

2-1-1 Ashtabula County

July 20, 2018

Celebrating 15 Years of Connecting People to Services

Fast Facts

2-1-1 Ashtabula County covers all of Ashtabula County, both land lines and cell phones with Ashtabula County exchanges.

Certified call specialists use a database of more than 636 community, social, health and human service resources in our region to assist callers in finding the most appropriate service.

Since its launch on July 21, 2003, 2-1-1 Ashtabula County has responded to more than 225,000 inquiries for information and referrals.

2-1-1 Ashtabula County was first known as 2-1-1 ACQIRE. ACQIRE stood for Ashtabula County Question, Information and Referral Experts. The name of the service was changed in 2007 to more clearly reflect the population that we

Community Action has provided information and referral services for many years, beginning in 1997, but the introduction of a three-digit phone number has made it even easier for the citizens of Ashtabula County to access this service. On July 21, 2003, 2-1-1 Ashtabula County launched into actuality on a blustery day at Lake Shore Park. Since that day, 2-1-1 Ashtabula County has handled more than 225,000 inquiries, connecting people to the services that they seek.



2-1-1 is an easy to remember phone number that can be dialed anywhere in Ashtabula County to get information about community, social, health and human service programs and resources to meet your needs. The 2-1-1 phone line is available 24 hours a day, 7 days a week,

365 days a year. The service is provided to Ashtabula County residents at no charge.

Trained information and referral specialists quickly assess the callers' needs and refer them to the help they seek. Free and confidential information is offered on a broad range of services, including energy assistance, home weatherization, rental assistance, food pantries, affordable housing, health resources, child care, after-school programs, elder care, financial literacy, and job training programs.

2-1-1 Ashtabula County also offers a special component to serve Seniors and their families: Enhanced Senior Information and Referral offers additional services for Ashtabula County Seniors in order to assist them in connecting to needed services.

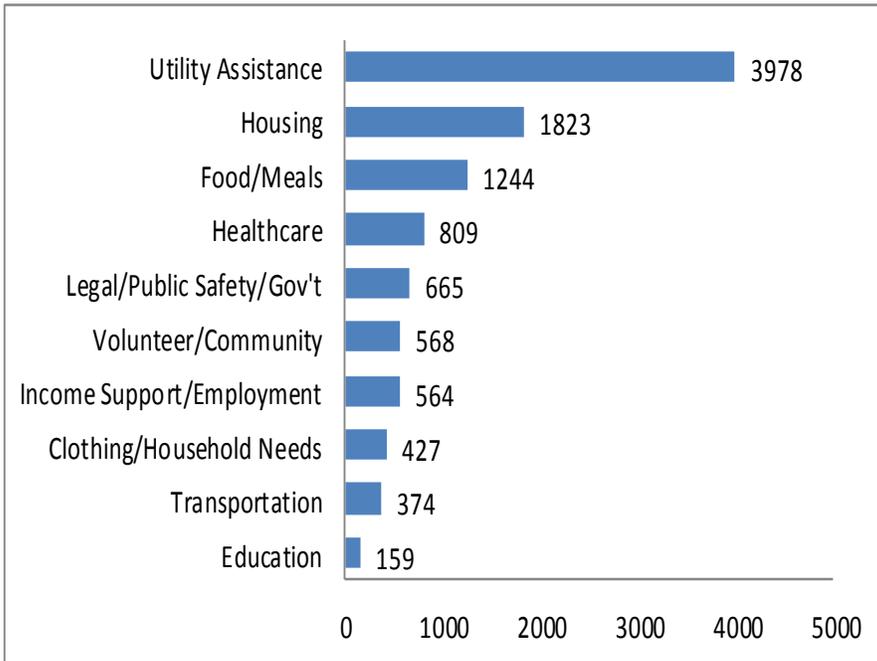
community action 
Helping People. Changing Lives.

2-1-1 Ashtabula County—Making the Connection

Maria's Story

Maria Jones, a 53-year old woman in Ashtabula city, first contacted Ashtabula County 2-1-1 in May 2017. As an English-as-a-Second Language speaker, our operators utilized our Language Line interpreter over-the-phone to better communicate with Maria. She was calling because she was taken off of the utility assistance program and needed some referrals for financial assistance to get her utilities back on track. Our operators provided referrals to local resources, yet Maria indicated that language was a huge obstacle when calling the other resources. With her permission, we called other referrals on her behalf to connect her with their Spanish-speaking representatives, where possible. For those resources without an interpreter, we acted as a go-between and helped her obtain the financial assistance possible to get her situation remedied. Without our operators' utilization of the Language Line and advocating on her behalf, Maria may not have been able to access valuable community resources because of a language barrier.

Year At a Glance: Top Primary Needs 2017-2018



Testimonials from 2-1-1 Customer Service Surveys

"2-1-1 always has great information and it's nice to have a number you can call for info that is quick and easy!"

-Anne, January 2017

"I appreciate that the girls follow up with me- many places these days won't do that but 2-1-1 will."

-Debbie, July 2017

"Glad to know there is a place I can call for emergency food pantries and other resources to help me!"

-Richard, September 2017

Quarterly "Keys to Community"

Over the last few years, 2-1-1 Ashtabula County has coordinated a quarterly "Keys to Community" event, which invites local professionals to come and learn about our 2-1-1 service and other vital community services. By bringing representatives from across the community under one roof we hope to facilitate the spread of helpful social and human service information!



Info Roadshow: On-the-go with what you need to know!

Starting in 2015, 2-1-1 Ashtabula County took outreach efforts to a new level with the Info Roadshow. Thanks in part to an Edgewood High School-Youth Philanthropy grant, sponsored by the Ashtabula Foundation, the Info Roadshow started as an initiative to bring information on community resources out to the public—especially areas outside of Ashtabula city area. Three years later, our Info Roadshow continues to bring information about Community Action on-the-go; helping eliminate barriers to accessing our programming. With the goal of having staff from various departments present, community members can meet and talk one-on-one in great detail about programs, including eligibility and enrollment.



Enhanced Senior Information and Referral

2-1-1 Ashtabula County offers a special service just for seniors. Much like regular Information and Referral, the Enhanced Senior Information and Referral service is provided at no cost to seniors and seeks to ensure that seniors are able to get connected to the resources they need. Beyond that, our specialists are trained to know when our senior customers may need additional assistance in making that connection and will escalate the call appropriately.

Enhanced Senior Information and Referral offers these types of services to seniors:

- **Call Follow-Up**
- **Materials Provided**
- **Research**
- **Advocacy**



Call linking involves having a 2-1-1 Ashtabula County Information and Referral Specialist place a call to a resource while the senior customer is also on the call. Once connected, the Specialist will explain the situation and make the connections for the senior. Call follow-ups are made to ensure that the resource referred to met the needs of the senior customer. Additional referrals are sometimes made at that point. Materials such as forms required for certain programs or brochures about different services can also be sent to seniors upon request.

The last type of service available to Seniors through this service is research and advocacy. This is undertaken when a senior is having difficulty getting results in a situation. Our specialists will research the situation and advocate to achieve resolution for our Senior customers.

Ashtabula County seniors can access Enhanced Senior Information and Referral simply by dialing 2-1-1 and speaking to one of our specialists.

