

**94% CALLER
SATISFACTION**

75% ISSUES RESOLVED



2.1.1

Connecticut



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Strengthen 211 to meet increasing demand

Excluding COVID, 211 has received a 300% increase in phone and web requests since 2019

- **Serve an additional 1,700 callers every week:** This requires an additional 20 professional contact center specialists for our Information and Referral services
- **Keep young people in school and employed:** Reduce youth disconnection with a new AI-enabled app, awareness campaign and flex funds

"I needed to connect with someone who cared. Being able to talk through it helped me feel less anxious and angry." – 211 caller from Manchester

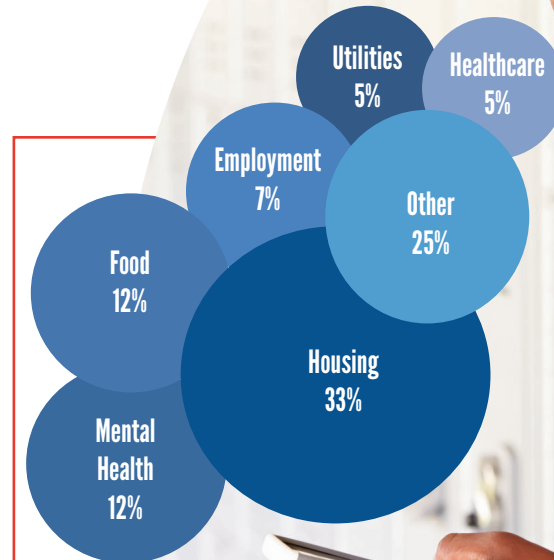
BY THE NUMBERS

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- Flat funding of our Informational and Referral services contract with the Department of Social Services since 2010 has reduced critical staffing capacity
- There is a direct connection between staffing levels, wait times and the number of residents 211 can serve – for example, our 988 Suicide and Crisis Lifeline answers 95% of calls in less than 10 seconds
- Connecting residents with more than 40,000 community resources, making our social service ecosystem more effective and efficient

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1.8M service requests in 2024

