

HCR

31

Alaska State Legislature

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Representative Sharon Cissna

Sponsor Statement HCR 31

A resolution "relating to an integrated information and referral system."

Access to health care in Alaska is difficult due to a variety of factors. For instance, a growing number of Alaskans can neither afford nor qualify for health insurance. The vast size of our state and the distance between communities can make timely and affordable access to health care difficult or impossible. Currently the state has a shortage of physicians, and to make matters worse, Alaska's health care costs and surgical procedures continue to represent some of the highest medical expenditures in the nation. People over sixty-five, who are covered by Medicare, find fewer doctors who will accept or keep them as patients.

HCR 31 contends these issues point to the need for an integrated, health-related information and referral system available to anyone with a telephone. Throughout the country, other states have found referral systems can provide information about services that will best meet consumers' health care needs. A health care database, which includes contact information about the quality and variety of services, will allow Alaskans to make informed medical and health-related purchasing decisions.

So Alaskans can maximize their health purchases within the state, the State of Alaska must enlist government and private sector partners to investigate and develop an integrated, statewide information and referral system similar to other states' 2-1-1 info lines, which utilize state-of-art software and well-maintained databases. HCR 31 proposes that the info line could be further used to disseminate information and coordinate services in times of a natural disaster or a statewide emergency.

FISCAL NOTE

STATE OF ALASKA
2006 LEGISLATIVE SESSION

Fiscal Note Number: _____
 Bill Version: HCR031-DHSS-FMS-04-25-06

Revision Date/Time (Note if correction): _____

() Publish Date: _____
 Dept. Affected: Health & Social Services

Title INTEGRATED STATEWIDE INFORMATION AND REFERRAL SYSTEM

RDU Departmental Support Services
 Component Administrative Support Svcs

Sponsor CISSNA

Requester HOUSE (HES)

Component No. 320

Expenditures/Revenues (Thousands of Dollars)

Note: Amounts do not include inflation unless otherwise noted below.

OPERATING EXPENDITURES	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012
Personal Services
Travel						
Contractual						
Supplies						
Equipment						
Land & Structures						
Grants & Claims						
Miscellaneous						
TOTAL OPERATING

CAPITAL EXPENDITURES						
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CHANGE IN REVENUES (0)						
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FUND SOURCE (Thousands of Dollars)

1002 Federal Receipts						
1003 GF Match						
1004 GF						
1037 GF/Mental Health						
Other(Specify Type-do not abbreviate)						
Other(Specify Type-do not abbreviate)						
TOTAL	0.0	0.0	0.0	0.0	0.0	0.0

Estimate of any current year (FY2006) cost: _____

Mark this box (X) if funding for this bill is included in the Governor's FY 2007 budget proposal:

POSITIONS

Full-time						
Part-time						
Temporary						

ANALYSIS: (Attach a separate page if necessary)

This integrated information system has the potential of providing consumers of health related services with accurate and up-to-date information concerning the availability of those services and providing them with options for obtaining the services. The information could provide for the consumer the ability to make informed choices when choosing a provider for specific health related services.

By providing a self registration process for volunteerism options, the coordination of health support following a natural disaster or any other statewide emergency would be greatly enhanced. Having the profile and contact information for health care volunteers available in an integrated database will provide emergency responders with quick and easy access to information to enable them to rapidly deploy the appropriate support.

Prepared by: Janet Clarke, Assistant Commissioner
 Division: Finance and Management Services
 Approved by: Karleen Jackson, Commissioner
 Agency: Department of Health and Social Services

Phone 465-1630
 Date/Time 04/24/2006
 Date 04/25/2006

FISCAL NOTE
FN #

STATE OF ALASKA
2006 LEGISLATIVE SESSION

ANALYSIS CONTINUATION

The fiscal impact to the state is unknown at this time. Analysis of what other states have done in this area and a review of how they accomplished the development and support of their integrated systems will have to occur in order to determine the investment required for the State of Alaska to develop a referral system. Following a requirements analysis to determine the specifics for the statewide integrated referral system a survey of what other states are doing in this area will be done. Attempts will be made to capitalize on what other states have done as a means of minimizing the fiscal impact of developing a system.

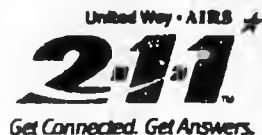
There will be a requirement for full-time program staff to provide administration and support. This support would include responding to telephone, mail and email communication. Although internet access is somewhat ubiquitous in the State of Alaska, there will certainly be segments of the population that do not have required access to utilize the system.

There will be a staffing requirement to provide quality assurance of the data residing in the database. It is anticipated that this will be a self registration database, staff will still be required to maintain the overall quality of the data. They must also be available to support both the provider community and consumer community.

Additional costs will be required for infrastructure to support the system. This will include the necessary hardware platform to support the operation of the system.

