

211 HELPS KEEP PENNSYLVANIANS SAFE IN THEIR HOME



211 refers seniors and others in need to agencies and programs that keep them healthy and independent

FACT

Seniors age 60 or older will make up 29%, or 4 million, of Pennsylvania's population in 2030. This is an increase from the current 2.2 million seniors in PA.

This growth will represent an increase in the number of contacts to 211 for referrals for utility assistance, meals, and transportation, among others.

FACT

Housing a senior in a Pennsylvania nursing home costs between \$108,847 and \$116,800 annually.¹

It is burdensome for seniors and other family members to bear the costs of living in nursing homes or assisted living. These costs will only continue to rise. 211 provides other alternatives the help keep seniors and others independent in their own homes.

FACT

211 referrals assist seniors and those unable to leave the home easily with home modifications, meals, legal aid, transportation, and utility assistance that can help them remain independent.

In 2018, 7,138 seniors age 60-85 in Pennsylvania, were provided basic needs assistance through 211 referrals, keeping them healthy and self-sufficient.²

PLEASE VOTE TO INCLUDE FUNDING FOR PENNSYLVANIA'S 211 SYSTEM IN THIS YEAR'S BUDGET TO HELP PENNSYLVANIA SENIORS AGE SAFELY IN THEIR HOMES

¹ Pennsylvania Health Care Association, Cost of Care Study, 2016
² 2-1-1 Data



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 be 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:

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