



What is Louisiana 2-1-1?

Louisiana 2-1-1 (LA 2-1-1) is an easy-to-remember telephone number that links callers to information about human services available in their communities. A single access point for everyday needs and in times of crisis, callers to 2-1-1 are connected with live information referral specialists, at one of our six non-profit regional providers, and receive immediate, confidential referrals for:

- **Basic Human Needs Resources:** food banks, clothing, shelter.
- **Physical and Mental Health Resources:** medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention, rehabilitation, health insurance programs, Medicaid and Medicare, maternal health, children's health insurance programs.
- **Employment Support:** unemployment benefits, financial assistance, job training, transportation assistance, education programs.
- **Support for Older Americans and Persons with Disabilities:** home health care, adult day care, congregate meals, respite care, transportation, and homemaker services.
- **Support for Children, Youth and Families:** quality child care, after school programs, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services.
- **Volunteer opportunities and donations:** recruitment and placement.
- **Crisis/Emergency Management:** evacuation routes, scripted local/state government information, missing persons, and special needs shelters.

Louisiana 2-1-1 Summary

LA 2-1-1 helps citizens every day, and the system particularly proved its value during the 2005 hurricane season. Callers were connected to the latest, most up-to-date information and resources, and volunteers and donors were directed to agencies most in need of their services and goods. Before Hurricane Katrina, the six regional 2-1-1 call centers received an average of 200 calls daily; during Hurricanes Katrina and Rita, 2-1-1 averaged 5,000 to 6,000 calls daily, peaking at 7,358. The call centers' specialists made a total of over 775,000 referrals in 2005 and 700,000 in 2006. Between 2005 and 2006 over 740,000 calls were made to the regional 2-1-1 providers.

LA 2-1-1 is the largest comprehensive Information and Referral (I&R) system in Louisiana. Part of a growing national network, Louisiana is one of 19 states that provides 2-1-1 services across the entire state. The system is coordinated and supported by the Louisiana Association of United Ways (LAUW). Our six 2-1-1 regional providers serve 64 parishes.

The Vision for an Improved 2-1-1 System

Citizens will be able to call LA 2-1-1 24 hours per day, 7 days per week, 365 days per year from any business or residential landline telephone as well as cellular or wireless telephones. LA 2-1-1 will provide enhanced service delivery and system-wide redundancy; simplifying voice and resource communications across the state. Each regional provider will become accredited by the Alliance of Information & Referral Systems (AIRS), the national and professional association for community I&R providers.

LA 2-1-1 will have the most current comprehensive database of human services available in the state, including those provided by nonprofit organizations and by government at all levels. The database will be publicly accessible through the Internet and will provide information about approximately 15,000 services. Callers will be linked to nationally certified specialists prepared to guide them in defining their needs and connecting them with the appropriate community resources.

Research

According to a study by the University of Texas (Ray Marshall Center for Human Resources 2004), a fully realized 2-1-1 system costs \$1.50 per resident. This baseline number does not include capital investment in technological infrastructure for a coordinated statewide system with a centralized state contact. The suggested cost for such a system is \$2.00 per resident. An annual budget of \$8.5 million would meet the needs of Louisiana's 4.28 million residents.

Louisiana 2-1-1 Statewide System 2007 Unmet Needs Statement	
2-1-1 System Cost (4,287,768 residents x \$2.00)	\$8,575,536
Income/Revenue for Statewide 2-1-1 System	
Allocations from Louisiana's 13 local United Ways	\$1,176,724
Grants to LAUW from United Way of America	\$776,000
Louisiana State Department of Social Services	\$750,000
Other grants to regional call centers	\$335,000
Earned income (e.g., contracts for service)	\$146,679
Total Income	\$3,184,403
2-1-1 Service (start-up costs)	\$3,834,679
Technology and Telecommunications (start-up costs)	\$1,200,000
Regional Marketing, Outreach, & Education	\$125,000
Administrative	\$231,453
Unmet Balance Needed from State of Louisiana	\$5,391,133

Here's how you can help to build access to Louisiana citizens and visitors

As the Louisiana Association of Non-Profit Organizations (LANO), Louisiana's I&R affiliate - LA-AIRS, United Ways, and Lafayette's 2-1-1 regional provider have made similar requests to support the creation of and sustainability of the 2-1-1 system, we are seeking appropriation of \$5 million to help leverage existing private funding for the six 2-1-1 service centers, covering 64 parishes and serving 4,287,768 Louisianans. Funding will be used for development, system implementation, sustainability, and will provide immediate improvements to coordinated services and access statewide.

