



# 2013 Annual Report

## 2-1-1 Service in Illinois

Presented to:  
Department of Human Services  
Illinois General Assembly

February 28, 2014

To: Department of Human Services  
Illinois General Assembly

Attached for your review is the annual report of 2-1-1 activity in Illinois. This report satisfies the requirement in Section 2.3.2 of the contract between the Department of Human Services and 2-1-1 Illinois; a corporation established to oversee the implementation of 2-1-1 telephone service in Illinois.

During 2013, service was established in the counties surrounding Peoria and in McHenry County. This brought the number of counties with 2-1-1 service up to 20. In addition, 97 out of the 102 counties in the state are currently covered by a service agreement with a 2-1-1 call center. The counties without a provider are Cook, DuPage, Grundy, Kankakee and Will. At the writing of this report discussions and activities are taking place in these additional areas.

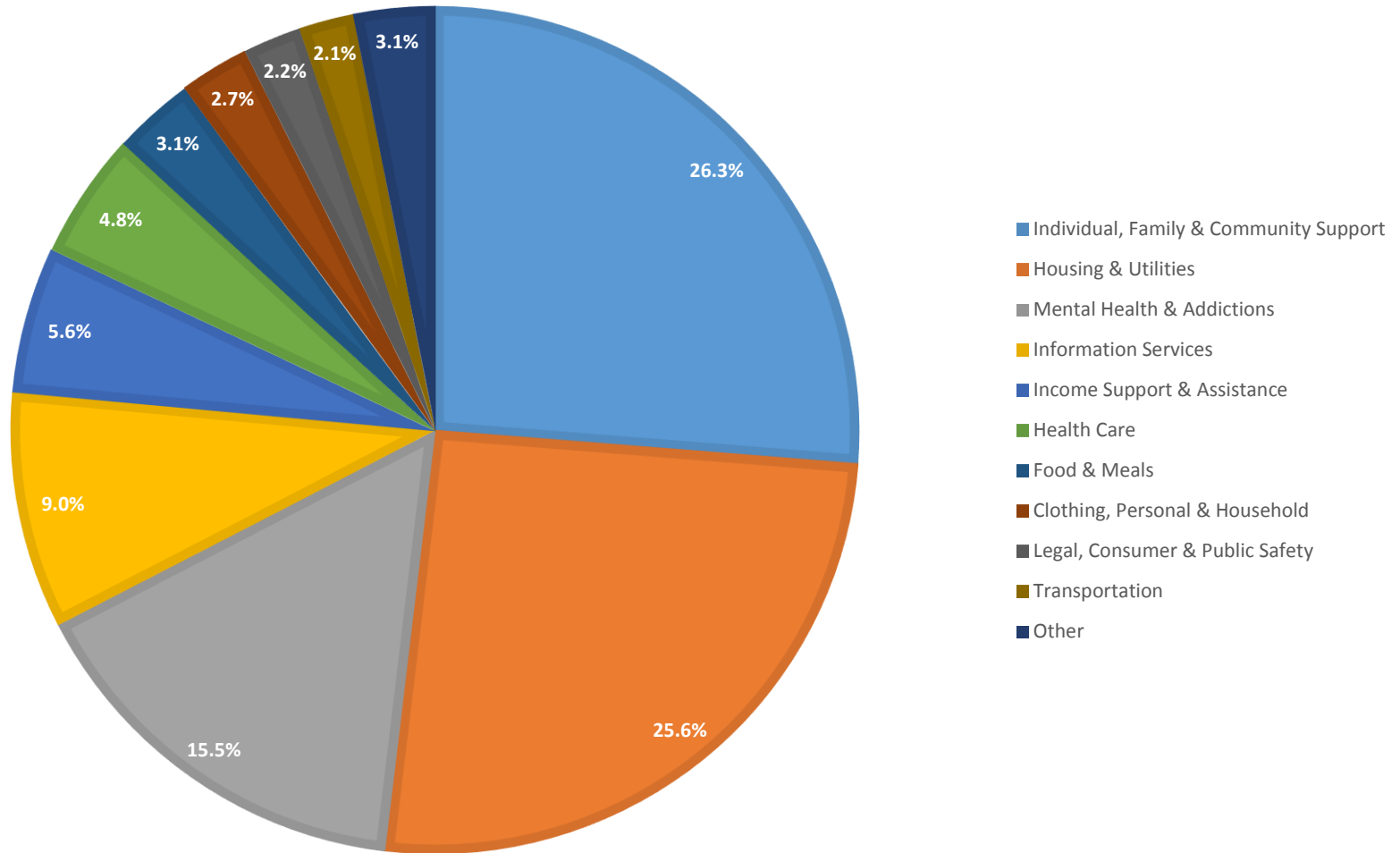
With the agreements currently in place, nineteen percent (19%) of Illinoisans have service in their area. This number will continue to grow as the means to cover the implementation and ongoing costs of the service are identified and allocated.

