

# HOW DOES 211 WORK?

Dial 211 from anywhere in Illinois and you will reach a highly trained information and referral specialist who will assess your needs and provide a list of available resources in your community. Illinois 211 has a database of more than 13,000 resources to help you find the right services. Referrals are usually given over the phone or can be emailed or texted to you. In crisis situations, a warm transfer can be made directly to crisis specialists or 9-1-1. Interpreter services are also available in 240+ languages.

## THIS IS JACK'S JOURNEY

### MEET JACK:

Jack is a community college student living at home.

211 IS AVAILABLE TO ALL RESIDENTS IN ILLINOIS  
**24/7/365**

211 RECEIVED NEARLY  
**2.8 MILLION**  
REQUESTS FOR UTILITIES PAYMENT  
ASSISTANCE IN 2023

### STEP 1:

Jack's father injured his back and is unable to work. Concerned about paying hospital and utilities bills, Jack is advised to call 211 for help.



### STEP 2:

A 211 specialist helps Jack find financial assistance to pay their utilities bills, plus connects him to an agency that helps patients navigate complicated hospital bills.



### STEP 3:

When 211 follows up with Jack via text, he mentions that he cannot take his father to physical therapy appointments and continue attending classes.



211 RECEIVED NEARLY  
**120,000**  
REQUESTS FOR TRANSPORTATION  
ASSISTANCE IN 2023

### STEP 4:

A 211 specialist arranges for his father to access free transportation to and from his appointments, so Jack can focus on attending class.

**211**

Illinois