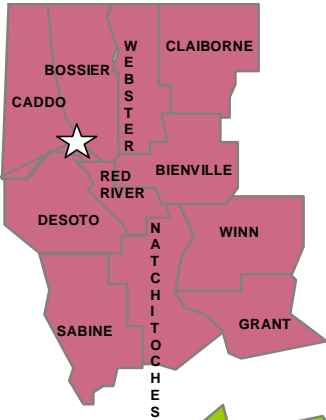
Support National 2-1-1 Legislation

The Calling for 2-1-1 Act on the federal level would authorize a \$700 million grant to be divided among statewide associations throughout United States over six years to assist with implementing and sustaining 2-1-1 statewide. States would be required to provide a 50% match in order to draw down these federal dollars therefore Louisiana's continued investment in 2-1-1 will help to position us as a model for the nation. To get updated information on the Act, you can visit <http://thomas.loc.gov> and look the bill up by name or bill number (S. 211 in the Senate and H.R. 211 in the House).

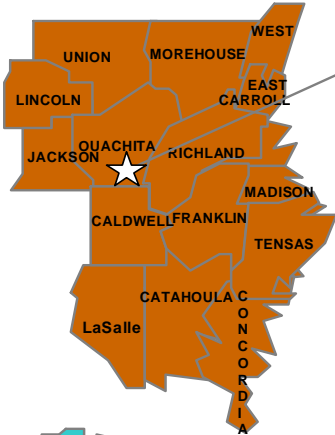
Louisiana 2-1-1 Providers



Region I
 Centerpoint/211
 1002 Texas Ave.
 Shreveport, LA 71101
 318-227-2100 phone
 318-227-0035 fax
www.centerpt.org

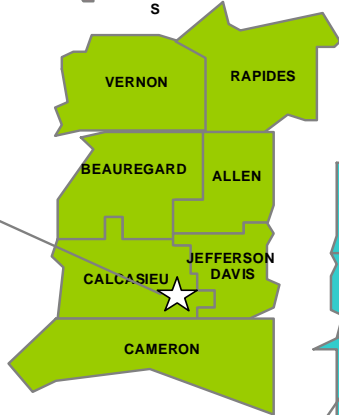


Region II
 United Way 2-1-1, United
 Way of Northeast Louisiana
 1201 Hudson Ln.
 Monroe, LA 71201
 318-322-0400 phone
 318-325-4329 fax
www.unela.org/211.html

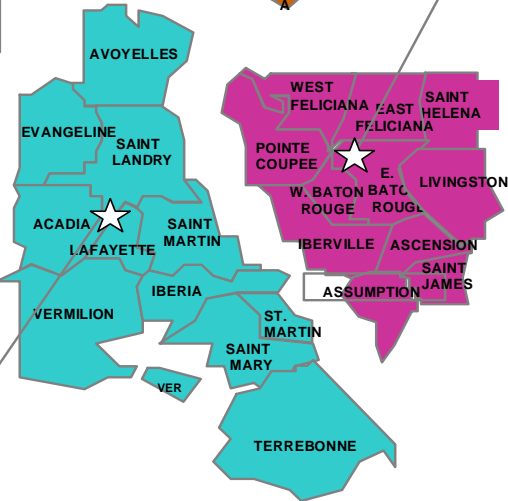


Region V
 Baton Rouge Crisis
 Intervention Center/2-1-1
 4837 Revere Ave.
 Baton Rouge, LA 70808
 225-923-2114 phone
www.brcic.org

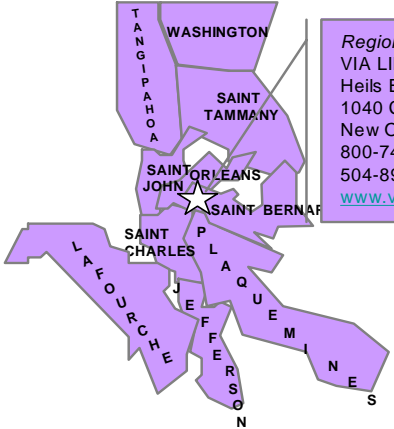
Region III
 310-info/211
 1023 Common St.
 Lake Charles, LA 70601
 337-310-4636 phone
 337-439-6047 fax
www.310info.org



Region IV
 232-HELP/211
 439 Heymann Blvd.
 Lafayette, LA 70503
 337-232-4357 phone
 337-232-1960 fax
www.232-help.org



Region VI
 VIA LINK/211
 Heils Building
 1040 Calhoun St.
 New Orleans, LA 70118
 800-749-2673 phone
 504-895-5560 fax
www.vialink.org



For more information, contact:
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