

## DeKalb County 2-1-1 Stakeholders:

On the eve of our one year anniversary of launching 211 in DeKalb County, Kishwaukee United Way is pleased to share our **third formal update** for the 2-1-1 phone & internet information and referral service for the First Quarter of 2018. There were **147** calls received January 2018 through March 2018, **136** of them being initiated by the caller, an increase over the last quarter, indicating continued community awareness of 2-1-1. Besides general information, the top two call inquiries remained *rent payment assistance and utility assistance*. Referrals most frequently provided were to the following agencies: Salvation Army, DeKalb Township, Community Contacts and Love, INC. A detailed review of *unmet needs* data this quarter again indicated that in most cases services sought by the callers were not offered in our area or clients were not eligible for them in our service area. 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](http://www.findhelp211.org) to assist those seeking getting connected to services they need. If you are able, we ask that you please **place the 211 logo and link on your organization's home or resource page**. The code to do so, and the subsequent image, are below:

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<a href="http://findhelp211.org" target="_blank">  

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Below is a report of continued outreach and collaboration actions in regard to promoting 2-1-1 this quarter:

- We have created a banner with support from the DeKalb County Housing Authority that will be placed in areas of high visibility over the coming months to continue to promote 2-1-1 to the general community. It is currently in front of the Ellwood House.
- We want to thank subsection the DeKalb Chamber Leadership Academy Class 2-1-1 Subgroup for their work in getting 2-1-1 graphics on local websites and for assisting in continued agency registration and awareness to stakeholders.
- We are grateful to the NIU NNGO class working on 2-1-1 this semester for their work in broaden awareness on campus with videos and NIU Facebook Page postings about 2-1-1, specifically targeted to boost student awareness of the service.
- We ordered additional 2-1-1 business cards, 2-1-1 magnets, and 2-1-1 door hangers. If any entities need them onsite for distribution, please contact Dawn at 815.756.7522.
- We will continue outreach to the greater community through the summer at resource fairs, events and through neighborhood door hanger distribution on Kishwaukee United Way's Day of Caring June 14. ***If any YSP members can help, please contact Dawn.***

*We want to express our continued gratitude 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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