

# **Greater Washington Region Information and Referral Scan**

**Final Report  
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# **Greater Washington Region Information and Referral Scan Submitted by George Washington Institute of Public Policy April 19, 2002**

## **INTRODUCTION**

The Community Capacity Fund asked the George Washington Institute of Public Policy to undertake a scan of the process of regional Information and Referral (I & R) in the Greater Washington Region, and practices in other parts of the country as a counterpoint of comparison. The report identifies characteristics of comprehensive I & R agencies locally and selected ones nationally, including where possible features of their database, counseling staff, geographic scope, services provision, legal status, frequency of data replacement, and user counts. The specific national models include the first region to introduce 211, a multi-state example, a United Way provider, and a provider other than United Way.

Information was gathered through telephone conversations with experienced personnel in the region's many I & R agencies and with staff of national and regional agencies in the area that support the work of I & R providers. (See Appendix A.) Additional materials were collected through visits to the internet web sites of human and social services referral agencies in the region and nationally, and to websites of national organizations that advocate for the human and social services provider organizations. (See Appendix B.) Several national summary assessments and reference materials on current I & R efforts exist and were utilized. (See Appendices C and D.)

## **PART I: SCAN OF I & R SERVICES IN GREATER WASHINGTON REGION**

### **A. Brief Overview of Region**

The Greater Washington Region<sup>1</sup> has no comprehensive single access area-wide I & R system serving the general public 24-hours a day. In terms of types of services provided,

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<sup>1</sup> The Greater Washington Region encompasses these jurisdictions. 1. Northern Virginia: the Cities of Alexandria, Fairfax, Falls Church, Manassas, and Manassas Park; and the counties of Arlington, Fairfax, Loudoun, and Prince William; 2. the District of Columbia; 3. Suburban Maryland: the Cities and Towns of Barnesville, Bladensburg, Bowie, Brentwood, Brookeville, Capitol Heights, Cheverly, Town of Chevy Chase, Chevy Chase View, Chevy Chase Village, Village of Chevy Chase (Section 3); Village of Chevy Chase (Section 5), College Park, Colmar Manor, Cottage City, District Heights, Eagle Harbor, Edmonston, Fairmount Heights, Forest Heights, Gaithersburg, Garrett Park, Glen Echo, Glenarden, Greenbelt, Hyattsville, Kensington, Landover Hills, Laurel, Laytonsville, Martin's Additions, Morningside, Mount Rainier, New Carrollton, North Brentwood, North Chevy Chase, Poolesville, Riverdale Park, Rockville, Seat Pleasant, Somerset, Takoma Park, University Park, Upper Marlboro, and Washington Grove; and the Counties of Prince George's and Montgomery.

there are some comprehensive I & R agencies serving the general public within their agency jurisdictions, but not across the entire Greater Washington Region. Those comprehensive services agencies have no formal means to reach across state lines or – in the case of Maryland and Virginia – across into District listings should clients need this.

The network of human and social service programs and agencies in the entire Greater Washington Region is vast. Hundreds of human services programs populate the D.C. region, managing thousands of programs - one estimate is that the Greater Washington Region has 7000 social-service related programs.<sup>2</sup> The scan of agencies for this report screened for those where a primary function is to connect people who need urgent or longer-term assistance, rather than emergency crisis intervention, with those who can provide it.

Each of the three major jurisdictional areas operate their I & R functions independent of one another and do referrals on an informal basis to their counterparts in the other jurisdictions. Northern Virginia and Washington, D.C. themselves each have one main-access phone number/website and one central agency that maintains the database of service providers. Prince George's County and Montgomery County, Maryland do not have a centralized database and call center system specifically for their two-county Maryland area.

Northern Virginia averages 5500 calls a month to its area's Information and Referral of Northern Virginia service, maintained by the Northern Virginia Regional Commission (NVRC) partnering with five call centers. D.C.'s Department of Human Services' "Answers, Please!" receives 2000 calls that are specifically for I & R.

