



Noelle Porter, Director of Government Affairs

2-1-1 Explained

What is 2-1-1?

2-1-1 is a comprehensive source of locally curated social services information

Referrals are most often made for housing or utilities assistance; physical or mental health services; assistance finding and obtaining employment; and services to address and prevent homelessness. The 2-1-1 network also answers crisis hotlines including the National Suicide Prevention Lifeline.

- 2-1-1 is available to 94.6% of the US population
 - In 2018, more than 12.8 million connections were made
 - Translation services are available in 180 languages
 - If you would like to ensure your services are included in your area's 2-1-1 resources, follow the instructions [here](#)

Summary Data

Utilities and Rental Assistance

Pandemic Month 5



Trending Housing Needs

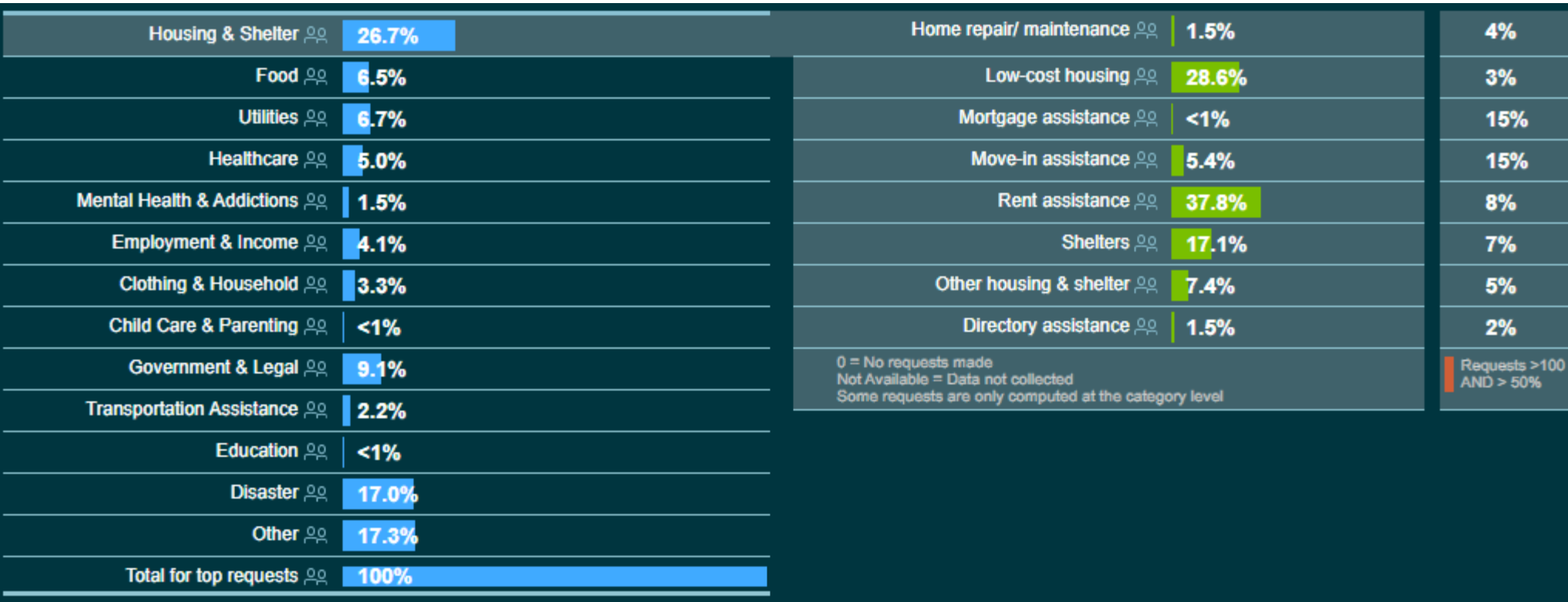
- Calls for utility payments and rental assistance increased in month 5 of the pandemic
 - [Data from 33 states](#) shows
 - Major jump in utility needs as disconnection bans began to expire in some communities
 - Rental assistance calls rose after declining for 3 months, timed perfectly with federal and state eviction moratorium expirations
 - Landlord-tenant issue calls have been steadily increasing throughout (see [NHLHP report](#) on landlord harassment and other issues)

Selected State Dashboards

Data reported [here](#)