Promotion of the availability of the referral system to both providers of services and to healthcare consumers will also be required.

Based on the above factors, the department is submitting an indeterminate fiscal note.


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Find your local 2-1-1/I&R Call Center.



Frequently Asked Questions

What is 2-1-1?

- 2-1-1 is an easy to remember telephone number that connects callers to information health and human services available in their community.
- 2-1-1 reaches approximately 107 million people (over 37% of the total U.S. population) in all 50 states and the District of Columbia. Yet, millions of Americans still need to be connected.
- America needs 2-1-1 to be accessible nationwide. As the number of organizations providing specialized services is on the rise, people find it frustrating and confusing to access critical services. 2-1-1 provides a one-stop service for vital information.
- While services that are offered through 2-1-1 vary from community to community, 2-1-1 callers with information about and referrals to human services for every day needs and crisis. For example, 2-1-1 can offer access to the following types of services:
 - **Basic Human Needs Resource:** food banks, clothing, shelters, rent assistance.
 - **Physical and Mental Health Resources:** medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention, rehabilitation programs, Medicaid and Medicare, maternal health, children's health programs.
 - **Employment Support:** unemployment benefits, financial assistance, job training, transportation assistance, education programs.
 - **Support for Older Americans and Persons with Disabilities:** home health care, day care, congregate meals, Meals on Wheels, respite care, transportation, and services.
 - **Support for Children, Youth and Families:** Quality childcare, Success by 6, programs, Head Start, family resource centers, summer camps and recreation mentoring, tutoring, protective services.
 - **Volunteer opportunities and donations.**

How is United Way involved in 2-1-1?

- 2-1-1 was first launched by United Way of Metropolitan Atlanta in 1997 and now reaches all 50 states and the District of Columbia.
- United Way supports 2-1-1 as the first number to call to connect with health and human services and volunteer opportunities.
- UWA has declared February 11th as National 2-1-1 Day.
- United Ways have a long-standing tradition of commitment to funding information and (I&R) services in their respective communities.
- 2-1-1 and its goal to contribute vital information that benefits individuals and communities is the mission of the 1,400 United Ways nationwide to better people's lives.

How is 2-1-1 funded?

- 2-1-1 centers have various funding sources -- local United Ways, community foundations and local government funds.
- Senators Elizabeth Dole (R-NC) and Hillary Clinton (D-NY) have introduced bi-partisan legislation named the Calling 2-1-1 Act that would provide Federal funding for 2-1-1 and encourage it nationwide.
 - There is a toll-free number -- 1.888.PASS211 (1.888.727.7211) -- where supporters can call to encourage their own Members of Congress to cosponsor S. 211 or H.R. 211.

Cost Benefit Analysis

United Way of America commissioned a study to assess the expected costs and anticipated benefits of a nationwide 2-1-1 system. Completed in December, the University of Texas Ray Marshall Center Study of Human Resources concluded the following:

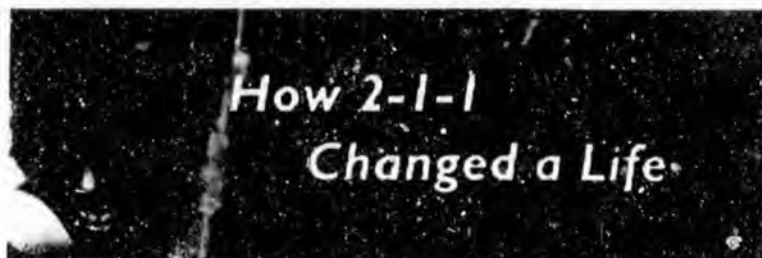
- When an individual seeks information or referral services for which they have little or knowledge or experience, dialing 2-1-1 is much simpler than other options.
- General information systems, such as 4-1-1, provide information that is too general to be very useful and may charge a fee.
- As a one-stop shop for social services, 2-1-1 would ultimately save Americans millions of taxpayer money.
- A national service of this type is estimated to provide \$1.1 billion in net value to society over the next 10 years.

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Find your local 2-1-1/I&R Call Center.



Kevin was looking for a way to give back to his community. He called 2-1-1 looking for volunteer opportunities, but wasn't quite sure what he would be able to do. After the 2-1-1 Call Specialist explored his interests and specific talents it was revealed that he once owned a landscaping business. It occurred to him that he might be able to use his landscaping specialties to assist a community group. He was referred to a local Interfaith Ministry which runs a community garden. It was a perfect fit...the Ministry's garden was in need of many improvements and Kevin was able to donate his time and expertise and give back to his community.

