

DeKalb County 2-1-1 Stakeholders:

Kishwaukee United Way is pleased to share with you an overview of the **first full quarter of results** for the newly launched DeKalb County 2-1-1 phone and internet information and referral service. There were 156 calls received July 2017 through September 2017, 131 of them being initiated by the caller, indicating a level of community awareness of the 2-1-1 service. Besides general information, the top three reasons for the calls were: *utility assistance, personal support requests, and homeless shelter referrals*. Overall, referrals most frequently matched services provided by the Salvation Army, DeKalb Township, and Catholic Charities. A detailed review of unmet needs data indicated that in most cases the client did not meet eligibility guidelines for the service available. Full statistical data is available by contacting Kishwaukee United Way.

Kishwaukee United Way plans to continue quarterly reviews of 2-1-1 data to make sure we understand both the successes and the limitations of programs offered by our local non-profit community. We encourage you to continue to share with others the availability of 2-1-1 by phone or on the web at www.findhelp211.org to assist those seeking help in getting connected to services they need.

We are especially grateful to our initial 2-1-1 funding sponsors: **DeKalb County Community Foundation, Kishwaukee Hospital - part of Northwestern Medicine, First Midwest Bank, Northern Illinois University, DeKalb Township and DeKalb County Mental Health Board** who joined with **Kishwaukee United Way** to help launch this service.

Dawn Littlefield
Executive Director, Kishwaukee United Way
Phone: 815-756-7522

Paul Callighan
Kishwaukee United Way Board and 2-1-1 Volunteer
Phone: 815-262-6953