

211 HELPS PENNSYLVANIANS STRUGGLING WITH HOMELESSNESS



Homeless

211 assists those who are homeless or at risk of becoming homeless to find safe housing in their area

FACT

PA 211 partnered with Connect To Home: Coordinated Entry System of Eastern PA to assist in housing services for individuals who are homeless or immediately at risk of becoming homeless for a 33 county region.

Coordinated entry is a strategy to connect people to the right services as quickly as possible, prioritize based on need and vulnerability, and enhance data-driven decision making for planning, resource allocation and performance evaluation.

FACT

Through our partnership with three Continuums of Care, we were able to help more than 1,000 households exit from homelessness to permanent housing stability through rapid re-housing or permanent supportive housing programs across the state.

Those contacting 211 receive a pre-screen to determine if they are homeless or immediately at risk, and then 211 will conduct an assessment to determine how to assist them with housing services.

FACT

Last year, 211 performed 4,819 screenings of individuals and families who called because they were genuinely worried about being homeless.¹

At least 246 callers were fleeing domestic violence. At least 2,660 callers received a vulnerability screening. 76 of the callers met the criteria for being chronically homeless and at least 1,218 have a mental health diagnosis. We talked with callers from 19 states plus Puerto Rico and received inquiries from all 36 counties in Pennsylvania!¹

PLEASE VOTE TO INCLUDE FUNDING FOR PENNSYLVANIA'S 211 SYSTEM IN THIS YEAR'S STATE BUDGET TO HELP PENNSYLVANIANS STRUGGLING WITH HOMELESSNESS.



WHAT IS 211?

Every hour of every day, people need essential human services. Through 211 people connect to a wide range of services from disaster relief to utility assistance, senior citizen programs, emergency food, job counseling, youth programs and much more. The information provided comes from the 211 statewide resource database. The common software also records information about consumer contacts and needs. PA 211 is the single-most comprehensive source of assistance and volunteer information covering all sectors of service both private and public.

211 IN PENNSYLVANIA

211 is a health and human services referral line that has been established nationwide for the past 20 years. Last year, more than 200,000 Pennsylvanians contacted PA 211 for help on a range of issues. These are veterans, victims of drug and alcohol addiction, seniors, and job seekers, among many others. Currently, PA 211 receives a majority of its funding from the Pennsylvania United Way network, but also receives investments from state government and private entities.

211 strives to have a public-private partnership for information and referral via all communication channels.

For the past two fiscal years, Pennsylvania committed \$750,000 to 211. We urge the state to continue to partner with United Way to grow the 211 service. We are asking for a \$1.5 million annual investment to build the 211 network and increase the consistency of services across the state. With this continued investment, PA 211 can enhance its current capacity to help more residents on their path to self-sufficiency, and provide data to drive human service planning and policy improvements.

United Way and PA 211 hope to increase efficiency and effectiveness by partnering to eliminate silos for state information and referral functions, currently housed in multiple state agencies. PA 211 has partnered with state government on a couple initiatives, but plan to continue to build our partnership to provide information and referral services, as well as to provide data to all community based organizations, health care providers and others who have an interest in addressing social determinants of health. PA 211 has also been activated during disaster response to help with public information, rumor control, volunteer and donation coordination as well as non-emergency contacts. We can continue to build capacity within the 211 system to further our partnership with PEMA and FEMA to have a disaster relief strategy in place, so 211 can be used as an information line and leave 911 open for emergencies.

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To find out more about how you can help:

Kristen Rotz

President

United Way of Pennsylvania

(717) 238-7365 x 201

krtoz@uwp.org

Maggie Livelsberger

Director of Public Policy

United Way of Pennsylvania

(717) 238-7365 x 203

maggie@uwp.org

Anne Fogoros

PA 2-1-1 Operations Director

United Way of Pennsylvania

(717) 238-7365 x 204

afogors@uwp.org