2-1-1 serves approximately 165 million Americans - over 55% of the US population; 190 active 2-1-1 systems covering all or part of 38 states (including 13 states with 100% coverage) plus Washington, DC and Puerto Rico. >>

PASS 2-1-1

We want our nation's leaders on Capitol Hill to hear our voices. Please join our efforts to obtain critical federal funds for your community. We encourage you to contact your Senators and Representatives to urge co-sponsorship of the Calling for 2-1-1 Act. The legislation will provide federal money to states starting or enhancing a 2-1-1 system.

You can also make your views known electronically by logging on to: www.capwiz.com/unitedway/home.

Citizens don't have to be in Washington D.C., to have their voices heard.

News

- **Trial by Wind and Water**
How 2-1-1 Played a vital role 2004 Florida Hurricanes
- **2-1-1 Legislation Info**
- **2-1-1 Cost Benefit Analysis**
- **The United Way Hurricane Response Fund** has been allocated to help affected communities be rebuilding their lives. All fund allocated for both front-line relief and long-term recovery determined by local United Way affected areas, in coordination with our vast network of human service and volunteer centers.
- **Born Learning** - United Way Council and Civitas have launched Born Learning public engagement campaign to help parents and family/friend caregivers create learning opportunities for our children. To find out more, visit www.bornlearning.org

What can you do?

- **Contact Your Members of Congress**
- **Contact Your Governor**
- **Contact Your Local United Way**

2-1-1 Finder

Find your local 2-1-1/I&R Call Center.

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Consumer & Governmental Affairs Bureau

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2-1-1 Directs Consumers to Essential Community Services

FCC Consumer Facts

In many states, dialing "2-1-1" provides individuals and families in need with a shortcut through what may be a bewildering maze of health and human service agencies' phone numbers. By simply dialing 2-1-1, those in need of assistance are referred, and sometimes connected, to appropriate agencies and community organizations.

Background

In July 2000, the Federal Communications Commission (FCC) reserved the 2-1-1 dialing code for community information and referral services. The 2-1-1 code was intended as an easy-to-remember and universally-recognizable number that would enable a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies. Dialing 2-1-1 helps the elderly, the disabled, those who do not speak English, those who are having a personal crisis, the illiterate, or those who are new to their communities, among others, by providing referrals to, and information about, health and human services organizations and agencies.

Currently 32 states and Washington, D.C. provide 2-1-1 referral services. Other states are in various phases of implementation.

How 2-1-1 Works

2-1-1 works a bit like 9-1-1. Calls to 2-1-1 are routed by the local telephone company to a local or regional calling center. The 2-1-1 center's referral specialists question callers, access databases of resources available from private and public health and human service agencies, match the callers' needs to available resources and link or refer them directly to an agency or organization that can help.

What Types of Referrals 2-1-1 Offers

- **Basic Human Needs Resources** – food and clothing banks, shelters, rent assistance, and utility assistance.
- **Physical and Mental Health Resources** - health insurance programs, Medicaid and Medicare, maternal health resources, health insurance programs for children, medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention and rehabilitation.

- **Work Support** – financial assistance, job training, transportation assistance and education programs.
- **Support for Older Americans and Persons with Disabilities** – adult day care, congregate meals, respite care, home health care, transportation, and homemaker services.
- **Children, Youth and Family Support** – child care, after school programs, educational programs for low-income families, family resource centers, summer camps and recreation programs, mentoring, tutoring, and protective services.

Individuals who wish to donate time or money to health and human services-related agencies and organizations can also dial 2-1-1.

To find out more about 2-1-1 or to find out if your state has implemented 2-1-1, visit www.211.org or contact the FCC's Consumer Center at 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL-FCC (1-888-835-5322) TTY.

For this or any other consumer publication in an alternative format (electronic ASCII text, Braille, large print, or audio) please write or call us at the address or phone number below, or send an e-mail to FCC504@fcc.gov.

To receive information on this and other FCC consumer topics through the Commission's electronic subscriber service, click on <http://www.fcc.gov/cgb/contacts/>.

This document is for consumer education purposes only and is not intended to affect any proceeding or cases involving this subject matter or related issues.

10/07/05



Federal Communications Commission · Consumer & Governmental Affairs Bureau · 445 12th St. S.W. · Washington, DC 20554

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last reviewed/updated on 10/07/05

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FOR IMMEDIATE RELEASE

Contact: Sheila Consaul
703-683-7871

United Way of America Calling for 2-1-1 Expansion Nationwide

*Cost Benefit Analysis of 2-1-1 Shows \$1.1 Billion Value to Society.
Wal-Mart Contributes \$500,000 to Support 2-1-1 Expansion.*

ALEXANDRIA, VA (February 11, 2005)—Today, United Way of America (UWA) is rallying local communities nationwide to support stronger efforts and Federal funding to make 2-1-1 service available to all Americans. To help increase 2-1-1 coverage nationwide, the Wal-Mart Foundation announced an investment of \$500,000 to support United Way efforts.

