

211

2021 Annual Impact Survey

PART ONE



GET CONNECTED.
GET HELP.

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Annual 211 Data Collection

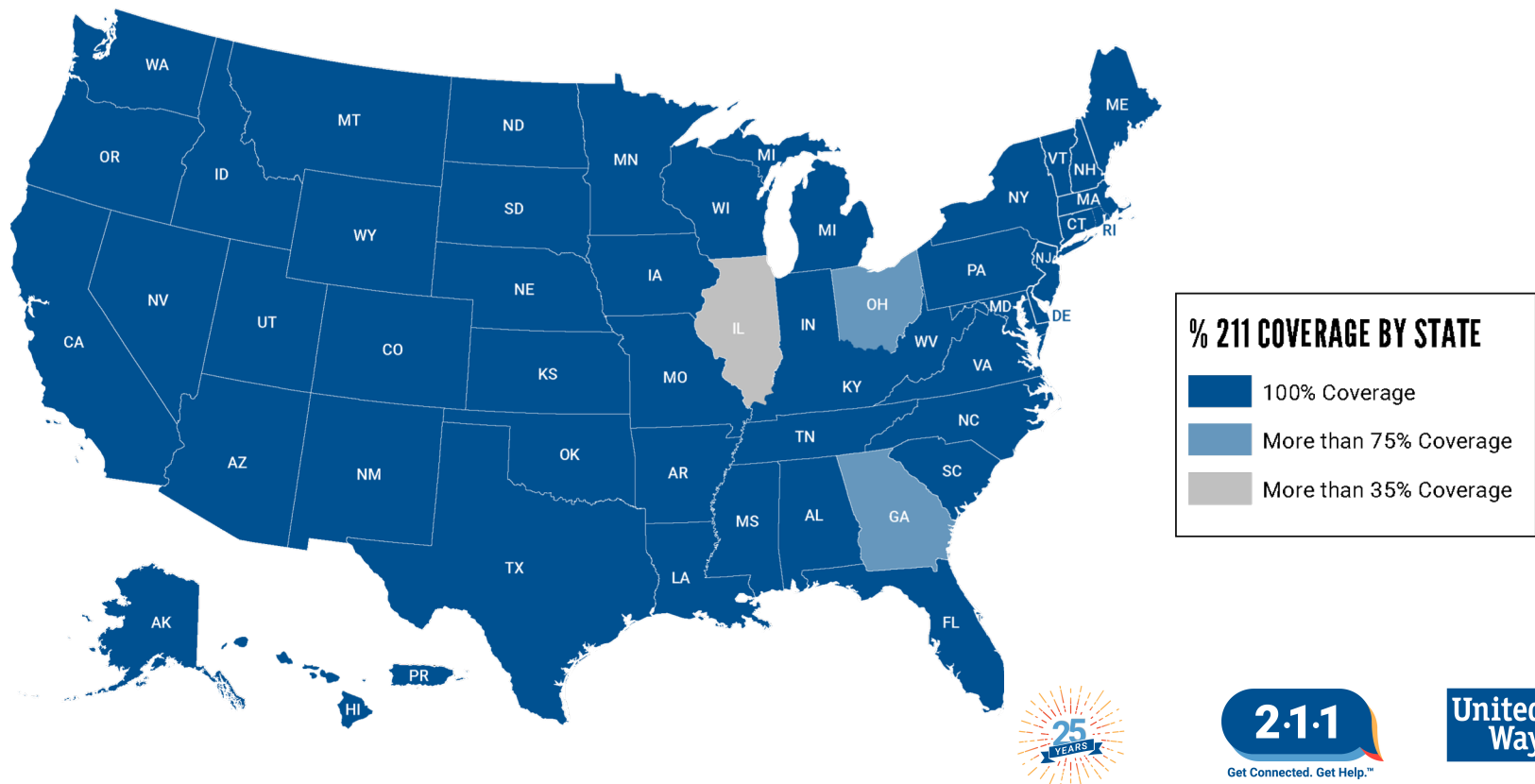
- Formerly known as “Big Count”
- Formerly collected by AIRS
- 240 211 Organizations (Gov / State Systems / UWs / Nonprofit)
- Part One: Track contacts & needs
- Part Two: Track operations & budget
- Contacts includes calls, chats, e-mail, and texts
- Connections include caller needs and referrals to meet those needs
- Shift to “Connections Made” vs “Referrals” or “Calls”