Northern Virginia has a decentralized system of five information/referral call centers that draw on the NVRC centralized database, where are listed about 1200 agencies and 4800 programs, while D.C. has its information and referral call function within one center which lists a combined 2000 programs and agencies. Some of the assistance agencies that Northern Virginia's and the District of Columbia's counselors suggest to callers are, in turn, specialized I & R agencies. For example, the D.C counselors, upon receiving a request for childcare information, will place a referral to the Early Childhood Office's day care placement staff. Montgomery County and Prince George's County, Maryland are served by the statewide I & R number called First Call for Help and a number of decentralized I & R agencies.

## **B. Features of I & R Service in the Greater Washington Region**

Five main kinds of I & R agencies emerged in the course of the scan.

1. Agencies that connect the general public to a broad comprehensive network of providers serve the community at large with an extensive referral capacity 24 hours a day.

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<sup>2</sup> Introductory Message from the Deputy Mayor for Children, Youth and Families, in "Answers, Please! FY2000 Annual Report."

2. There are agencies that link the general public to a network of providers within the three major geographic territories: Northern Virginia, District of Columbia, and Montgomery County and Prince George's County, Maryland, so they serve a broad public but have narrower referral capability.
3. Agencies that link the general public to a network of providers within their family of organizations serve a broad public but have narrower referral capability.
4. Some agencies have a special narrow audience that they assist, such as the elderly or immigrants, but have a broad referral capacity for that target audience.
5. Other agencies have a target audience, such as parents of young children, and also a narrow referral capacity, such as childcare location assistance.

Each of these five types will be covered in turn in the following sections. (See Appendix E for more examples of these various types of agencies.) Information on these variant agencies will be presented next in this format below.

**Name of I & R Service**

Name of agency that oversees service

Scope of community served by comprehensive I & R phone line or web page

I & R phone number

I & R web access

Office phone number

Agency homepage

**1. Broad public, broad referral agencies. Agencies that connect the general public to a broad comprehensive network of providers serve the community at large with an extensive referral capacity 24 hours a day.**

Only one agency comes close to this description. It is CrisisLink, a Northern Virginia hotline that serves after hours also as an I & R rollover agency for the other jurisdictions in the region. Because CrisisLink is a service provider to Northern Virginia during the day, it has more knowledge about that area of the Greater Washington Region.

**i. CrisisLink**

Arlington Crisis Assistance and Referral

Northern Virginia residents, but region-wide after business hours

I & R phone 703-527-4077

No I & R web access

Office phone 703-527-6603

Agency homepage [www.crisislink.org](http://www.crisislink.org)

**2. Broad public, narrower referral agencies. There are agencies that link the general public to a network of providers within the three major geographic**

**territories: Northern Virginia, District of Columbia, and Montgomery and Prince George's County, Maryland, so they serve a broad public but have narrower referral capability.**

The three geographic areas will be reviewed in turn.

#### **i. Northern Virginia**

##### **I & R of Northern Virginia**

Northern Virginia Regional Commission

Northern Virginia residents

I & R phone 800-230-6977 and 703-642-4638

Web access (searchable) [www.irissoft.com/rich/default2.htm](http://www.irissoft.com/rich/default2.htm)

Office phone 703-642-0700

Agency homepage [www.novaregion.org](http://www.novaregion.org)

An independent cooperative effort in the 1970s among Northern Virginia local welfare offices, the Northern Virginia Planning District Commission (now NVRC), and the local I & R agencies began the development of the comprehensive Northern Virginia regional I & R network. In 1974 these groups began to work together to develop a classification system and an operating protocol for the provision of a regional system of social services I & R. The NVRC reports that the protocol was based on an assumption that it was more efficient and cost effective to provide for the creation and maintenance of a centralized regional database than to create and maintain separate data collection efforts in each jurisdiction. However, the protocol also reflected the view that the direct delivery of I & R services was best located in each jurisdiction. In 1998, the Northern Virginia Hotline, now CrisisLink, was initiated to provide 24-hour service every day. A year later, in 1999, the protocol was revised and readopted.

