

DeKalb County 2-1-1 Stakeholders:

Kishwaukee United Way is pleased to share our **second formal update** (*4th quarter results*) for the recently launched DeKalb County 2-1-1 phone and internet information and referral service. There were **140** calls received October 2017 through December 2017, **120** of them being initiated by the caller, indicating a continued level of community awareness of 2-1-1. Besides general information, the top two call inquiries were for: *rent payment assistance and utility assistance*. As in the first quarter, referrals most frequently matched services provided by the Salvation Army, DeKalb Township, Catholic Charities and Community Contacts. A detailed review of *unmet needs* data this quarter indicated that in most cases the services sought by the callers were not offered in our service area. (*i.e., retail nonprofit store, bedding/linen, appliance purchases, automobile repair & maintenance*). Full statistical data is available by contacting Dawn Littlefield at Kishwaukee United Way at the email address in the footer of this correspondence.

Kishwaukee United Way plans to continually review and report on quarterly 2-1-1 data to make sure we understand and communicate 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 getting connected to services they need.

I wanted to take this opportunity to also report on continued outreach and collaborations in regard to 2-1-1:

- We recently reported our results at the DeKalb County Continuum of Care Meeting and will present information about 2-1-1 to the local Networking for Families Group next week.
- We are working with a subsection of the current DeKalb Chamber Leadership Academy Class to continue to publicize 211 as a community resource, including outreach to collar communities and work on social media engagement as a form of PR.
- We have plans to engage with an NIU class this semester to broaden awareness on campus and to continue educating the community about this resource.
- We will meet with our 2-1-1 Champion Group next week and discuss potential additional printing of business cards and 2-1-1 magnets, and their distribution to agencies & stakeholders.

*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.*

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