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96% U.S. Population Coverage



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Contact Volume

Calls, Web Chat, Text & E-Mail



Notable Contact Data

2019	
Phone Calls	11,029,047
Texts	278,899
Web Chat	102,856
E-mail	48,040
Total Contacts	11,458,842
<i>Spanish</i>	398,302

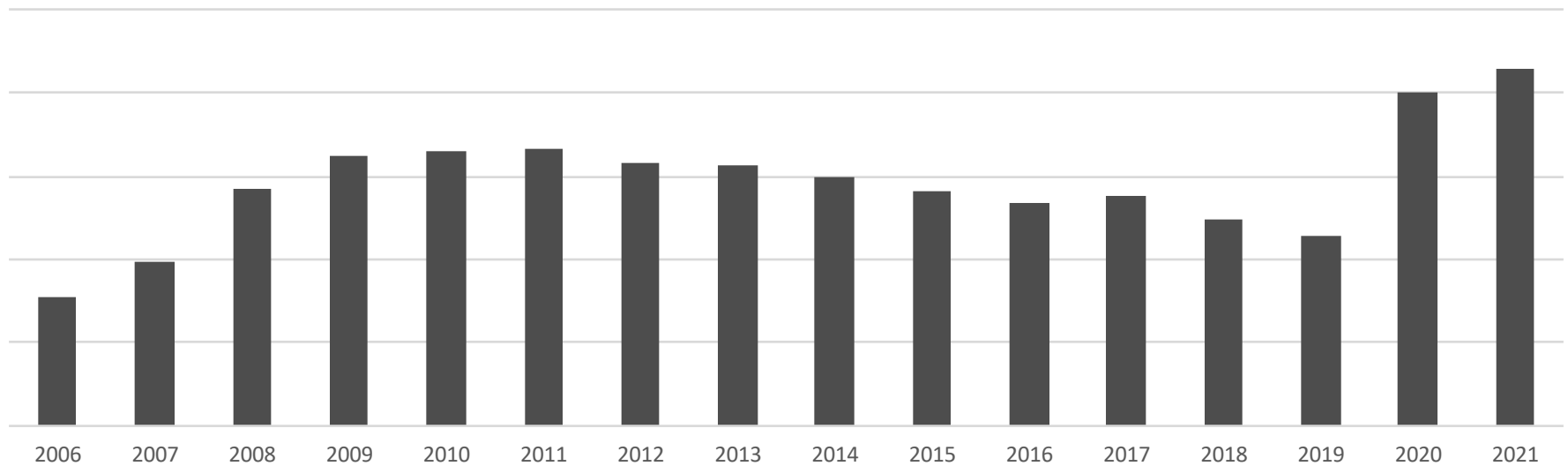
2020	
Phone Calls	18,507,610
Texts	1,174,128
Web Chat	175,813
E-mail	160,703
Total Contacts	20,018,254
<i>Spanish</i>	1,870,077

2021	
Phone Calls	19,677,937
Texts	1,415,004
Web Chat	216,345
E-mail	97,733
Total Contacts	21,407,019
<i>Spanish</i>	1,731,016

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Historical Contact Volume



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Connections

Referrals, Needs, Connections to Help



Connections Made

2020

7.2M COVID-19

3.8M Housing

3.7M Food

2.3M Healthcare

2.2M Utilities

Total Connections: 27.8M

2021

4.3M Housing

4.1M COVID-19

2.8M Healthcare

2.7M Food

2.3M Utilities

Total Connections: 23.2M

The 211 network responded to more than 21 million requests for help by phone, text, email and chat.

This is up from 20 million requests in 2020

211s made more than 23 million connections to critical services and help.

