



## **2-1-1 Illinois--Application for Service January 2013**

In August of 2011, the Illinois Department of Human Services (DHS) authorized 2-1-1 Illinois to oversee 2-1-1 services and call center(s) selection within the state.

2-1-1 Illinois is now accepting applications for a call center to provide 2-1-1 services for Marshall, Peoria, Putnam, Stark, Tazewell, and Woodford counties in Illinois.

Deadline: Completed applications are due no later than 5:00 p.m. CST, February 15, 2013.  
The application is available at <http://fluidsurveys.com/s/211-3/>

### Additional Supporting Material(s) Required:

- Expenses: Attached is an Expense Model spreadsheet that reflects a call center's estimated expenses. The expenses are calculated based on the estimated population size and historical startup data from other 2-1-1 call centers. Since the expenses in the spreadsheet are estimated, please change the expenses to reflect your costs for each line item. Any modifications of estimated expenses +/- 10% must be explained in a separate narrative.
- Revenue: The funding sources worksheet with your projected sources of revenue must be completed. (Letters of Intent from sources of revenue identified are required)
- Deadline for Supporting Materials: The Expense Model along with the explanation narrative and letters of intent from funders and other attachments should be emailed no later than 5:00 p.m. CST, February 15, 2013 to: [211illinoisreviewcommittee@gmail.com](mailto:211illinoisreviewcommittee@gmail.com)

The Application and Expense Model are based upon standards set by the Alliance of Information and Referral Systems (AIRS) and financial planning tools developed by United Way Worldwide.

Application & Expense Model Questions: Direct to: [211illinoisreviewcommittee@gmail.com](mailto:211illinoisreviewcommittee@gmail.com)

Note: The on-line application form does not allow for interruptions in the submission process (e.g.; data cannot be saved for completion at a later date).

The link listed below provides additional information regarding 2-1-1.

- Alliance of Information and Referral Systems: <http://www.211us.org/>