Under this protocol, NVRC creates and maintains the database of service providers in the region with partial support from the Virginia Department of Social Services and local I & R staff, updates portions of it every month on a rotating basis, makes that database available to the cooperating jurisdictions in a variety of formats, assists in providing training to local I & R center staff, tracks regional statistics, and convenes a reassessment work group. Five individual jurisdictional agencies provide the actual I & R service (responding to phone inquiries) through their locally developed I & R systems, and assist in verifying the information for the database. They also participate in the Work Group just noted that periodically reassesses the content and format of the database and the directory itself. The Work Group is composed of the heads of the local I & R centers and NVRC staff. Under the regional I & R agreement, the Work Group links the regional I & R network.

In 1978, the Northern Virginia I & R network was brought into the orbit of the statewide I & R program established by state legislation and administered by the Virginia Department of Social Services (DSS) for maintenance of comprehensive social services

information. The state legislation called for six I & R regions, each having a single center to compile that region's comprehensive information and referral database and provide call center telephone responses. For Northern Virginia, NVRC became the designated regional center but varied from the state specifications in that, then and now, it performs data collection, data maintenance and updating, data accessibility tasks, statistical compilation, staff training, and regional coordination, leaving call center provision to the five other more local agencies.

These five information/referral call centers are the Alexandria Human Services I & R, Arlington Crisis Assistance and Referral, Fairfax County Coordinated Services Planning I & R, Loudoun Social Services, and Prince William Social Services. The call centers can be reached through the common toll-free number for the Virginia Statewide Human Services Information and Referral, or by dialing individual center numbers.

The public has been able to purchase since 1997 the database on disk, called the Directory of Human Services for Northern Virginia. For the past seven years, NVRC also received additional grant funds from the State to publish and distribute Quick Guide, a pocket-size referral resource. The most frequently requested information also is accessible on line through NVRC's Quick Guide On-line. The NVRC Human Service Information Program first received State funding to maintain the database in 1980. In each successive fiscal year, NVRC has received state funds to partially cover its costs in regards to the service. Remaining funds come from NVRC general revenue dues paid by member jurisdictions, with a small proportion from the sale of publications.

Collectively, the trained staff responds to approximately 5500 phone inquiries a month. The comprehensive NVRC database lists approximately 1200 service providers and 4800 services.

## **ii. District of Columbia**

### **Answers, Please!**

District of Columbia Department of Human Services

D.C. residents

I & R phone 202-INFO 211

No I & R web access

Office phone 202-279-6002

Agency homepage [dhs.dc.gov](http://dhs.dc.gov)

In February of 1999, the District of Columbia government committed itself to creation of a comprehensive I & R system, professionally-staffed with trained counselors 24 hours a day, seven days a week. The city brought together a project team, site visits were made to successful I & R systems elsewhere in the country, assistance was acquired through conference participation, and focus groups were convened. By July 1999, the

service was launched, and by June 2000, the I & R service became a recognized member of the Alliance of Information and Referral Systems.

Answers, Please!, as it is called, is operated within the D.C. Department of Human Services and provides detailed information and referrals to District residents for essential human services, 24-hours-a-day, seven-days-a-week through a universal helpline telephone access. The program particularly assists residents in meeting basic food, shelter, and physical and mental health needs. It offers multilingual assistance in 140 languages.

Between July of 1999 and the publication of its FY2000 report in September 2000, Answers, Please! specialists have answered 48,195 calls. Of those, 28,880 needed in-depth information and referral assistance. The database is a comprehensive resource file of over 2000 public and private social services agencies and programs.

Staff is trained extensively in using the "Answers, Please!" database, crisis intervention, customer service, and diversity issues. They receive bi-weekly in-service training. Support staff maintains the social services database, updates with new agencies, reviews with agencies that referrals are appropriate, follow-ups to ensure that customers receive the services they need, and provides specific statistical data that can be helpful to community groups and to other District government agencies for evaluating existing community planning or introducing new programs or services.

A significant demonstration of Answers, Please! evaluation capacity is in its analysis of unmet needs of callers. The Annual Report notes two reasons for unmet needs: no programs or depletion of existing program resources for the need(s) of the caller, or incompleteness of the database where a specific program or agency may not yet be in the database. Officials examine the categories where unmet needs mass, to target community efforts at those needs. In the months since the operation of Answers, Please! began, agency personnel have found more than a third of unmet needs revolved around emergency financial assistance for utility bills, burial expenses, rent payments, and mortgage support. This permits factual information to be interjected into agency planning and goals-setting.

