

The Cost Savings of 2-1-1:

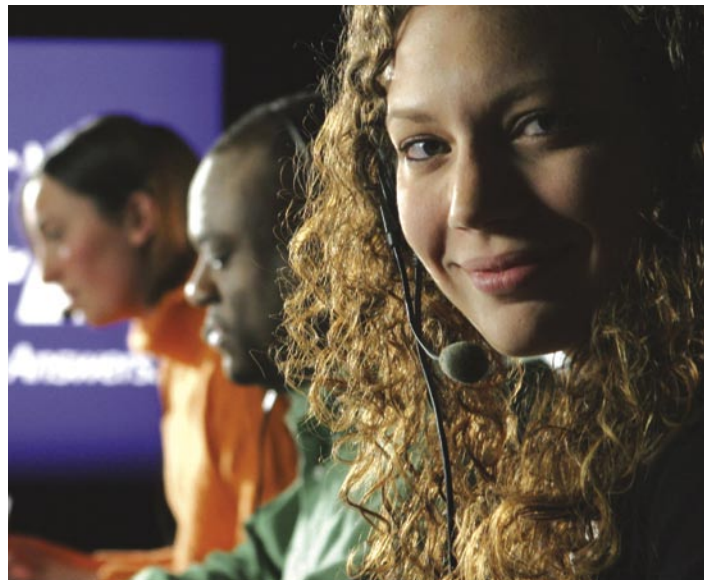
A national cost/benefit analysis conducted by the University of Texas estimates a net value to society of a national 2-1-1 system approaching *\$130 million in the first year alone and a conservative estimate of \$1.1 billion over ten years*. The analysis is based largely on the data of eleven 2-1-1 centers in the following areas: Hawaii; Idaho; Connecticut; Houston, TX; Twin Cities, MN; Salt Lake City, UT; Albuquerque, NM; Grand Rapids, MI; Atlanta, GA; Sioux Falls, SD; and Jacksonville, FL.

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Examples of Cost Savings for Taxpayers, Employers and Government

- Reduction of non-emergency calls to 9-1-1
- Enhanced efficiencies due to decrease in misdirected calls to state, local and nonprofit agencies
- Enhanced consumer awareness of income-generating services such as the Earned Income Tax Credit (EITC)
- An efficient communications infrastructure through which to quickly disseminate public health and crisis preparedness information or changes in federal, state or local programs
- Increased efficiencies in cities' and counties' planning processes due to instant data collection capabilities available through the 2-1-1 database
- Increased cost savings to nonprofits due to enhanced awareness of and referrals to agencies needing volunteer assistance or donations
- The potential for savings for businesses through reduced absenteeism and increased productivity due to the instant availability of quality referrals for a comprehensive array of services

The benefits of 2-1-1 systems increase over time. For example, Connecticut's statewide 2-1-1 system manages the State of



Connecticut's QuitLine, a tobacco use cessation hotline. To implement the service, Connecticut 2-1-1 hired one program manager and trained 2-1-1 call specialists on how to handle QuitLine-specific calls. It is estimated that without the 2-1-1 partnership, the state would have needed to establish a call center and hire five to seven people to handle the calls.

Other Key Findings of the University of Texas Study

The University of Texas research found that the viability of maintaining and expanding a high quality, national 2-1-1 network is dependent on the infusion of additional funds to sustain the current operations and expand the current system.

The study also determined that the national 2-1-1 effort is ripe for enhanced public-private sector collaboration. There is greater opportunity to maximize resources as the 2-1-1 call centers — and the public and non-profit agencies to which they make referrals — recognize the complementary features of their service delivery systems.

Finally, 93% of the users surveyed by the University of Texas indicated they found the information they sought with ease, and 97% said they would call 2-1-1 again.

To view the entire study, please visit <http://www.211.org/news.html>