

211 PROVIDES ADDICTION HELP IN PENNSYLVANIA



211 connects Pennsylvanians in need of help with opiate and other drug addiction services

FACT

211 resource navigators are trained in active listening to help those battling addiction.¹

211 resource navigators are not just answering calls and making referrals. They are trained to be active listeners, which can be impactful in working through addiction problems. They can listen to the caller's problems, and then make referrals for the best places to receive help to address the issues.

FACT

Only 1 out of 8 addicted persons in Pennsylvania receive needed services to fight their addiction.¹

In 2018, there were approximately 2,307 contacts on opiate and other drug abuse problems.²

The 211 database has numerous resources throughout the state, both private and public, to which addicted persons or family members can be connected. This includes support groups as well as treatment options.

FACT

PA taxpayers spend approximately \$430 per capita on drug and alcohol addiction problems.¹

In order to reduce these costs in the future, addiction prevention needs to be a top concern for PA. 211 provides Pennsylvanians with opportunities to find community supports and treatment which fight addiction and support recovery.

PLEASE VOTE TO INCLUDE FUNDING FOR PENNSYLVANIA'S 211 SYSTEM IN THIS YEAR'S BUDGET TO SUPPORT CITIZENS AND THEIR FAMILIES AFFECTED BY SUBSTANCE USE DISORDERS

¹ Pennsylvania Department of Drug and Alcohol Programs
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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