2-1-1 is an easy-to-remember 3-digit dialing system (similar to 9-1-1 and 4-1-1) that makes a simple, but critical connection between individuals and families who are seeking services or volunteer opportunities and the appropriate community-based organizations and government agencies. It is a cost-effective answer to help local communities navigate the complex and ever-growing maze of human service agencies and programs, and we know from the experiences of 9-1-1 and 4-1-1 that clear, concise 3-digit dialing works.

"Where 2-1-1 is operational, people can more quickly gain access to a full range of community resources," said Brian Gallagher, UWA President and CEO. "In a country where we are only as strong as our local communities, we must ensure that all, not just some, have the ability to give and get help when and where they need it. A nationwide 2-1-1 system would do that and citizens can make it happen."

As evidenced by the response to the hurricanes in Florida last year, where hundreds of thousands of calls went to 2-1-1 over many weeks, an active, robust 2-1-1 system can be an integral crisis response tool for communities across the country. In widespread emergencies like an attack, flood, tornado, fire, or health crisis, not only does this valuable service alleviate the strain on systems like 9-1-1, but it is also there for people who don't know where to turn for help, thus saving individuals time and agencies and taxpayers money by making existing systems work more efficiently and effectively.

2-1-1 can further be used as a long-term community planning tool. Based on aggregate data about the types of calls a local 2-1-1 call center receives, communities are in a better position to anticipate demand for services and mobilize resources to meet changing needs.

Congressional Support for 2-1-1

Efforts are underway in Congress to facilitate the expansion of 2-1-1, with the recent reintroduction of *The Calling for 2-1-1 Act* (S. 211) in the Senate by Senators Elizabeth Dole (R-NC) and Hillary Clinton (D-NY). This bill spearheads a bipartisan effort to secure \$150 million in federal funding for 2-1-1 and support its nationwide adoption. Similar legislation will soon be introduced in the U.S. House of Representatives.

National 2-1-1 Expansion/Page 2

"With the abundance of agencies and help lines, people often aren't sure where to turn to get the proper assistance," said Senator Dole. "The 2-1-1 line allows families and individuals to find the faith-based, community or government agency to best serve their needs. United Way 2-1-1 has done an outstanding job in working to meet so many needs. I have seen firsthand why it is so important to coordinate volunteers and various agencies, particularly during a crisis situation."

"For some time now I have been an ardent supporter of the creation of a nationwide 2-1-1 system," said Senator Clinton. "I had the pleasure of recently visiting the opening of a 2-1-1 call center in Rochester, New York, to see firsthand the positive impact it can have on individuals by making a wide array of social services and volunteer opportunity information available quickly and easily. 2-1-1 currently reaches only a little more than one-third of the U.S. population because of funding constraints. The federal government partnering with state and local 2-1-1 stakeholders will help bring real impact by helping to launch it nationwide."

Americans interested in supporting 2-1-1 in their states can do so by calling a toll free line, 1-888-PASS-211 (1-888-727-7211), which will automatically connect them to the Washington, D.C., offices of their Members of Congress and allow their voices to be heard.

Three More States Launch 2-1-1 Service on 2/11/05

New Jersey, Utah and Vermont today became the most recent states with statewide 2-1-1 networks, inaugurating their services on the symbolic date of February 11. 2-1-1 was first launched by United Way of Metropolitan Atlanta in 1997 and in only a few years, this service has grown to currently serve nearly 102 million Americans—over 34 percent of the U.S. population—in a total of 141 active 2-1-1 systems in 30 states and Washington, D.C. UWA has a goal to help ensure that 50 percent of the population is covered by 2-1-1 by the end of this year.

Cost-benefit Analysis

Recently, UWA commissioned a study to assess the expected costs and anticipated benefits of a nationwide 2-1-1 system. The study, completed by the University of Texas Ray Marshall Center for the Study of Human Resources, concluded that 2-1-1 would ultimately provide American taxpayers up to \$1.1 billion in net value over the next 10 years. Furthermore, when an individual seeks information or referral services for which he or she has little or no prior knowledge or experience, dialing 2-1-1 is much simpler than other options. The research also found that dialing a general information system (such as 4-1-1) is no substitute for 2-1-1 since the telephone directory system lists entities by name only, which provides information that is too general in nature to be very useful and may also charge a fee for the service.

For further information or to obtain a copy of the cost-benefit analysis, please visit www.unitedway.org.

###

About United Way of America

United Way of America is the national organization dedicated to leading the United Way movement in making a measurable impact in every community in America. The United Way movement includes approximately 1,400 community-based United Way organizations. Each is independent, separately incorporated and governed by local volunteers. For more information about United Way, visit www.unitedway.org.



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AIRS mission: "To provide leadership and support to the membership to advance the capacity of a Standards-driven Information and Referral industry that brings people and services together."

The Alliance of Information and Referral Systems (AIRS) was incorporated in 1973 to improve access to services for all people through information and referral.