The next major impact in the implementation is centered on the beginning of service in the Chicagoland area. Lake County currently has a service provider identified and has identified an available funding source. Cook and DuPage counties are actively studying the service and a study team will be making a recommendation of their findings upon completion. When these three counties are up and running, more than seventy-two percent (72%) of residents will have this important service.

2-1-1 Illinois is proud to report the progress and success of the 2-1-1 system.

David R. Barber  
President  
2-1-1 Illinois

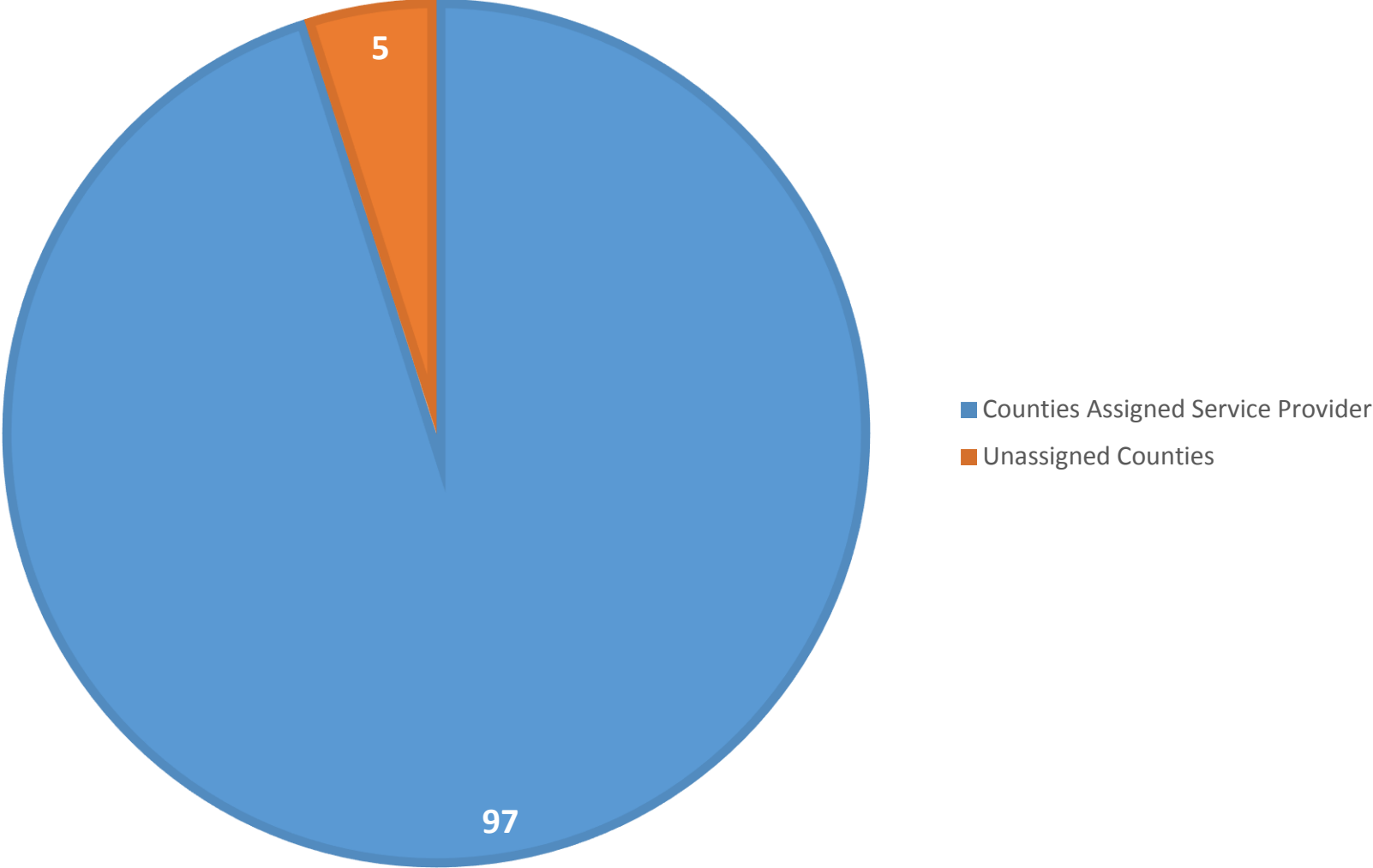