The D.C. government is working on new features for Answers, Please!. These include a fully searchable website of provider services, comprehensive Answers, Please! resource directories of services in print and on disk, integration of the resource database with Geographical Information Systems to enable counselors to locate services most convenient to residents, customer-friendly kiosks with touch-screen displays placed in public locations, and implementation of three-digit access through 2-1-1.

### **iii. Montgomery County and Prince George's County, Maryland**

#### **First Call for Help**

United Way of Central Maryland  
Maryland residents



I & R phone 410-685-0525  
No I & R web access for these two counties  
Office phone 410-685-0525  
No agency homepage for these two counties

Prince George's County and Montgomery County, Maryland do not have a centralized database and call center system specifically for their bi-county area. They jointly are served by the Maryland statewide I & R number named First Call for Help (phone) and separately maintain a number of decentralized I & R agencies. This makes conclusions about this geographic area more tenuous than the other two.

Montgomery County has several comprehensive I & R systems providing telephone access. One is the Montgomery County Hotline, a 24-hour comprehensive listening, information, and referral program of the Mental Health Association. The Hotline is funded by the Maryland Department of Health and Human Services. It maintains its own Resource Book that lists about 100 agencies, where approximately 85 % are Montgomery County jurisdiction agencies. A second is the Montgomery County government's Information and Referral Office information line, with web access to a non-interactive "Quick Guide to Community Resources". Two other Montgomery County area I & R programs, listed in the "Quick Guide," are Community LINC of Montgomery County and the Public Access Catalogue.

Prince George's County's comprehensive I & R agencies include Community Ministry of Prince George's County running an I & R service "Answer Center" (phone and interactive web search). Community Crisis Services providing callers with both I & R and crisis intervention through handling the Prince George's County Hotline and Suicide Prevention Center, Prince George's County Crisis Response System, and the General Crisis and Referral Line.

Community Crisis Services provides staff to the Prince George's County Hotline, a one-stop calling center for those in crisis for information and assistance 24 hours a day, every day. Hotline services include: crisis intervention, homeless prevention/shelter referrals, suicide prevention, and youth crisis (ages 24 and younger). Families (or adults without children) must call the Homeless Hotline and receive a referral before they can receive shelter at the Family Emergency Shelter, Shepherd's Cove, The Transitional Housing Program, or Warm Nights. In addition to crisis counseling, Community Crisis Services provides links to area resources in an effort to find long term solutions. These would include self-help groups, mental health services, Department of Social Services, domestic violence programs, local homeless shelters and food programs.

Community Ministry of Prince George's County explains on its website that it was created by the faith community in 1973 to address the most pressing human needs and social injustices facing county residents. A precursor to the current information line was established in 1978 in creation with the Prince George's County Department of Social

Services (DSS) the Food Stamp and Medical Assistance Appointment Center utilizing volunteers from the faith community.

**3. Broad public, narrower referral agencies. Agencies that link the general public to a network of providers within their family of organizations serve a broad public but have narrower referral capability.**

Another set of agencies links the general public to a network of providers within their family of organizations, so they serve a broad public but have narrower referral capability.

**Catholic Charities of the Archdiocese of Washington**

**Catholic Charities of the Diocese of Arlington**

Catholic Church

Catholic community

I &R phone Varies by community

I & R web access [www.catholiccharitiesdc.org/service/emergency.html](http://www.catholiccharitiesdc.org/service/emergency.html)

Office phone 202-777-4300 and 703-841-3830

Agency homepage [www.catholiccharitiesdc.org](http://www.catholiccharitiesdc.org) and [www.cdda.net](http://www.cdda.net)

**Jewish Information and Referral**

Jewish Federation of Greater Washington

Jewish community

I & R phone 703-978-3910

I & R web access (searchable) [www.jirs.org/](http://www.jirs.org/)

Office phone 301-770-4848

Agency homepage [209.183.228.97/federation/web\\_site/index.htm](http://209.183.228.97/federation/web_site/index.htm)

