

2-1-1 PROVIDES ADDICTION HELP IN PENNSYLVANIA



**2-1-1 connects
Pennsylvanians in need of
help with opiate and other
drug addiction services**

FACT

2-1-1 resource navigators are trained in active listening to help those battling addiction.

2-1-1 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 2-1-1 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. 2-1-1 provides Pennsylvanians with opportunities to find community supports and treatment which fight addiction and support recovery.

**PLEASE VOTE TO INCLUDE FUNDING FOR PENNSYLVANIA'S 2-1-1 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 2-1-1?

Every hour of every day, people need essential human services. Through 2-1-1 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 2-1-1 statewide resource database. The common software also records information about consumer contacts and needs. PA 2-1-1 is the single-most comprehensive source of assistance and volunteer information covering all sectors of service both private and public.

2-1-1 IN PENNSYLVANIA

2-1-1 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 2-1-1 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 2-1-1 receives a majority of its funding from the Pennsylvania United Way network, but also receives investments from state government and private entities.

2-1-1 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 2-1-1. We urge the state to continue to partner with United Way to grow the 2-1-1 service. We are asking for a \$1.5 million annual investment to build the 2-1-1 network and increase the consistency of services across the state. With this continued investment, PA 2-1-1 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 2-1-1 hope to increase efficiency and effectiveness by partnering to eliminate silos for state information and referral functions, currently housed in multiple state agencies. PA 2-1-1 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 2-1-1 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 2-1-1 system to further our partnership with PEMA and FEMA to have a disaster relief strategy in place, so 2-1-1 can be used as an information line and leave 9-1-1 open for emergencies.

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To find out more about how you can help:

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