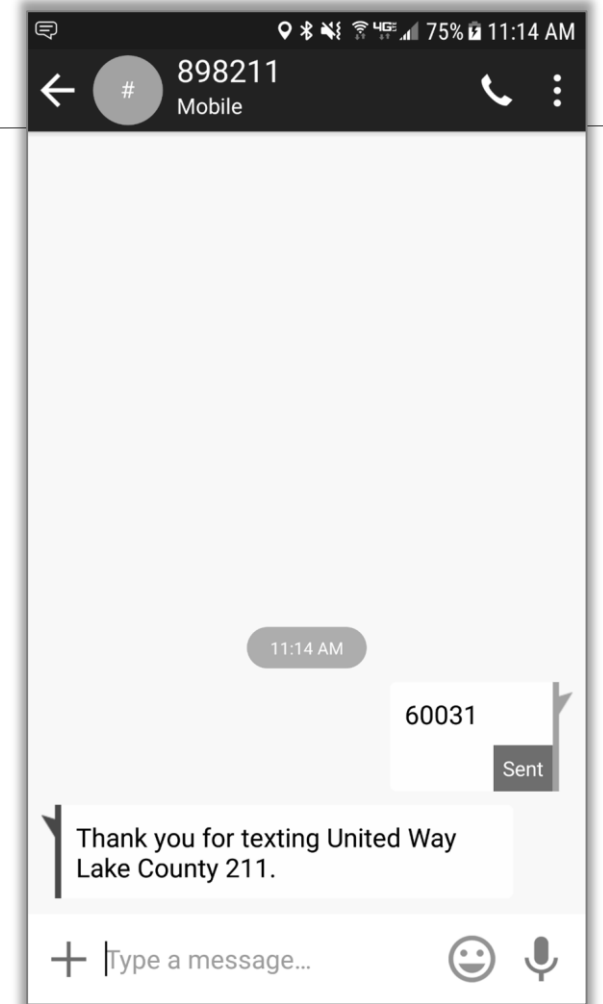
STEP 3

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.



Common FAQs

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.



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How you can help support 211

- Educate your clients about 211
- Alert 211 about inaccurate or new information ASAP
- Provide feedback on 211 process



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Thank you.