**Lutheran Social Services of the National Capital Area**

Lutheran Church

Lutheran community

I & R phone 202-723-3000 x202

No I & R web access

Office phone 202-723-3000

Agency homepage [www.lssnca.org](http://www.lssnca.org)

**4. Narrow public, broader referral agencies. Some agencies have a special narrow audience that they assist, such as the elderly or immigrants, but have a broad referral capacity for that target audience.**

There are some region-wide agencies that refer their own special audience, such as immigrants, to a broad network of providers. They serve a specialized public but have comprehensive referral capability for that specialized public. Some examples are listed below. All of these agencies list the Greater Washington Region as their area of service. Quite a number of specialized medical services may fit within this category, but problems

were encountered in readily determining how comprehensive the referral capacity was of many of these medical I & R agencies, so they are not presently listed. An example is Alzheimer's Association of the National Capital Area.

### **Korean I & R**

Korean YMCA  
Korean community  
I & R phone 703-913-2655  
No I & R web access  
Office phone 703-913-2655  
Agency homepage [www.koreanymca.org](http://www.koreanymca.org)

### **Korean I & R**

Korean Community Service Center of Greater Washington  
Korean community  
I & R phone 202-882-8270  
No I & R web access  
Office phone 202-882-8270  
Agency homepage [www.koreancsc.org](http://www.koreancsc.org)

### **Links to Regional Disabilities Resources**

Potomac KnowledgeWay  
Individuals with disabilities  
No I & R phone  
I & R web access [www.knowledgeway.org/disabilitieslinks/remotelinks.html](http://www.knowledgeway.org/disabilitieslinks/remotelinks.html)  
Office phone 703-742-0500  
Agency homepage [www.knowledgeway.org](http://www.knowledgeway.org)

### **Samaritan Ministry of Greater Washington**

Episcopal Church  
Homeless individuals or individuals in need  
I & R phone 202-722-2280  
I & R web access (searchable) [www.samaritanministry.com/html/resourcesearch1.cfm](http://www.samaritanministry.com/html/resourcesearch1.cfm)  
Office phone 202-722-2280  
Agency homepage [www.samaritanministry.com](http://www.samaritanministry.com)

### **Social Services Referrals**

Central American Resource Center  
Central American refugees  
I & R phone 703-521-3700  
No I & R web access  
Office phone 703-521-3700  
No agency homepage

**Social Services I & R/Agape**

Hogar Hispano, Catholic Charities of the Diocese of Arlington  
Spanish-speaking residents  
I & R phone (Spanish) 703-534-2559  
No I & R web access  
Office phone 703-534-9805  
Agency homepage [www.cdda.aa.psiweb.com/hogar\\_hispano.html](http://www.cdda.aa.psiweb.com/hogar_hispano.html)

**Vietnamese I & R**

Vietnamese Resettlement Association  
Vietnamese community  
I & R phone 703-532-3716  
No I & R web access  
Office phone 703-532-3716  
No agency homepage

**Community Services Agency of the Metropolitan Washington Council**

AFL-CIO  
Union members  
I & R phone 202-857-0480  
No I & R web access  
Office phone 202-857-0480  
No agency homepage

**5. Narrow public, narrower referral agencies. Other agencies have a target audience, such as parents of young children, and also a narrow referral capacity, such as childcare location assistance.**

Because the purpose and audience of these I & Rs are so narrowly drawn, the scan did not deal with this type of agency.

**PART II: PRESENTATION OF SELECTED NATIONAL MODELS****A. Brief Overview of National Models**

One component of this scan is to present examples of several different approaches to comprehensive I & R in practice around the country, including the first regional 211 model, a multi-state example, a United Way provider, and a provider other than a United Way. One characteristic required of them all was multi-county coverage. All the I & R agencies function to connect people who need urgent or longer-term assistance to those who can provide it. (See Appendix F.) This is distinct from agencies within a region that handle emergency crisis intervention or response, and that are not the subject of this scan.

