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The **211 Collaborative** is a partnership of organizations advocating national designation of 211. Led by United Way of America (UWA) and the Alliance of Information and Referral Systems (AIRS), it includes state and local United Ways and AIRS members. UWA is the national service and training center for 1400 independent United Way organizations. AIRS is a national membership organization for over 800 I&R providers.

For More Information Contact:

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211
A NATIONAL
TELEPHONE
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FOR
ACCESS TO
HEALTH
AND
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What is 211? 211 is an easy-to-remember and universally recognizable number that makes a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies. The 211 dialing code is a health and human services information and referral line currently available in only a few jurisdictions.

The **211 Collaborative**, led by United Way of America and the Alliance of Information and Referral Systems, is a partnership of national, state and local non-profit organizations. It filed a petition with the Federal Communications Commission (FCC) requesting national designation of the 211 abbreviated dialing code for access to health and human services information and referral. The petition has been pending for well over a year.

We Need Your Help. The Collaborative is seeking endorsements of this effort to demonstrate to the FCC the widespread need for 211 and the impact it would have on communities across the country. If you are interested in supporting 211, please contact United Way of America for more information. Contact information is on the reverse.

Why the FCC should assign 211 for health and human services:

There is a demonstrated need for 211.

211 specifically helps:

Children and youth
Parents
Older adults
Welfare-to-work clients
Persons with disabilities
Non-English speaking individuals
Illiterate individuals
Volunteers
Individuals incapacitated by crisis—abuse victims, natural disaster victims, suicidal individuals

211 is efficient and effective.

Americans make approximately 50 million calls a year to health and human services Information & Referral (I&R) lines. With over 5,000 I&R services across the United States, they are a significant part of the infrastructure of our communities.

United Way of Metropolitan Atlanta and United Way of Connecticut have implemented 211. Nearly every other state is exploring or pursuing 211 designation, demonstrating the widespread need for this service. Since United Way of Metropolitan Atlanta and United Way of Connecticut switched from 10-digit I&R numbers to 211, the volume of calls received at both has increased by 40 percent.

Many people find it difficult or impossible to locate the agency which will serve their needs by searching phone directories and making countless calls.

I&R centers may be under-utilized because communities are not aware of these gateways to human services.

Recent policy trends highlight the need for a comprehensive one-stop resource for health and human service needs. As many people move from welfare to work, they become increasingly disconnected from the social services system and the benefits for which their family qualifies. With an increased reliance on the nonprofit sector for health and human services, 211 makes it more convenient and cost-effective for communities to address the diverse needs of their residents.

Crises do not observe business hours—in many communities I&R is available 24 hours a day, seven days a week.

211 centers benefit individuals and the community by:

working with people in need to fully understand their problems and determine the best ways to address the issues;

assisting callers by providing them with program eligibility criteria and service provider information;

maintaining comprehensive databases of resources including federal, state and local government agencies, community-based organizations, and private non-profits;

conducting outreach in the community, educating callers on the variety of services available;

compiling caller data, providing critical information for community services planning, such as data on social needs and trends and duplication or gaps in services;

☐ **alleviating** calls to inappropriate agencies resulting in fewer misdirected calls, helping save time and money for agencies and preventing caller frustration; and

☐ **reducing** congestion on 911 lines.

☐ United Ways and the Alliance of Information & Referral Systems have developed national certification and accreditation standards for I&R services insuring quality control.

211 makes a critical connection between individuals and families in need and the appropriate organization(s) that can help. Studies have shown individuals and families often find it difficult to navigate the complex and ever-growing maze of health and human services agencies and programs and the numerous referrals they receive as they are trying to identify the appropriate service or program. There are almost 700,000 nonprofits around the United States and scores of government agencies in cities and counties.

Organizations generally are not listed in the phone book or directory assistance by service or functional category making it difficult to determine which one to call for a specific need.

Travelers and new residents may be unfamiliar with the community and the services available.

Rural residents may need to access services outside of their community.

Those living and working in areas which span jurisdictions would benefit from assistance identifying where the needed services are offered and who is eligible.

With 211, I&Rs are able to serve many more people and are able to make many more referrals to public and private service providers.

Callers often need help prioritizing their problems and creating a plan of action to address multiple needs. I&R specialists can provide this service.

As 211 becomes a part of the public consciousness, individuals and families will use 211 as a service that can help prevent last minute crisis situations.

People can call 211 not only to get help but to give help through information about volunteer and donation opportunities.

211 serves a distinct purpose from 311 which is for non-emergency police needs and 911 which is for life-threatening emergencies. 211-specialists address the fundamental cause of callers' problems (i.e. drug addiction) not just symptoms (i.e. drug overdose), linking them with services that deal with the underlying problem, possibly preventing future calls to 311 and 911.

