

## 211 Information and Referral



At the end of the phone line, there is a compassionate person saving a life, transforming a family, or changing a community...one phone call at a time.

The 211 contact center and 211ct.org are unique assets to Connecticut residents, our communities, and our many partners – serving as a “one stop shop” to help Connecticut residents make 1.8 million connections to services and benefits that meet their urgent needs and improve their lives.

If you need help, call 211 for free, confidential support 24 hours a day, 7 days a week, 365 days a year or search 40,000+ community resources and check if you are eligible for 23 state and federal benefits at 211ct.org.

### 211 RESPONDS TO OUR COMMUNITY'S MOST PRESSING ISSUES.

In fiscal year 2022, 211 responded to 3 million inquiries from people seeking help.

#### 211 Information and Referral Service Requests FY22

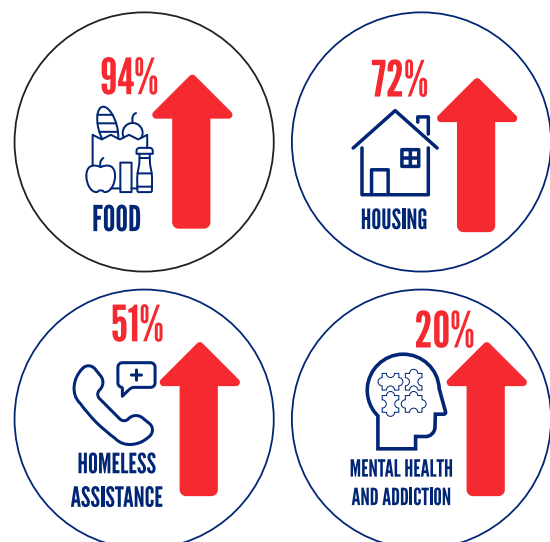
Healthcare & COVID-19	1,971,540
Housing & Shelter	356,204
Food	146,479
Mental Health & Addictions	136,029
Employment & Income	111,739
Utilities	103,650
Transportation Assistance	38,324
Government & Legal	34,099
Clothing & Household	16,904
Child Care & Parenting	10,148
Disaster	6,013
Education	5,872

### CALL VOLUME IS ON THE RISE.

211 experienced a 23% increase in the top 10 non-COVID phone inquiries compared to FY2015.

#### Increase in Calls

Over the last 3 years (FY19-FY22)



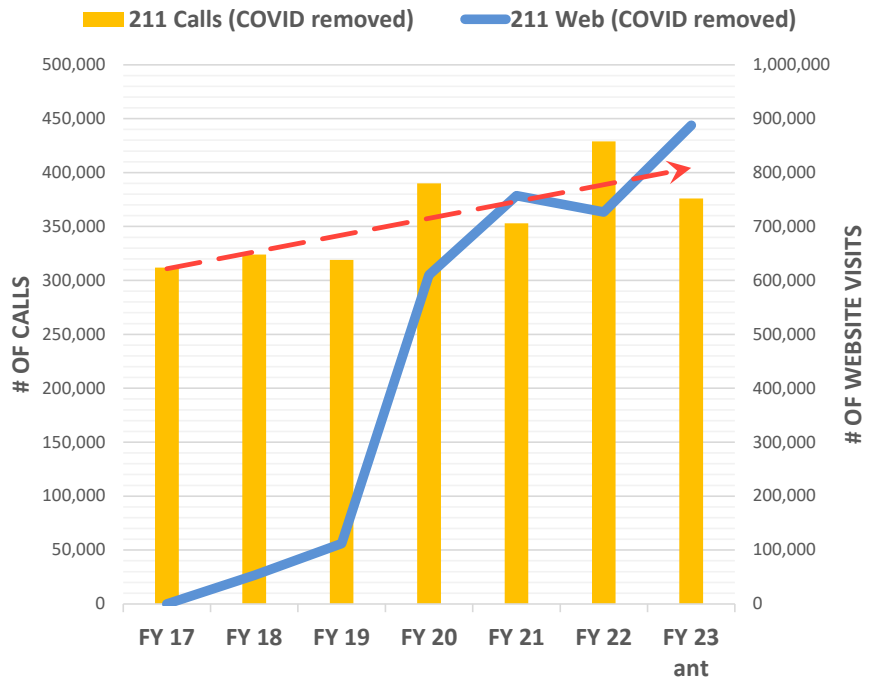
# RESOURCES AND CAPACITY DO NOT MATCH RESIDENTS' NEEDS

The **close-out of COVID surge staffing** in September 2022 leaves the 211 contact center under-resourced to meet the demand from Connecticut residents.

## IMPACT OF REDUCTION IN SURGE STAFFING

- The number of 211 callers assisted fell by 50%.
- 211 daytime hold times increased by 110%.
- 211 offers a “call back” option, but with our staffing shortage response times can be as high as 23 hours.

## 211 contacts



Even as website use increases, call volume continues to trend upward.

# 211 INFORMATION AND REFERRAL: RESOURCES NEEDED

**\$1.24 million in new funding** for a total DSS 211 commitment of \$4.79 million.



**13 additional Resource Navigators**  
= Total team of 30



**More people served: 1,740 additional callers** will get assistance every week.

**Better service:** Most callers will wait **less than 3 minutes**.

Additional investment is needed so that 211 can help more people, more quickly.

Long wait times discourage callers and have a negative impact on 211’s ability to connect people with the assistance they need.

If you have questions or would like to discuss this fact sheet, please contact:

Amy Casavina Hall | United Way of Connecticut | 860-541-5828 or Amy.CasavinaHall@ctunitedway.org  
For additional information, visit 211ct.org.