There are three standard organizational vehicles for the operation of a common channel of access to comprehensive human and social services for a region. These are United Way agencies, Contact USA agencies, and those loosely grouped under the term Information and Referral Systems. They are represented by member national organizations: the United Way of America, Contact USA, and Alliance of Information & Referral Systems. Even when Contact USA agencies and Information and Referral agencies maintain responsibility for their region's comprehensive I & R function, they generally are United Way members in their region and receive some United Way funding.

The United Way of America and the Alliance of Information & Referral Systems are two of the many organizations that have formed a partnership to implement nation-wide the 211 universal access code. The coalition has a goal to have the 211 universal code accessible to half the nation's population by 2005. Utah and Connecticut are the only two states to have statewide coverage of 211 service at this time.<sup>3</sup> The AIRS National 2-1-1 Director, Dan Williams, estimates that between 6-7 % of the U.S. public presently can access 211 for their region. He explained that he is always ready and working to assist states and regions towards this goal. He has a D.C. office and is available to provide any assistance to the region that is deemed useful.

All areas face certain national issues such as training, funding, technical assistance, and reaching specific 211 standards. Consequently the 211 coalition is writing a national 211 business plan that will be done this year. They have a site on the internet, [www.211.org](http://www.211.org), where special assistance is accessible on-line for 211 efforts through an assigned password. Available there are tools, documents, sample business plans, sample legislation, funding approaches, telecommunication information, forum discussions, a weekly electronic newsletter, and a chat room. They also participate in special 2-1-1 training conferences that provide basic skills needed to bring 2-1-1 to local communities, held next on April 24 and June 1-2.

### **C. Examples of I & R Agencies Nationally**

The following sections cover the various examples of I & R nationwide.

#### **i. Atlanta Region: Nation's First 211 System**

##### **United Way of Metropolitan Atlanta**

##### **Mailing Address**

100 Edgewood Avenue, Northeast  
Atlanta, GA 30303-3026

##### **Phone Number**

(404) 527-7200

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<sup>3</sup> Telecommunications and Information Policy Institute, "211 State by State," February 2002, pp. 7-8.

**Street Address**

2nd Floor  
100 Edgewood Avenue  
Atlanta, GA 30303

In a collective inward breath, knowledgeable national sources tout Atlanta as the standard bearer for seamless regional I & R. On the exhale, they all note that Atlanta has a uniqueness that precludes ready imitation.

The Atlanta region's 211 was the nation's first three-digit human and social services number when it premiered in 1997. When United Way switched from using a longer help line number named First Call to the shorter 211 number while maintaining the round-the-clock service, call volume increased 33% in the first nine months after switching as noted earlier in the report. The information and referral call line handled nearly 300,000 calls in 2000-1. The 211 number averages 24,000 calls a month, though not all are I & R in composition. The toll-free universal 211 coverage covers 13-counties.

Several unusual features make the Atlanta process particularly unique, including equipment and "number" donation, three-digit reassignment, and single-source funding. These all came together in particularly fortuitous timing. It happened like this.

In the mid-1990s, United Way officials had been contemplating a means by which to have an easier number for their First Call phone line. During this time, the Williams Communications company was closing out its business, and approached the United Way with an offer to donate its phones, equipment, and the 711 number assigned to the company. The 711 assignment took a detour. Work was in process to assign the 711 number to the hearing impaired, and concurrently the 211 number was being contemplated for human and social services information. The United Way switched momentum to the 211 number, and petitioned the Georgia Public Services Commission for assignment of the 211 number instead. The agency also accepted the offer of the communications equipment donation. The confluence of these events was paired with another unusual feature of the Atlanta situation. First Call was financed entirely by the United Way of Metropolitan Atlanta, and subsequently continued as a sole-source funded program when it rolled into the three-digit 211 service. There was an element of timing, but, to plagiarize a phrase, chance favored the prepared organization that was embarked on reform when other pieces fell into place.

United Way 211, as the helpline is called, is answered by trained information and referral specialists who listen closely to pinpoint callers' needs. These counselors then search the United Way 211 database that contains about 2300 programs to find organizations that match the caller's requirements. During peak call periods, optional automated referrals are provided by an interactive voice response system. The phone line also takes calls for assistance from those who want to help their fellow Atlanta residents.