While only a few jurisdictions have even implemented 311, 211 will alleviate 911 congestion by absorbing the inappropriate, non-emergency calls made to 911.

A toll-free number would not be an effective alternative to 211. There are millions of toll-free 800, 877, and 888 numbers and directory service for toll-free numbers is provided by name and not service type, making it difficult for a caller to identify the service they need.

211 serves the public interest.

211 makes referrals to services for:

Crisis Intervention
Drug/Alcohol Intervention or Rehabilitation
Food Banks
Clothing
Counseling
Shelter
Senior Citizens
Day Care and After-School Programs
Job Training and Assistance
Transportation Assistance
Mentoring/Tutoring
Recreation and Education Programs
Low Income Energy Assistance
One-Time Rent Assistance
Volunteer Opportunities and Donations

The proposed alternatives are inadequate.



If the FCC does not designate 211 nationally for I&R, current and ongoing 211 implementation in state and local jurisdictions will be in jeopardy. Some state public utility commissions have indicated they will not take action on 2 petitions while the FCC petition is pending.



DIAL 211 A NATIONAL 'TELEPHONE NUMBER FOR ACCESS TO HEALTH AND HUMAN SERVICES



What is 211?

211 is an easy-to-remember and universally recognizable number that makes a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies. 211 is a health and human services information and referral line (I&R) available in only a few jurisdictions.

What is I&R?

Information and referral services are the link between people in need of health and human services assistance and the appropriate providers of such services. I&R services across the United States answer more than 50 million calls annually.

I&R specialists assess callers' needs and determine the service provider best equipped to handle their problems or crises. Additionally, I&R specialists are trained to determine whether a caller may be eligible for other services in the community. I&R providers maintain comprehensive databases of resources, including federal, state and local government agencies, community-based organizations, and private non-profits.

What is the 211 Collaborative?

The 211 Collaborative is a partnership of organizations advocating for national designation of 211. Led by United Way of America (UWA) and the Alliance of Information and Referral Systems (AIRS), it includes state and local United Ways and AIRS members. UWA is the national service and training center for 1400 independent United Way organizations. AIRS is a national membership organization for over 800 I&R providers.

Where is 211?

In 1997, the United Way of Metropolitan Atlanta converted and expanded their I&R service to 211, serving 13 counties in and around Atlanta, GA. In May 1998, the 211 Collaborative submitted a petition to the Federal Communications Commission (FCC) requesting national designation of 211 for health and human services information and referral. In 1999, United Way of Connecticut launched its statewide 211 service while North Carolina and Alabama assigned 211 for health and human service I&R. Nearly every other state is presently exploring or pursuing implementation of 211.

For More Information Contact: United Way of America, 701 N. Fairfax Street, Alexandria, Virginia 22314. Ilsa Flanagan, Senior Director, Public Policy, 703-683-7817 (local), 800-892-2757, ext. 817 ilsa.flanagan@uwa.unitedway.org or Georgia Deoudes, Director, Public Policy, 703-836-7112, ext. 498 (local), 800-892-2757, ext. 498, georgia.deoudes@uwa.unitedway.org Alliance of Information and Referral Systems, Inc., P.O. Box 31668, Seattle, Washington 98103. Peter Aberg, Executive Director, 206-632-2477. pkairs@aol.com





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What is the 211 Collaborative?