AIRS offers a professional umbrella for all I&R providers in both public and private organizations. Comprehensive and specialized I&R programs are found in nearly every community and operate as a critical part of the health and human service delivery system.

AIRS is ...

... the international voice of Information and Referral (I&R).

... a professional membership association of over 1,000 organizations, supporting over 30 state and regional affiliates, bringing people and services together.

... in partnership with the United Way, the premier leader in the development of the 2-1-1 movement that has transformed access for human services.

... the driving force behind the development of clear and consistent professional Standards that benchmark every aspect of quality I&R.

... the administrator of an accreditation program that measures an organization's ability to meet the AIRS Standards, and a certification program that evaluates the competence of I&R practitioners.

... a provider of training, support and technical assistance that culminates in an annual international conference that attracts over 700 delegates to participate in nearly 100 workshops.

... a national leader in human services that participates in critical partnerships with the United Way of America, the National Association of State Units on Aging, the National Emergency Number Association, the American Association of Suicidology and InformCanada.

... a non-profit organization as determined under section 501(c)(3) of the Internal Revenue Code.

... a membership organization committed to serving our members at the same level that they serve their clients. (To view the AIRS Member Service Standards, [click here](#))

Please Join Us

AIRS welcomes your membership and the opportunity to serve your need. You can [join AIRS now](#) or contact the AIRS office by calling 703-218-AIRS x 206 for more information.


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2-1-1 Initiative

I&R: The Birthplace of 2-1-1

"We find that the Information & Referral Petitioners have demonstrated sufficient public benefits to justify use of a scarce public resource and we therefore assign 2-1-1 to be used for access to community information and referral services."
Federal Communications Commission's final order to assign 2-1-1 on 21st July, 2000.

2-1-1 is a simple, easy-to-remember three-digit telephone number that has transformed access to human services.

2-1-1 is a national partnership between AIRS and the [United Way of America](#)

2-1-1 is built on existing I&R infrastructure, providing an easy way for citizens to access comprehensive and specialized I&R services in their community.

People in search of critical services such as emergency financial assistance, food, shelter, child care, jobs, or mental health support often do not know where to begin. Looking for help means locating dozens of phone numbers and/or websites (for those who have access), and then searching through a maze of agencies and services to make the right connection.

2-1-1 provides an easy way for every citizen to access comprehensive and specialized I&R services in their community. This universal number connects individuals with community resources to find help or give help in their communities.

The mission of 2-1-1 is to build America's capacity to strengthen the way people access help and engage in civic life.

AIRS and the [United Way of America](#) have provided ongoing leadership to the 2-1-1 initiative which is designed to accelerate, lead, and support the implementation and sustainability of the national 2-1-1 system.

As of March 2006, 2-1-1 serves over 163 million Americans – over 55% of the entire population – through 187 active 2-1-1 systems covering all or part of 38 states plus Washington DC and Puerto Rico. Every few weeks, those numbers increase. In Canada, 2-1-1 currently covers over 20% of the population.

For more information on 2-1-1 in the United States, visit www.211.org. For more information on 2-1-1 in Canada, visit www.211.ca.

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2-1-1 INFOLINE

Connecting Connecticut with Services



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About Us



2-1-1 Infoline has been helping people need throughout the state for almost 31 years.

Related Links...

- ◆ [Framework of a 2-1-1 Call](#)
- ◆ [How Data is Collected](#)
- ◆ [Products](#)

2-1-1 Infoline is an integrated system of help via the telephone - a single source for information about community services, referrals to human services, and crisis intervention. It is accessed toll-free from anywhere Connecticut by simply dialing 2-1-1. It operates 24 hours a day, 365 days a year. Multilingual call specialists and TDD access is available.

Infoline was created in 1976 as a public/private partnership of United Way and the State of Connecticut. By the mid-eighties, it had gained national recognition as a model system. In 1995, Infoline was certified in crisis intervention by the American Association of Suicidology.

In 1998, the Governor and Legislature supported the initiative for an easy-to-remember, three-digit 2-1-1 number for Infoline. The number went into effect March 1999, replacing 1-800-203-1234. Though there are numerous information and referral services throughout the country, Connecticut is the first state in the nation to use 2-1-1 statewide.

In July 2000, the Federal Communications Commission designated 2-1-1 as the number to call nationally for information about health and human services. United Way of Connecticut was a leader in making the three-digit number accessible nationwide and is now involved in helping other states set up their 2-1-1 systems.

How Infoline helps callers

Connecticut residents call Infoline for many different types of help. Professional call specialists help callers with such complex issues as substance abuse, gambling, domestic violence programs, suicide prevention, financial problems, and much more. Other callers may simply be looking for volunteer opportunities. By dialing 2-1-1, a caller is connected with an Infoline call specialist who helps the caller assess the situation and find the community services in their area that can assist them. It's important for people to remember that 911 remains the number to call for police, fire or EMS emergency response and 411 remains the number to call for telephone directory information.