Translation services are available. The Atlanta region's comprehensive I & R phone line experienced a 33% increase in calls in the first nine months after switching to the 211 number.

Other traits built into the Atlanta system have given it additional value. One feature permits continual assessment. The Atlanta call center records the number of times they refer callers to different services, and keeps note of what callers say during follow-up sessions. This process creates an information bank that can be used to gauge the metro Atlanta area's social service needs. Social service organizations working to plan budgets, corporations looking to invest effectively in their communities, and grant making organizations trying to improve the lives of Atlanta's citizens are some of the entities that use this information. Through this information, many community initiatives can be measured on a continual basis. Another feature permits targeted usage. For example, when school is out, United Way 211 has been used as a community resource to enable area youths to dial 211 to readily access summer jobs for youth – or summer fun resources.

To supplement the United Way 211 telephone resource, the agency has an interactive searchable information and referral website. Additionally, the Help Book 2002 is a printed listing of more than 1600 health and human service agencies including governmental, United Way-funded and other nonprofit organizations. Both the internet and hard copy directory provide users yet another means to locate available human services in the greater metropolitan Atlanta Area if they need help or want to help.

During evening off hours, a number of other I & R call numbers within other regions roll-over to the Atlanta United Way 211 center.

Because the United Way of Metropolitan Atlanta was the sole funding source for the 211 three-digit code, and was the seat of the earlier I & R First Call service, officials did not express any obstacles to 211 implementation. The Atlanta region also benefited in implementation of 211 from the interjurisdictional cooperative lessons learned from hosting the 1996 Olympics just prior to the successful launching of 211.

To ensure that the smaller specialized I & Rs could successfully make the transition into the 211 system, officials set aside a portion of the 211 transition budget for two successive years so as to ease these agencies into the 211 implementation. Officials saw the specialized I & Rs as reservoirs of knowledge critical to the comprehensiveness and accuracy of the new 211 system.

While obstacles to implementation have not occurred, even the Atlanta system can show a few wrinkles. A February 2002 report notes that United Way 211 was still denied pay telephone access, because BellSouth has plans to divest itself of interests in pay

telephone operation, and thus does not wish to invest resources in conversion of public telephones to 211 accessibility.<sup>4</sup>

## **ii. Louisville Region: Interstate Model**

A common access phone line for assistance in location of resources for all types of callers' needs turned up in a number of interstate areas.

### **Metro United Way**

#### **Mailing Address**

PO Box 4488  
Louisville, KY 40289-0775

#### **Phone Number**

(502) 583-2821

#### **Street Address**

334 E Broadway  
Louisville, KY 40202-1739

The Louisville metro area is a typical example. The Louisville metropolitan area is a 7-county interstate, 4 counties in Kentucky and 3 in Indiana. Metro United Way bridges the bi-state region. It is a local, independent non-profit corporation.

Metro United Way finances a toll-free, 24-hour-a-day information and referral telephone line called First Call, answered by trained counselors with comprehensive information on local programs for all kinds of residents' needs. Counselors listen to callers' needs and refer them immediately to appropriate resources. Besides the toll-free "1-800" number, citizens can access through a Louisville "502" telephone exchange number and a TDD number.

Across the state boundary on the Indiana side, an additional I & R resource exists called Info Link of Southern Indiana. It has an "812" exchange access number and advertises that it "primarily serves Southern Indiana residents, but also has access to human services information for Kentucky residents." The local Indiana number rolls over to the Kentucky call center.

Some interstate regions that receive state funding in support of I & R functions have a presence on each side of the border so that taxpayer monies from one state do not all have to flow across the border to the neighboring state in support of the I & R. However, technology permits calls to roll over to a single call center. Some interstate arrangements place training of counselor personnel and data upkeep in one state and the call center in the

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<sup>4</sup> Telecommunications and Information Policy Institute, "211 State by State," February 2002, p. 53.



adjacent state. In some regions, the agencies closer to the neighborhood arena continue to handle data upkeep because they are best able to handle oversight. One of the officials noted that the specialized I & Rs played a critical role in 211 implementation, and the official could readily tell these agencies that there was more than enough work for all of the social services agencies.