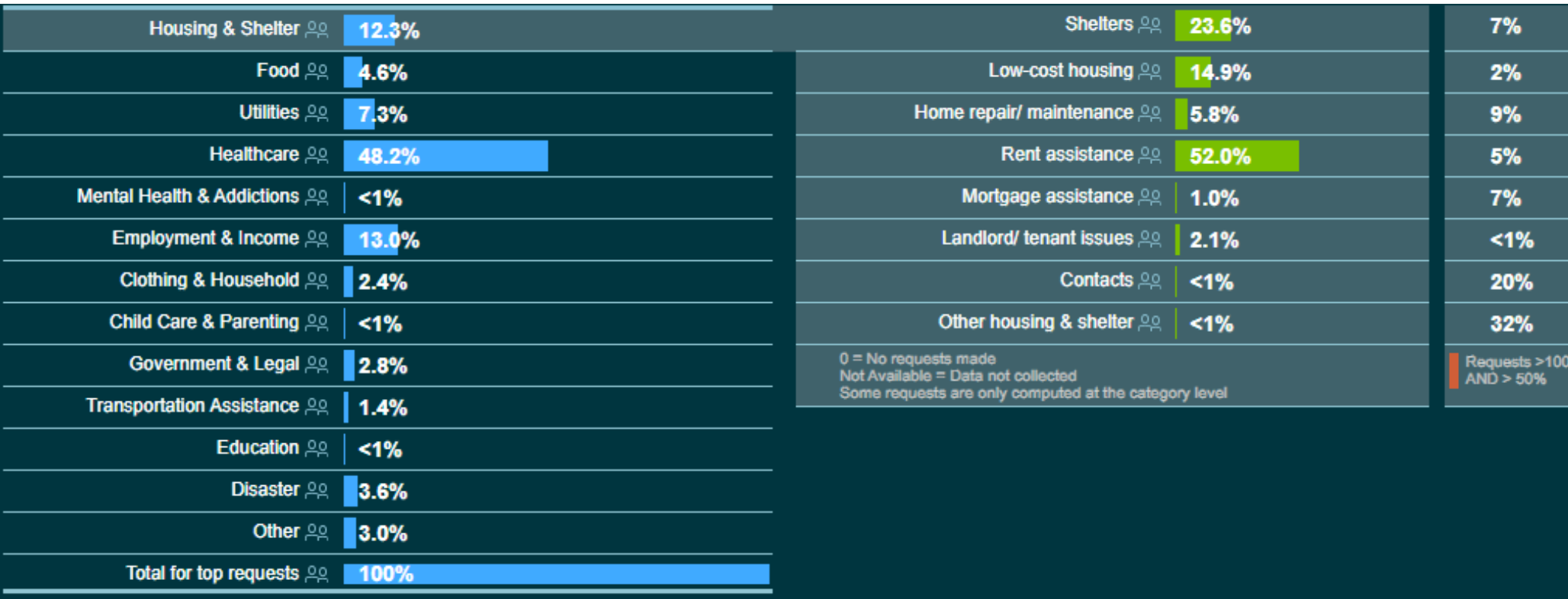
Washington State

Request increases from August 2019 to August 2020



- Housing and Shelter calls are up 21% over this time last year (more than 8,000 calls in July)
 - Housing and Shelter was the most pressing issue for callers – representing 26.7% of inquiries
 - More than 1/3 were requesting rental assistance
 - 17% needed information about shelter

Request increases from August 2019 to August 2020



- Housing and Shelter calls are up 73% over this time last year – CALL CRAPO
 - Housing and Shelter was the 2nd most pressing issue for callers – representing 12.3% of inquiries
 - More than 50% were requesting rental assistance
 - 24% needed information about shelter

Kentucky

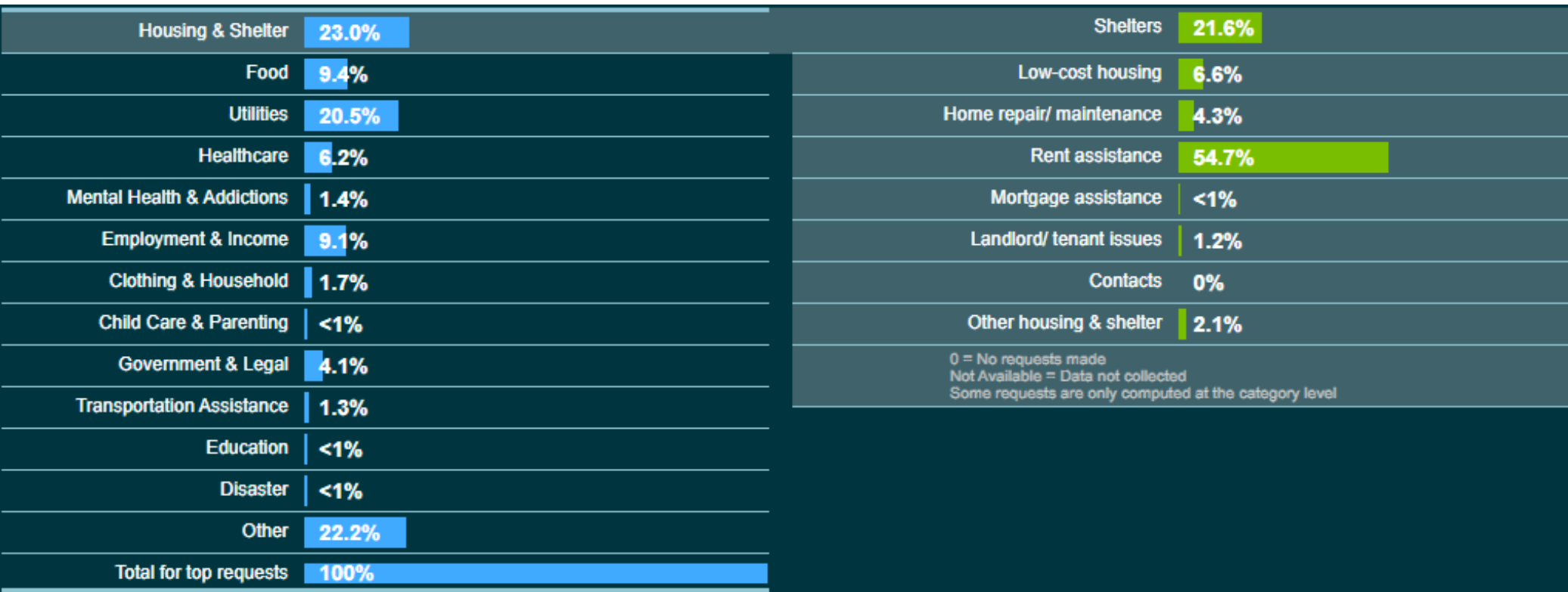
[Request increases from August 2019 to August 2020](#) – Data from one of 3 state 2-1-1s