Serving Agencies, Government and Businesses

Infoline has developed the state's most comprehensive database of human service resources. It is continuously updated, providing the

foundation for mailing list, a statewide directory available on CD Rom, and a searchable database on our web site www.infoline.org. The collection of data on demographics and caller problems provides another valuable resource by presenting an overview of the problems facing Connecticut residents. This data is used for many types of human-need assessments in the state.

Customized arrangements enable many non-profit agencies to provide after-hours coverage for their clients. Infoline call specialists screen call and access agency staff when crisis intervention is necessary.

Some Infoline Facts

- Over 300,000 people in Connecticut called Infoline last year. Help is available 24 hours a day, every day of the year. Infoline has multilingual call specialist and is accessible to the hearing-impaired by TDD.
The most frequently requested services are: Financial Assistance, Food, Protective Services, Legal Assistance, Child Care, Utilities/Heat, Social Support, Housing, and Mental Health.
- Infoline is fully certified in crisis intervention by the American Association of Suicidology since 1995.

Some Typical Calls

- The mother of a 12-year-old seeks counseling for her son who is not going to school regularly.
- A single mother is worried about the gas shutoff notice she just received.
- A landlord has been threatened by a tenant who has damaged his apartment, moved out, and now wants security deposit back.
- A caller is depressed, considering suicide and wants help.
- A young woman with a disability inquires about available transportation.
- The caller needs information about eligibility for Food Stamps.
- A guidance counselor is searching for a parenting education course for a teen father.
- A recent widower is looking for a social group to join.
- A caller with gambling problems seeks services for help.
- A traveler wants to know how to get a passport.
- A teenager has problems at home, a father who drinks, and needs someone to talk to.
- An older man has been caring for his wife, who has advancing Alzheimer symptoms. He is now exhausted and needs assistance and respite.
- A recently divorced employee is frequently missing work; he needs affordable, reliable child care.

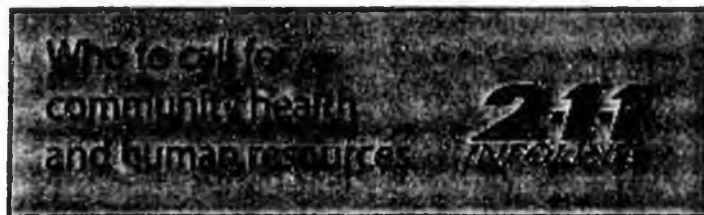
2-1-1 Infoline is a public/private partnership between the State of Connecticut and Connecticut United Ways. 2-1-1 Infoline is accredited by the Alliance of Information and Referral Systems (AIRS) and by American Association of Suicidology (AAS). Copyrighted materials reproduced by permission from INFOLINE of Los Angeles. Translate this page.

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Have you ever wondered...

How to find a community service when you or someone you know needs help? Or where do you turn when you want to reach out and help by volunteering or donating? There are thousands of health and human services programs to help people in Connecticut. Finding the one you need can be difficult.

The first step in finding help is knowing WHO to call... you know to dial 911 for emergencies... and 411 for directory assistance... and now, you can dial 2-1-1 for community health and human resources! Dialing 2-1-1 can help you locate a variety of services in Connecticut.

If you are outside of Connecticut call 1-800-203-1234 or if you are looking for a 2-1-1 Call Center outside of Connecticut go to [211.org](#).

2-1-1 Infoline is a public/private partnership between the [State of Connecticut](#) and [Connecticut United Ways](#) and is accredited by [American Association of Suicidology \(AAS\)](#) and the [Alliance of information and Referral Systems \(AIRS\)](#).

Focus on: Individual Development Accounts (IDAs)

Individual Development Accounts (IDAs) are restricted savings accounts for individuals of limited financial means and for specific restricted purposes such as continuing education, purchasing a home or starting a business ...[more](#)

- Organizations that Offer the IDA Program

Save the Date

May 17 - New England Information and Referral Training Conference >>

Search for Services



2-1-1 Infoline: Search Connecticut's health and human services database.

Child Care: Search for child care options in Connecticut

eLibrary: Tips and resources on health and human services topics.

Health Care Resource Guide: Information on how to get health care in Connecticut

Housing: Find shelter, transitional housing, housing assistance programs, subsidized housing and more.

Specialized Directories: Search for food, housing and more

Substance Abuse: Search for prevention, treatment, rehabilitative services, and more.

Where to Turn in Connecticut When You Become Unemployed: Provides information on state, federal and local resources to help people who are unemployed and looking for jobs.

