WHY FUNDING MATTERS

2-1-1 is a vital service that helps all Arizonans establish or continue their path to self-sufficiency.

Arizona 2-1-1
Get Connected. Get Answers.
A company of Crisis Response Network

Over **240 2-1-1's** are currently covering approximately **94%** of the U.S. **2-1-1 Arizona** currently receives **zero dollars** in state funding.

STATE FUNDED			UNFUNDED
IN	**TX**	**FL**	**AZ**
2017 TOTAL CALLS HANDLED AIRS 2-1-1 Big Count Survey:	**2017 TOTAL CALLS HANDLED** AIRS 2-1-1 Big Count Survey:	**2017 TOTAL CALLS HANDLED** AIRS 2-1-1 Big Count Survey:	**2017 TOTAL CALLS HANDLED** AIRS 2-1-1 Big Count Survey:
349,413	**2,046,249**	**1,112,033**	**47,957**
Per capita call ratio: **5.2%**	Per capita call ratio: **7.2%**	Per capita call ratio: **5.3%**	Per capita call ratio: **0.7%**

SUPPORT 2-1-1 ARIZONA

SOLUTION:

Vital resource connection reduces the need for high cost ER, housing and crisis services across the state. Appropriation of $1.5M for 2-1-1 Arizona will provide a 24/7 safety net for Arizonans.

BENEFITS OF 2-1-1 INCLUDE:

Disaster Relief Assistance
Acts as a secondary response line to disaster relief efforts

Opioid Resources
A memorable, three-digit number greatly increases early access to substance use intervention and rehabilitation

Better Coordination for Veterans Seeking Services
Directly links veterans to ALL community and government services

RETURN ON INVESTMENT:

If you're in need/trouble, the value of 2-1-1 systems is **priceless**.

In terms of dollars and cents, based on the most conservative calculations, connection through 2-1-1 services results in roughly **$100 million in savings per year**.

Source: 2-1-1 U.S. Preliminary State Entity Data. August 2010.

TANGIBLE BENEFITS AND SAVINGS TO INDIVIDUALS, TAXPAYERS AND THE STATE.

Better use of community and faith-based services.
Provides resources for those in need, reducing reliance on state and government services.
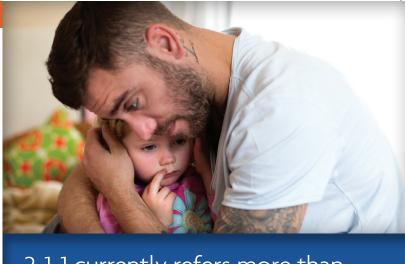
2-1-1 ARIZONA

2-1-1 is the three-digit dialing number for access to information and referrals to available health and human services.

The Federal Communications Commission (FCC) designated the three-digit extension to community information and referral services nationwide in 2000.

Currently, the national 2-1-1 system includes 240 centers that serve 94% of the U.S.

2-1-1 Arizona began in 2011 and is a program of the **Crisis Response Network**, a 501(c)(3) nonprofit organization that provides crisis intervention, information and referral services with a mission of Inspiring Hope.

2-1-1 currently refers more than **35,000 services** statewide.

In 2017, 2-1-1 Arizona assisted Arizona residents with 900,000 service requests through the 2-1-1 call center, website (**www.211Arizona.org**), Interactive Voice Response (IVR) system, and Android and iPhone apps.

2-1-1 ARIZONA ALSO PROVIDES THE FOLLOWING SERVICES TO ARIZONA RESIDENTS:

Disaster Relief Assistance
Connecting people to food, shelter, volunteer, community and crisis intervention services via a secondary response line.

Public Safety and Health Impacts
2-1-1 Arizona helps first responders and healthcare providers connect people in need to available services.

Better use of Community, Government and Faith-based services
2-1-1 directly links people to community, government, nonprofit and faith-based services.

Financial Impact
2-1-1 helps Arizona residents gain control of their assets and finances by connecting them to free tax prep VITA and EITC sites, nonprofit credit counselors, utility assistance providers, among many other resources. This service helps keep millions of dollars with Arizona families and in our economy.

Legislators Better Serve their Constituency
Access to 2-1-1 Arizona allows legislative staff to more quickly respond to constituent needs by providing a one-stop-shop for all available health and human services.

Funding
To date, 2-1-1 Arizona has been funded solely through service contracts and private donations. State appropriated funding is critical for 2-1-1 Arizona to continue to serve all residents across the state.

ACTION REQUEST: **$1.5 million** in State of Arizona appropriations for **statewide service expansion** and **24/7 availability.**

For more information, please contact: **Alex Zavala**, *Chief Experience Officer*
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