## DISTRIBUTION OF CALLS BY NEED - 2013



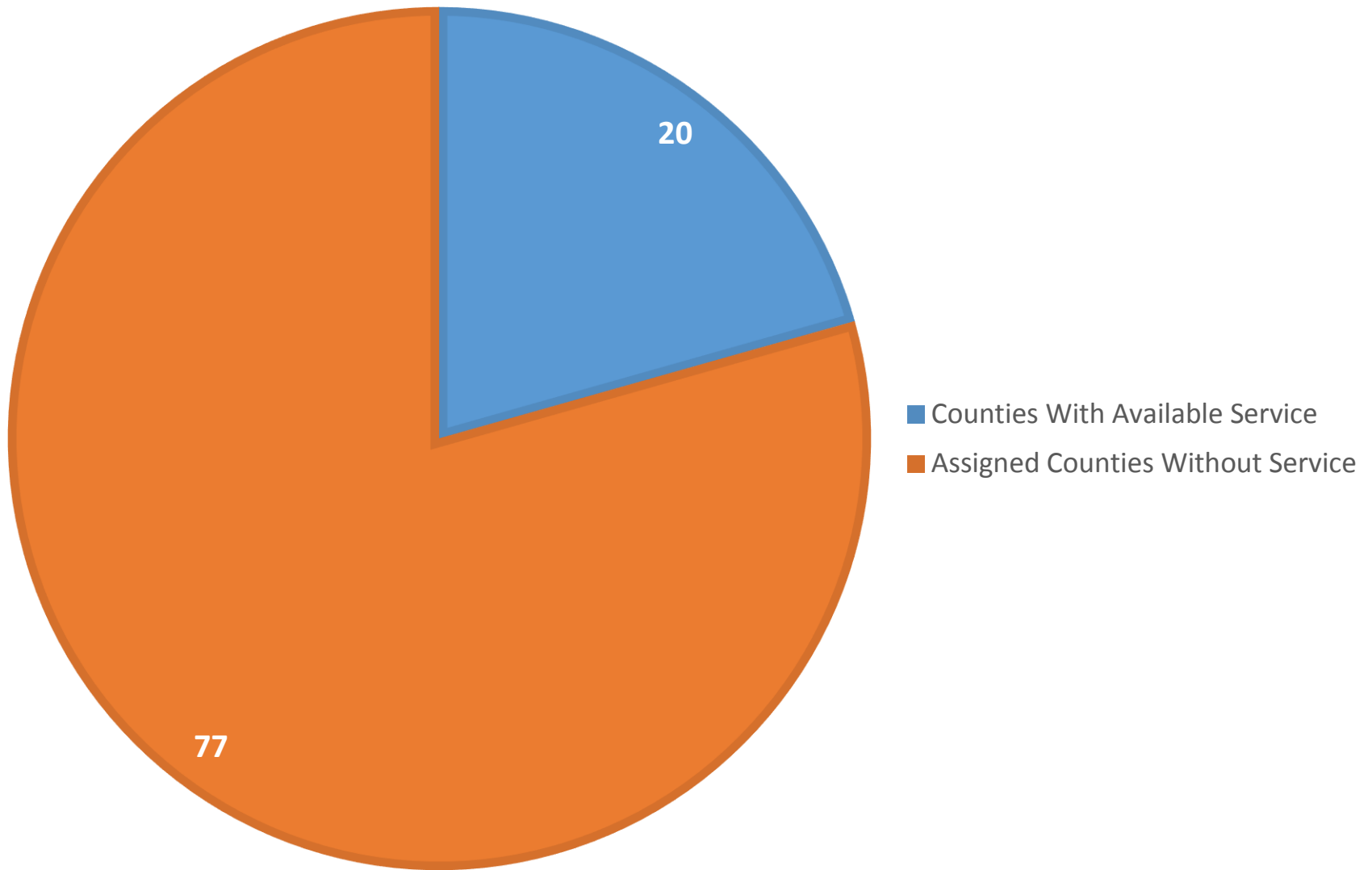
## DISTRIBUTION OF CALLS BY NEED - 2013

Individual, Family & Community Support	18,645	26.3%
Housing & Utilities	18,204	25.6%
Mental Health & Addictions	11,021	15.5%
Information Services	6,421	9.0%
Income Support & Assistance	3,942	5.6%
Health Care	3,433	4.8%
Food & Meals	2,207	3.1%
Clothing, Personal & Household	1,894	2.7%
Legal, Consumer & Public Safety	1,578	2.2%
Transportation	1,483	2.1%
Employment	739	1.0%
Volunteers & Donations	523	0.7%
Disaster Services	449	0.6%
Education	281	0.4%
Other Government/Economic Services	107	0.2%
Arts, Culture & Recreation	86	0.1%
Totals	71,013	100.0%

