



Chicago Metropolitan Agency for Planning

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MEMORANDUM

To: 211 Working Group
Date: 7/10/08
From: Russell J. Pietrowiak
Re: 211 System

Multiple parties within the CMAP region have expressed a desire to see a 211 system implemented within the region and/or state. Currently, about 75% of the country ([211 Status Map](#)) is covered by a 211 system. Illinois is one of the only states that do not have a 211 system. Some steps toward implementation have begun. Illinois did pass a law in 2003 to create the Human Services 211 Collaboration Board. There also is a state wide group called “2-1-1 Excellence Everywhere in Illinois”, which consists of organizations and other entities that want to see a 211 system implemented. The pace of development and implementation of a 211 system though is an area of concern, as 211 implementation in Illinois is not as far along as it is in the rest of the country. To help speed up the process and encourage coordination of Human Services information CMAP has agreed to help facilitate the discussion on this issue. To do this we are establishing a 211 working group comprised of representatives from throughout the region and state. While there are a number of areas for this group to work on, the main goal is to develop a framework or work plan that will lead to the implementation of a 211 system in the region. In doing so it would be advantageous to work together and develop a consensus around the various components that may comprise a 211 system in the region. The region can then present a unified, detailed comprehensive approach to decision makers, funders, elected officials, the public, etc. which should help to expedite the implementation of a 211 system.

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