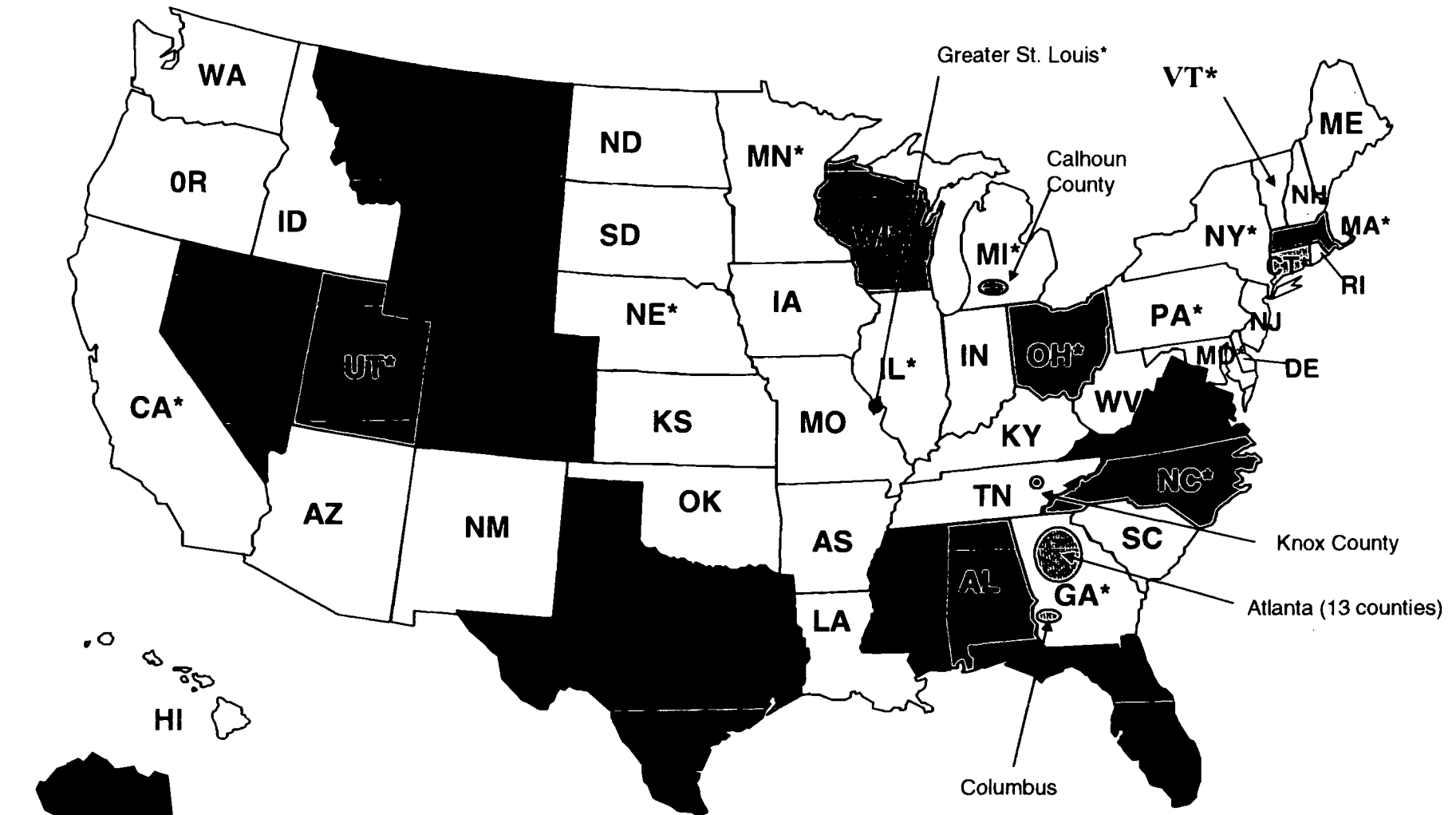
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National 2-1-1 Initiative



**Denotes states which have members in National 211 Partnership, along with Alliance of Information and Referral Systems, United Way of America and Community Information Toronto.*
March 24, 2000

- Active 2-1-1 in at least one locality
- Petition filed with local PUC/PSC for 2-1-1
- Petition approved/implement. plans underway
- Statewide I&R model developed
2-1-1 under consideration
- No commitment to date

Ann O'Leary



Jim Browne <jbrowne@getnetwise.org>

04/20/2000 01:27:06 PM

Record Type: Record

To: Ann O'Leary/OPD/EOP

cc:

Subject: FW: GetNetWise Facts

--

Jim Browne, Director
GetNetWise
1634 Eye Street NW, Suite 1107
Washington, DC 20008
voice: (202) 638-4370
fax: (202) 637-0968
e-mail: jbrowne@getnetwise.org
<http://www.GetNetWise.org>

From: Jim Browne <jbrowne@getnetwise.org>
Date: Thu, 20 Apr 2000 13:06:57 -0400
To: Ann O'Leary <ann_o'leary@odp.eop.gov>, Jim Kohlenberger
<jim_kohlenberger@ovp.eop.gov>
Subject: FW: GetNetWise Facts

Ann & Jim,

I look forward to meeting both of you tomorrow at 10:00.

--

Jim Browne, Director
GetNetWise
1634 Eye Street NW, Suite 1107
Washington, DC 20008
voice: (202) 638-4370
fax: (202) 637-0968
e-mail: jbrowne@getnetwise.org
<http://www.GetNetWise.org>

From: Jim Browne <jbrowne@getnetwise.org>
Date: Wed, 19 Apr 2000 14:02:00 -0400
To: Jim Kohlenberger <jim_kohlenberger@oep.eop.gov>
Cc: Jerry Berman <jberman@cdt.org>
Subject: GetNetWise Facts

Dear Jim,

GetNetWise facts:

On May 5th 1999 a broad coalition* of Internet focused companies and nonprofits committed on to creating an easy to find and easy to use online resource that helps parents and caregivers keep kids from unwanted content and contact.

GetNetWise was launched on July 29, 1999, (less than three month later). Over 90% of U.S. Internet users are just "one click away" - via a direct button on their Internet Service Provider or portal - from GetNetWise and its array of child protection tools and resources. Presently 739 Web sites link to GetNetWise.

