

211 Excellent and Everywhere in Illinois

The state of Illinois is working with a host of organizations including local providers of information and referral services, United Way of Illinois and the Illinois Alliance of Information and Referral Systems to bring 211 to individuals in need all across the state.

211 Collaboration Board

A 211 Collaboration Board appointed by the Governor guides the state's 211 pilot program. The 211 Collaboration Board consists of representatives from the:

- Governor's Office
- Illinois Commerce Commission
- Illinois Department of Human Services
- Illinois Department of Public Health
- Illinois Department of Children and Family Services
- Illinois Department of Employment Security
- Illinois Department of Healthcare and Family Services
- Illinois Department on Aging
- Illinois Department of Human Rights

For more information:

Call or visit your Illinois Department of Human Services' Family Community Resource Center (FCRC).

If you have questions about any Illinois Department of Human Services (IDHS) program, call or visit your FCRC. We will answer your questions. If you do not know where your FCRC is or if you are unable to go there, you may call the automated helpline 24 hours a day at:

1-800-843-6154

1-800-447-6404 (TTY)

You may speak to a representative between:
8:00 a.m. - 5:30 p.m.
Monday - Friday (except state holidays)

For answers to your questions, you may also write:

Illinois Department of Human Services
Bureau of Customer Support and Services
100 South Grand Avenue East
Springfield, Illinois 62762

Visit our web site at:

www.dhs.state.il.us



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State of Illinois
Department of Human Services

Illinois 
2-1-1®
Get Connected. Get Answers.



What is 211?

211 is an easy to remember telephone number assigned by the Federal Communications Commission to streamline access to health and human services.

211 is available on a 24-hour basis to connect residents to a wide variety of human services or social services across the state.

If someone needs information or referral services but has little or no prior knowledge or experience, dialing 211 is much simpler than other option. Once the person dials 211, a professional Information and Referral specialist will then either refer or connect that caller to the correct agency based on the services needed.

Callers to 211 can get LIVE assistance with needs such as:
food, shelter, counseling, income supports, employment, healthcare, services for specialized populations such as the elderly and persons with disabilities and much more.

All calls are free, anonymous and confidential.

Illinois Pilot Sites

211 services will be delivered by existing non-profits identified by the state of Illinois who currently provide information and referral services to Illinois communities. These organizations have an established service that can provide quality 211 services on a 24-hour basis. Currently, there are three organizations that serve as Illinois pilot sites:

- **United Way 211 in Davenport, IA**
County served: Rock Island
www.unitedwayqc.org/211
- **PATH, Inc. in Bloomington**
Counties served: McLean, Livingston and DeWitt
<http://pathcrisis.org>
- **United Way of Greater St. Louis in St. Louis, MO**
Counties served: Calhoun, Clinton, Greene, Jersey, Macoupin, Madison, Monroe, Randolph, and St. Clair
www.211southwestillinois.org

Web Site

For more information on the 211 pilot program, visit the state's 211 web site: www.il211.org or contact the Illinois Department of Human Services, Office of Accessibility and Customer Support at:

312-793-1573 (Voice),
312-793-2406 (FAX),
888-614-2385 (TTY).



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