

PA 2-1-1 Since 2017



2-1-1 is in a unique position to create a public-private partnership with the Commonwealth to serve as a single-point of contact for health and human services information and referral. State funding will help leverage the investments made by United Way so that we can give all Pennsylvanians one-stop access to help through a variety of communication channels 24 hours per day, seven days per week. Funding is necessary for 2-1-1 to continue to build off of for projects like the following:

Connect to Home: Coordinated Entry System

2-1-1 has partnered with Connect To Home: Coordinated Entry System of Eastern PA to serve as the 24/7 phone access point for housing and homeless services for individuals who are homeless or immediately at risk of becoming homeless in a 33 county region. These counties include: Adams, Bedford, Blair, Cambria, Centre, Franklin, Fulton, Huntingdon, Somerset, Lehigh, Northampton, Columbia, Cumberland, Juniata, Lebanon, Mifflin, Montour, Northumberland, Perry, Schuylkill, Snyder, Union, Bradford, Clinton, Lycoming, Sullivan, Susquehanna, Tioga, Wyoming, Carbon, Monroe, Pike, and Wayne.

Those contacting 2-1-1 will receive a pre-screen to determine if they are homeless or immediately at risk, and then 2-1-1 will conduct the assessment utilized by the whole eastern continuum. In addition to 2-1-1 as an option for these individuals, there are also access sites across the 33 county region for those in need to walk-in for assessments. Coordinated entry is a strategy to connect people to the right services as quickly as possible, prioritize based on need and vulnerability, help a community know all who are experiencing homelessness, and enhance data-driven decision making for planning, resource allocation and performance evaluation.

CDC: Flu on Call Project

PA 2-1-1 is contracted to train resources specialists to assist with pandemic response in partnership with the CDC and other 2-1-1s across the country through the Flu on Call project. Flu on Call is a plan which would be activated in the case of a pandemic. While this season's flu is deemed widespread in most of the US states and territories, it is not a pandemic. In a pandemic, large numbers of people are ill and seek care, there's a surge on medical facilities and potentially a delay in seeking care that can also impact access to antivirals. In the event of a pandemic, 2-1-1s in 12 states would staff triage lines, along with trained medical professionals, to provide public information and clinical advice about pandemic flu.

Emergency Response

2-1-1 has been activated throughout the year to respond to various emergency situations facing Pennsylvanians. For example:

- During Hurricane Irma, several PA 2-1-1 centers were activated to help Florida residents. The Southwest PA 2-1-1 center handles 1,289 calls from Broward County residents.
- When the snowstorm hit Erie in December, the PA 2-1-1 Northwest region was called into action. They responded to 1,264 requests for help and were able to screen callers for eligibility for Team Rubicon snow shoveling services.
- PA 2-1-1 partnered with Butler County EMA to help residents have severe flash flooding. The PA 2-1-1 Southwest region responded to 368 request for vital services, such as mucking out basements, food, shelter, health services and helping families to have hope.