Survey

You are invited to participate in our survey. It will take approximately 5 minutes to complete the questionnaire
go➔

(Online Survey Powered By QuestionPro Web Surveys)

ENews

Focus on: HUSKY Infoline >>



CAIRS is an affiliate of



The 2-1-1 California Partnership is committed to making 2-1-1 available to all California residents

2-1-1 service is now active in Ventura, Los Angeles, Orange, Riverside, Santa Barbara, and San Diego counties. See the California Launch Press Release.

2-1-1 is an easy to remember telephone number connecting people with important community services.

Review the 2-1-1 State Plan (revised 1/2006) or review a two page summary of the plan.

A national cost benefit analysis estimates the net value to society of a national 2-1-1 system approaching \$130 million in the first year alone, and a conservative estimate of \$1.1 billion over ten years.

(University of Texas, 2004)

Benefits of a state-wide 2-1-1 system:

- **Community members benefit from simple access to services**
- **One-number access to wide range of service information**
- **Quality referrals eliminates the need for multiple calls, unnecessary trips**
- **Expanded coverage, particularly in counties not currently served**

Links

- News
- Conferences
- Board
- Members
- Agency List
- Membership
- Newsletters
- 211
- Contact Us



by I&R services

- **Taxpayers benefit from more effective access to information**
 - **Improved human services as professionals use 2-1-1 to connect clients to needed services**
 - **Updated public information can be disseminated quickly, such as for public health concerns**
 - **Less duplication as 2-1-1 reduces the need for other entities to develop, maintain, and operate new I&R systems or 800 numbers**
 - **Better planning and assessment 2-1-1 generates valuable information on community needs**

- **The whole community benefits from a stronger public safety system**
 - **Relieves 911 call volume, allowing for faster response to real emergencies**
 - **Centralized disaster response information**
 - **After the 9/11 terrorist attacks, 95 percent of all calls in Connecticut for mental health counseling, volunteering, and other services went to 2-1-1. New York, without a 2-1-1 system, created 400 new information lines, resulting in confusion and wasted resources.**
 - **During the 2004 hurricane season, thousands of Floridians turned to 2-1-1 for help**

Where does 2-1-1 exist?

2-1-1 is currently available to over 119 million people across the United States in 31 states, 40% of the U.S. population (www.211.org). California's first 2-1-1 services launched on February 11, 2005 in Ventura County. By the end of 2005, the Partnership projects that 2-1-1 will be available in 55% of Californians in 7 counties.

What is the 2-1-1 California Partnership?

The 2-1-1 California Partnership is a collaborative effort between the California Alliance of Information and Referral Systems (CAIRS) and United Ways of California (UWCA) to implement 2-1-1 service throughout the state. In 2005, the Partnership is developing a statewide business plan for 2-1-1 implementation.

To get all the latest 2-1-1 news, sign up for the 2-1-1 Action Update by sending your email address to Lynn Pesely at lpesely@yahoo.com.

2-1-1 California Partnership Statewide Planning

CAIRS Input to Standards

2-1-1 Status by County

2-1-1 Roll Out Plans by County - Chart

2-1-1 Roll Out Plans by County - 2-1-1 Map

Counties with Comprehensive I&R

Regional Meeting Presentation

Summary of Regional Meetings

Regional Meeting Detailed Notes

Regional Meetings -- Thoughts on 100% Coverage

Statewide Planning Update

Input to Business Plan by Component

April Stakeholder Meeting Notes

June Stakeholder Meeting Notes

Stakeholder Participants

2-1-1 Information Kit

2-1-1 Fact Sheet

2-1-1 Action Updates

2-1-1 Presentation by CAIRS (.ppt format)

CAIRS/UWCA MOU At-A-Glance

**2005 CalNENA Conference 2-1-1
Presentation (.ppt format)**

2-1-1 Tool Kit

2-1-1 Application Proof of Service Form

Butte County Update and Report

2-1-1 Service Provider Application

2-1-1 Endorsement Form

**2-1-1 Service Provider Application at a
Glance**

Cost per Call Calculations

Application Checklist

Planning Checklist

Marketing 2-1-1

**Telecommunications and Technology
Primer**

2-1-1 Costs and Benefits

**2-1-1: A New Essential Link for Disaster
Information**

**National Benefit/Cost Analysis of Three
Digit-Accessed Telephone Information
and Referral Services; December 2004**

50 Ways 2-1-1 Works

Maryland Study

Nebraska Study

San Diego First 5 Commission Study

Texas Study and Analysis

First 5 Funding for California 2-1-1/I&R's

New Mexico Study

Federal 2-1-1 Legislation

S 211 and HR 896 Co-Sponsor List

Sample Letter to Representatives

Sample Letter to Senators

2-1-1 Standards

**CPUC final decision establishing
procedures for implementing 2-1-1 dialing
in CA**

AIRS Standards for Professional I&R

Disability Access Standards

211 LA County Performance Goals

**National 211 Benchmark Survey -
conducted by 211 San Diego**

NEWS:

- San Francisco Chronicle, March 29, 2006 **Social Services Available on New 211 Hotline**

United Way
of Anchorage



Connecting Alaskans with Services

Alaska Regulatory Commission Grants United Way use of 2-1-1 dialing code

The first step in finding help is knowing who to call. You know to dial 911 for emergencies and 411 for directory assistance. Soon, Alaskans will be able to dial 2-1-1 to connect to essential community health and human service resources.