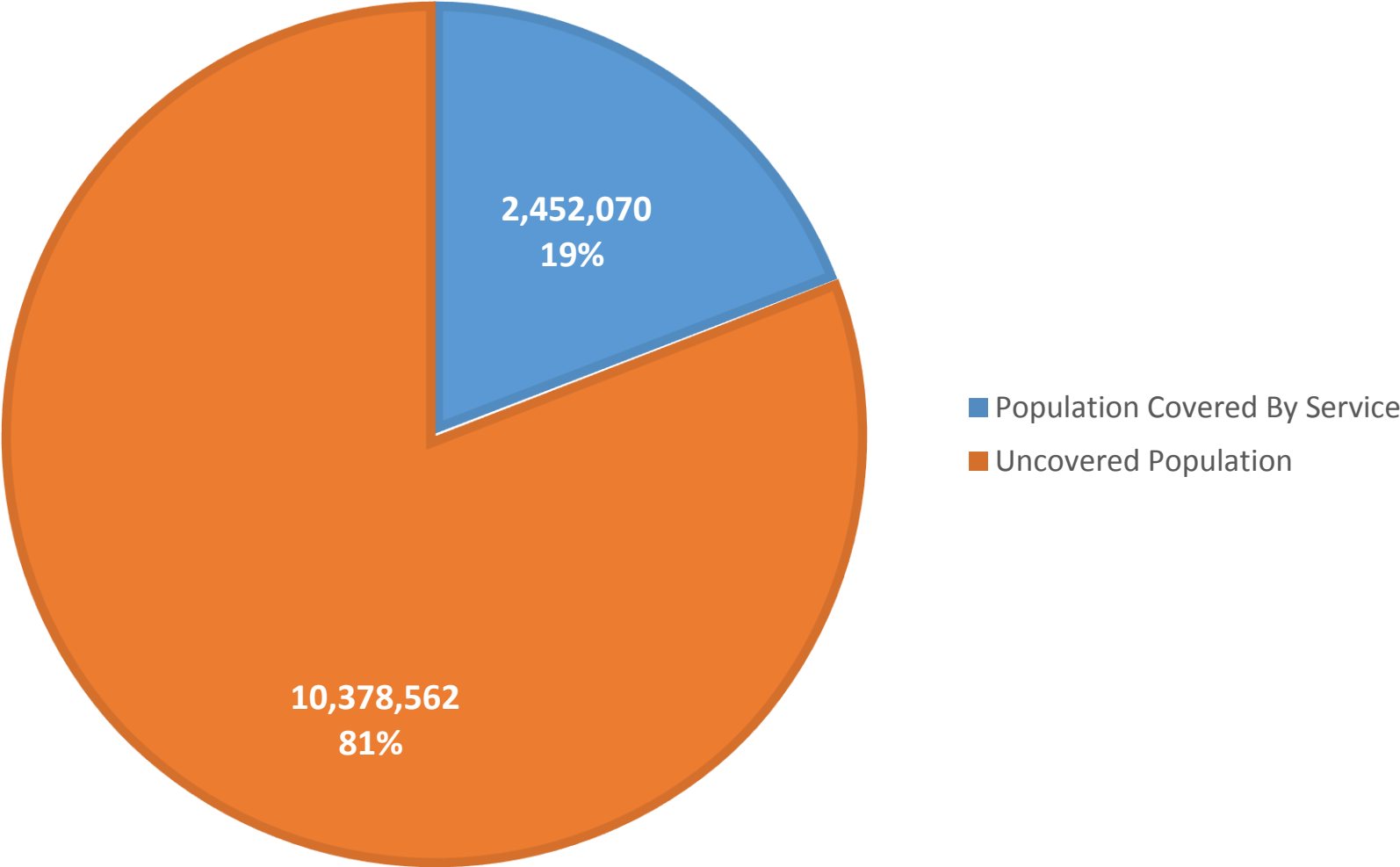
# COUNTIES AVAILABLE FOR SERVICE



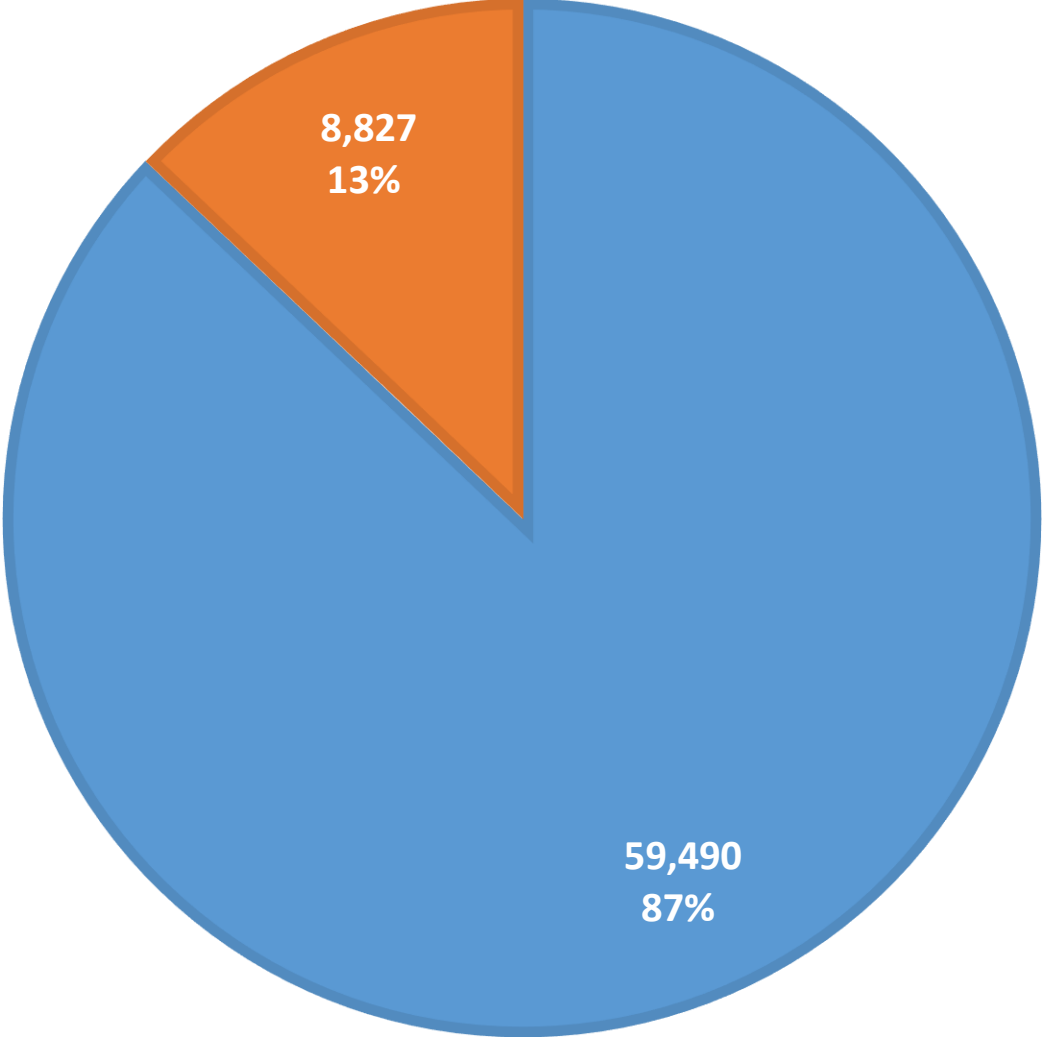
## ASSIGNED COUNTIES WITH SERVICE



# POPULATION WITH SERVICE



# CALLS ANSWERED/MISSED



- Calls Answered
- Calls Missed