- Housing and Shelter calls are up 16% over this time last year
 - Housing and Shelter was the most pressing issue for callers – representing 34.8% of inquiries
 - Almost 65% were requesting rental assistance – CALL MCCONNELL
 - Utility related calls saw a significant increase

Virginia

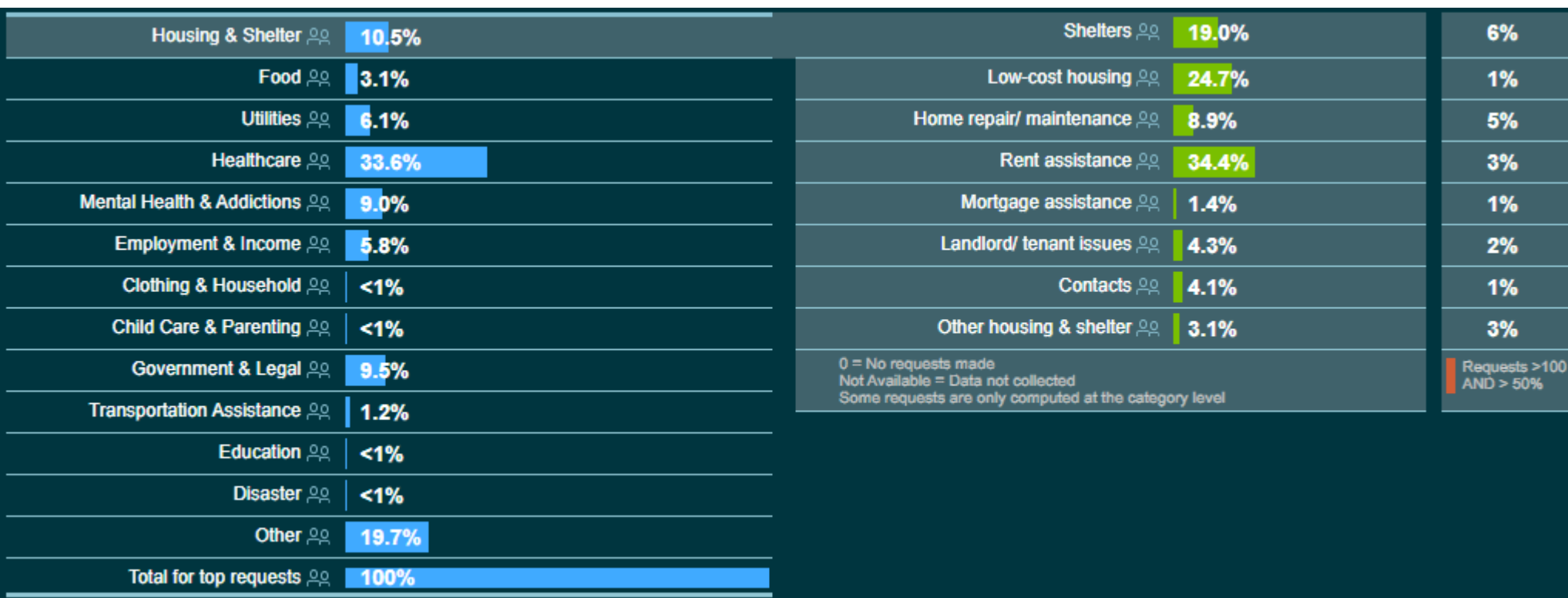
Request increases from August 2019 to August 2020



- Housing and Shelter calls are up 120% over this time last year
 - Housing and Shelter was the most pressing issue for callers – representing 23% of inquiries
 - Almost 55% were requesting rental assistance
 - 21% needed information about shelter

Maine

Request increases from August 2019 to August 2020



- Housing and Shelter calls are up 72% over this time last year
 - Housing and Shelter was an important pressing issue for callers – representing 10.5% of inquiries
 - Almost 35% were requesting rental assistance – CALL COLLINS
 - 19% needed information about shelter

Questions?