On October 14, 2005, the Regulatory Commission of Alaska granted United Way of Anchorage approval to use the 2-1-1 dialing code on a statewide basis to provide a health and social services information and referral service within Alaska.

Within the year, many Alaskans in need of a food bank, help for an elderly parent, counseling in family crisis or childcare services will be able to dial this easy to remember telephone number or access information online via the internet and shortcut an often bewildering maze of health and human services agencies and programs.

"Help is out there," said Sue Brogan, project manager for Alaska 211. "It's figuring out how to get it that often keeps people from receiving the help they need. This vital service will also provide trending information on changing community needs which will allow social service agencies to proactively respond to newly emerging needs."

The goal is to have 2-1-1 call center operators available 24 hours a day, 365 days a year. These trained and accredited Information and Referral Specialists (I&R) will assess a callers' needs, access a continuously updated statewide database, and refer callers to the appropriate agencies and organizations who can help. A pilot 2-1-1 system covering Anchorage is expected to be 2007.

The improved well-being of Alaskans, enhanced public safety and crisis recovery efforts as well as cost savings for taxpayers, employers, and government are just some of the benefits expected from Alaska 2-1-1.

A vertical poster titled "ALASKA 2-1-1 at a glance" with a grid of small text boxes containing various service categories and contact information.

**ALASKA 2-1-1
at a glance**

ALASKA 2-1-1 is a statewide information and referral service that connects Alaskans with the help they need. It is supported by state government, businesses and non-profits as a way to improve the lives of the residents of their community and the state.

Contact Information:

To learn more, contact:
Sue Brogan
United Way of Anchorage
70 West 48th Avenue
Suite 230
Anchorage, AK 99501
907.263.3822
sbrogan@ak.org

April 13, 2005

Honorable Representative Don Young
Alaska-At Large, Republican
2111 Rayburn HOB
Washington, DC 20515-0201

Dear Representative Young:

We are writing to ask you to support "The Calling for 2-1-1 Act" (S 211 and HR 896). The legislation has wide bipartisan co-sponsorships.

2-1-1 is a national telephone number for access to health and human services and volunteer opportunities. Today, 2-1-1 serves over 37% of U.S. residents and is a model public/private partnership. It is currently funded by state and local governments, United Ways and other non-profits, foundations, and corporate donations. Passage of this legislation would provide sustainable funding for nationwide availability. Once fully in place, 2-1-1 will be as well known and useful as 9-1-1 is for emergencies.

Thanks to the assistance of Senator Stevens, we are forming a statewide Alaska 2-1-1 line. This will grow from the few existing regional phone information lines and online information and referral databases. It will be operated by the United Way of Anchorage in partnership with the Alaska Department of Health and Social Services, the Municipality of Anchorage, other Alaska United Ways, and many others. This group is currently working together to create a single database of health and human services that will cover a majority of the state. We are also working with faith-based organizations to ensure that the many Alaska faith-based service providers are listed in the directory of services.

2-1-1 services will be extremely valuable in Alaska, particularly as rural residents travel to urban centers. The services can be tailored to local needs and provide referrals for basic and crisis human services needs. For examples, 2-1-1 can offer access to the following type of services:

- Core needs resources, such as food banks, clothing closets, shelters, rent assistance, and utility assistance.
- Physical and mental health resources, such as health insurance programs, Medicaid and Medicare, maternal health, medical information lines, crisis prevention, support groups, counseling, and drug and alcohol intervention and rehabilitation.
- Employment supports, such as financial assistance, job training, transportation assistance, and education programs.
- Support for older Americans and persons with disabilities, such as adult day care, Meals on Wheels, respite care, home health care, transportation, and homemaker services.

- Support for children, youth and families, such as childcare, after school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, and protective services.
- Volunteer and donation opportunities.

2-1-1 systems have also proven to be invaluable during disasters and an asset for community planning.

We have a great collaborative start on this process in Alaska, but we are still a long way from making Alaska 2-1-1 a reality. Passage of S 211 and HR 896 will enable Alaska to garner the benefits that other communities with 2-1-1 capability have realized.

We urge you to support "The Calling for 2-1-1 Act."

Thank you for your consideration.

Sincerely,

Michelle Brown
President
United Way of Anchorage

Ernie Hall
Chairman, Board of Directors
United Way of Anchorage