In the first nine months GetNetWise has been accessed (or seen) over one million times resulting in over 10 million hits.

The greatest risk children face in connection with the Internet is being denied access to this essential tool.

* A coalition of technology companies and nonprofits - including AT&T, America Online, BellAtlantic, Cyber Patrol, Dell, Disney Online, EarthLink, Excite@Home, IBM, Lycos, MCI WorldCom, Microsoft, MindSpring, Net Nanny, Network Solutions, Road Runner, Surf Watch Software, Yahoo!, the American Library Association, Association of American Publishers, Center for Democracy and Technology, Commercial Internet eXchange, Internet Alliance, Internet Content Rating Association, and the US Chamber of Commerce helped create [www. GetNetWise.org](http://www.GetNetWise.org) to empower parents by providing them with the technology and information tools that can keep their children safe online.

Also the same information in memo form is attached to this e-mail.

Let me know if I can be of any help.

Home phone # (301) 320-81555

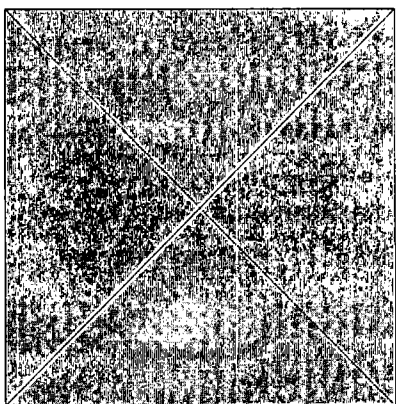
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fax: (202) 637-0968
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<http://www.GetNetWise.org>



- Memo Kohlenberger 4 19 00

April 19, 2000



Memorandum

To: Jim Kohlenberger
CC: Jerry Berman
From: Jim Browne, Director, GetNetWise
Date: 4/19/00
Re: GetNetWise Usage Facts

GetNetWise facts:

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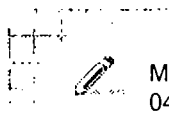
The greatest risk children face in connection with the Internet is being denied access to this essential tool.

* A coalition of technology companies and nonprofits – including AT&T, America Online, BellAtlantic, Cyber Patrol, Dell, Disney Online, EarthLink, Excite@Home,



April 19, 2000

IBM, Lycos, MCI WorldCom, Microsoft, MindSpring, Net Nanny, Network Solutions, Road Runner, Surf Watch Software, Yahoo!, the American Library Association, Association of American Publishers, Center for Democracy and Technology, Commercial Internet eXchange, Internet Alliance, Internet Content Rating Association, and the US Chamber of Commerce— helped create www.GetNetWise.org to empower parents by providing them with the technology and information tools that can keep their children safe online.



MaryEllen C. McGuire
04/20/2000 03:48:15 PM

Record Type: Record

To: Ann O'Leary/OPD/EOP@EOP

cc:

Subject: FW: Publications and other Parenting Information from OJJDP -Forwarded

Seems to be some deliverable type stuff near the end.

----- Forwarded by MaryEllen C. McGuire/WHO/EOP on 04/20/2000 03:48 PM -----



"Simon, Charles A" <Charles.A.Simon@usdoj.gov>
04/20/2000 04:40:14 PM

Record Type: Record

To: MaryEllen C. McGuire/WHO/EOP, Sonia G. Chesson/OPD/EOP

cc:

Subject: FW: Publications and other Parenting Information from OJJDP -Forwarded

pls see below and forward to whoever needs the info. i'm not planning on attending the meeting, unless i hear otherwise.

unfortunately, the obvious substitute for kim (re the parenting website...) is, like kim, not in tomorrow.

thx.

charles

-----Original Message-----

From: Kim Budnick

Sent: Thursday, April 20, 2000 10:13 AM

To: Simon, Charles A

Subject: Publications and other Parenting Information from OJJDP
-Forwarded

Good morning Charles. I got a call yesterday from Ann O'Leary (White House) regarding a meeting they are calling tomorrow. I wanted to let you know that I won't be able to make it because I'm out of the office tomorrow.

So, if you're going, here is an update:

1. Attached is an e-mail that I sent to Shirley Sagawa about OJJDP's

parenting publications (same as the list we sent to Ruby Shamir, but I added two pubs that have come out since March 10th). Please push that if they want any of our publications for distribution at the conference we need to know as soon as possible so I can work with our Director of Information and Dissemination to make sure that we have enough copies and we can forward them in time.

2. Funds transfer paperwork has been completed and forwarded back to DOE for signature (this covers our \$15,000 contribution to the satellite teleconference).

3. Parenting website flyers under development (was told last week we would need to provide 300). If you can, see if you can find out a definite date by which they need these..

4. If they handout a new version of the agenda, would you please fax a copy to me?



- ENCLOSURE