

Research about or related to 2-1-1

Cost-Benefit and Evaluation Studies

["2-1-1 Information Services: Outcomes assessment, benefit-cost analysis and policy issues"](#) (article published in *Government Information Quarterly*, 2006) Matthew L.Saxton, Charles M. Naumer, Karen E. Fisher of University of Washington

Summary: Investigates policy issues around implementation and assessment of 2-1-1 services and discusses logic model developed in more lengthy study. Comments what policy makers should consider when funding and implementing 2-1-1, as well as operational structure and inter-agency relationships. Found that 2-1-1 benefits beyond the individual transaction, there is potential for 2-1-1 to “significantly impact the way nonprofits and government agencies work together” and the “overall issue of infrastructure development to be central to concerns.”

[WIN2-1-1: Performance Evaluation and Cost-Benefit Analysis of 2-1-1 I&R Systems](#) (University of Washington, 2006)

Summary: Investigated service performance, cost-benefit analysis, and user outcomes of 2-1-1 services post-implementation. Developed logic model that identifies benefits and costs at three levels: individual, organizational and societal.

[National Benefit/Cost Analysis of Three Digit-Accessed Telephone Information and Referral Services](#) (University of Texas, 2004) D. O’Shea.

Summary: 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. In addition to net benefit, this study encourages Indiana’s “mixed model” for 2-1-1 service delivery with centralized administration with decentralized service delivery because it has the highest net benefit ratio.

Maryland 2-1-1: Benefits and Costs of a 2-1-1 System in Maryland, <http://www.cairs.org/211/pdf/2-1-1%20Cost%20BenefitsMaryland.pdf>

(Report produced by PSComm, October 31, 2001)

Summary: Identified tangible and intangible benefits of implementing a statewide 2-1-1 system on individuals, employers, health and human service providers and planners and funders. Identified start-up and recurring costs.

[Survey of Existing Information and Referral Services and A Nebraska 211 System Cost/Benefit Analysis](#) (University of Nebraska, 2000)

Summary: Defines, describes, and calculates the anticipated quantifiable and non-quantifiable costs and benefits of implementing such an I&R/211 system, pre-implementation.

Internal Evaluations for Indiana 211 Partnership (comprehensive evaluation conducted by Luther Consulting, 2004-2007)

Between 2004 and early 2006, evaluation methodologies included site visits to Centers, secret shopper calls in English and in Spanish to all Centers, surveys of employees, volunteers and stakeholders, randomized surveys to referral agencies to verify resource database, analysis of the resource and caller databases, and randomized surveys to callers about their satisfaction and outcomes. Evaluations documented effectiveness of IN211 overall and provided recommendations improvements, the majority of which have been implemented.

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Working with Government

State of Michigan Study on 2-1-1 and State Government (November 2006)

The Michigan Legislature commissioned a study as a part of the annual budget bill (Senate Bill 272, §584) ordering a study to determine whether systemic use and support of a 2-1-1 telephone contact system by Michigan's health and human services departments would provide cost savings for the State of Michigan while providing Michigan citizens more effective access to information regarding health and social services.

Summary: Study found more than 700 toll-free telephone lines were maintained by state agencies and found a willingness by agencies to explore use of 2-1-1 in lieu of existing toll-free 800 numbers.

[50 Ways 2-1-1 Works](#) (uses of 2-1-1 around the U.S. and Canada, assembled by United Way of Pennsylvania)

Telecommunications Studies

Implementing Voice Over IP Telephony in 2-1-1 Call Centers, August 2003

<http://www.utexas.edu/research/tipi/reports2/voip.pdf>

Carolyn Cunningham, Stephen Hall, and Dr. Sharon Stover of University of Texas

Summary: Provides an overview of technical and cost considerations of implementing a Voice Over Internet Protocol network.

"211 State by State:" A Periodic Report on the National Implementation of Three Digit-Accessed Telephone Information and Referral Services, April, 2003

<http://www.utexas.edu/research/tipi/reports2/c211statebystate-spring2003-final1.pdf>

Carolyn Cunningham, Erich Pelletier, and Dr. Sharon Stover of University of Texas

Summary: Provides a state-by-state overview of implementation plan and status, including models.

A Report on the Status of Wireless Access to 2-1-1, March 2003 (using data collected in 2002)

<http://www.utexas.edu/research/tipi/reports2/wirelessaccesto2-1-1.pdf>

Sharon Stover, and Carolyn Cunningham at University of Texas.

Summary: Provides overview of wireless access to 2-1-1 and regulatory environment related to wireless and emerging telecommunications.

Telecommunications and 211 – A Primer, May 2002

<http://www.utexas.edu/research/tipi/reports2/211primerprimarycopy052002.pdf>

Erich Pelletier, Research Associate; Dr. Sharon Stover at University of Texas.

Summary: Provides an overview of the technical elements for designing a 2-1-1 system.

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2-1-1 and Disaster Studies

Trial by Wind and Water: How 2-1-1 Played a Vital Role During the 2004 Florida Hurricanes (Kenn Allen of Civil Society Consulting Group authored report for United Way of America, 2004)

Summary: Highlighted primary contributions by 2-1-1 during disaster, including expanding Emergency Operations Center capacity, managing information, identifying unmet needs, providing telephone reassurance, helping mobilize and manage volunteers and in-kind contributions, serving as intake points for government and nonprofit agencies, and offering a sustained connection through long-term recovery efforts. Identified key learnings for 2-1-1 and emergency management officials.

Trial by Fire: How 2-1-1's Regional Response to the 2007 Southern California Wildfires Underscored the Need for a Statewide Network (published by 2-1-1 California and United Way of America, February 2008)

Summary: Provides a case study of the 2-1-1 response for the 2007 California wildfires, including lessons learned, including that 1) state agencies and other partners should work with 2-1-1 during disaster; 2) while disasters are local, disasters require 100% coverage with regional collaboration; and 3) Californians must work together to ensure that Enhanced 2-1-1 service is available to all.

Calling 211: Enhancing the Washington Region's Safety Net After 9/11, September 2002

<http://www.brookings.edu/es/urban/gwrp/publinks/2002/hospitality.pdf>

Martha Ross, Brookings Greater Washington Research Program

Sandra Padilla, Diane Levy, and Elizabeth Cove; The Urban Institute

Summary: Summarizes the value of 2-1-1 after 9/11, specifically related to needs of dislocated hospitality workers in the Washington, D.C. region. Recommends setting up a region-wide 2-1-1 system in order to improve accessibility of services for residents in future responses as well as ordinary times.

"Enhancing Community-Based Disaster Preparedness with Information Technology: Community Disaster Information System" (article in *Disasters*, a journal of National Institutes of Health, 3/08)

Douglas A. Troy, Anne Carson, Jean Vanderbeek (Miami University), and Anne Hutton

Summary: Describes pilot study in implementing a community-based resource disaster preparedness database of suppliers providing physical, information and human resources for use in disaster response. Concludes that disaster preparedness is strengthened through a combination of appropriate information technology and collaborative relationships between public and private organizations.