

# 2-1-1 IMPACT

**LIVE UNITED**

**2-1-1** is the shortcut to finding resources in our community.

Those who need help are often too proud to ask, or are unaware of what help is available.

**Needs do not occur only during regular business hours!**

## **Knox County 2-1-1 Works!**

- 24 Hours each day
- 365 day each year
- Operators are ready to answer the call.
- Over 1,000 calls each year

### **Who is calling:**

- 20% of callers are Senior Citizens
- 16% of callers are caregivers and service providers
- 15% of calls are received on the weekends
- 41% of calls are received outside of "normal business hours"\*

### **What help is needed:**

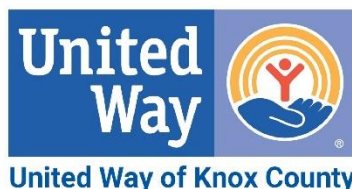
- Counseling
- Suicide Prevention
- Utility Assistance
- Mental Illness
- Rent Assistance
- Legal Aid
- Homelessness

### **Who is helping:**

- VNA Community Services
- Galesburg Office of General Assistance
- Western Illinois Regional Council
- Salvation Army
- Bridgeway
- Galesburg Rescue Mission
- St. Vincent de Paul Society
- Knox County Housing Authority
- Center for Youth and Family Solutions
- FISH Food Pantry
- Knox County Child Advocacy Center

## **2-1-1 Makes a Difference**

As programs and funding changes happen in our area, 2-1-1 keeps up with the changes to get our callers the most accurate response the first time.



\*Normal Business hours defined as 8am-5pm Mon-Fri