Metro United Way serves as the institutional main funding source and agency representative for First Call, but the actual work of First Call happens within a separate non-profit corporation called Seven Counties Services, Inc. It is Seven Counties' trained counselors who work the information and referral duties for the comprehensive First Call telephone line. Seven Counties also operates its own separate mental health Crisis and Information Center line with its own access numbers (except for the TDD number, shared with First Call). Residents calling the First Call number can be referred to any of the agencies in the First Call database, including Seven Counties' mental health services.

There is one other partner organization to First Call, the Community Resource Network. It identifies, classifies and distributes information on human services providers in the metropolitan Louisville area.

The formalization of this interconnected regional I & R network with common access has occurred within the last three or four years, with the placement of a Memorandum of Understanding. However, observers indicate that there was informal cooperation for approximately 20 years.

Officials in the interstate metro region predict that 211 service will be in place for the region by the end of 2002. Four telephone companies provide service in the 7-county area. Bell South, the largest, has written a tariff fee structure to support financing for the pending 211 program in the Louisville region, scheduled to be implemented by the end of this year. The other three telephone companies have agreed to conform to the Bell South tariff in their contractual arrangements. Four additional Kentucky counties will be added to the regional I & R service area when 211 begins.<sup>5</sup>

### **iii. Charlotte Region – United Way Model**

As noted in the previous section, most multi-county Information and Referral Systems have United Way involvement, either as the public face through direct promotion

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<sup>5</sup> There are several other interstate regions that should be noted in this scan as having a common access phone line for assistance in location of resources for all types of callers' needs. These include, besides the Louisville region, the Kansas City region, the Quad Cities region (Ia., Ill.), the Cincinnati region, and the St. Louis region. Other interstates to investigate include Portland, Philadelphia, Northeast Florida/Southern Georgia, Memphis, Omaha-Council Bluffs, Nashville, Chattanooga, Sioux City (Ia.), Sioux Falls (S.D.), and St. Joseph (Mo.). I & R providers in smaller, border regions cope with the same issues, often with fewer resources than the larger metros. The Terre Haute, Ind. area, South Bend, Ind. area, Owensboro, Ky. area, Tri-Cities area of Tenn., the Dubuque, Ia. area, and Texarkana, Tex. area are some that come to mind.

and complete provision of the I & R function, through promotion of the I & R while it shares duties with an independent agency behind the scene, and/or as a significant funding source of a separate independent agency that publicly handles the service.

The example profiled here covers the first example, those United Ways that are direct providers of the I & R service. The United Way of Metropolitan Atlanta, deemed "best in show" by all those interviewed, would register under this section, but was featured as the first example. There are many fine examples of multi-county I & R services run by United Ways, including United Way of Central Carolinas, Inc., Triangle United Way, United Way of Central Georgia, United Way of Central New Mexico, and Greater Twin Cities United Way (though the state contributes information to the database). Excellent single-county I & R call centers are run by United Ways as well, but this scan focuses on multi-county systems. Several individuals mentioned the selection profiled next.

**United Way of Central Carolinas, Inc.**

**Mailing Address**

301 South Brevard Street  
Charlotte, NC 28202-2317

**Phone Number**

(704) 372-7170

**Street Address**

301 South Brevard Street  
Charlotte, NC 28202-2317

United Way of Central Carolinas, Inc. grew out of mergers in 1972, 1987, and 2000, consolidations that created the present-day United Way agency serving one million residents covering four counties. United Way of Central Carolinas, Inc. is a non-profit organization that supports agencies and other service providers. It is governed by a local board of directors made up of volunteers from these four communities.

For just over 25 years, United Way of Central Carolinas has maintained an I & R service. The agency converted over to United Way 2-1-1 in mid-2001. The 211 I & R service encompasses three of the four United Way counties; the fourth is served by a separate I & R provider that has not instituted 211. The Central Carolinas' United Way 2-1-1 service averages 2000 calls a month, handled by trained professional caseworkers. The United Way has not fully engaged in a marketing program, and expects usage to expand when that effort occurs. The call center is supplemented by an interactive searchable internet website. By calling or visiting the website, users are linked to comprehensive resources for child care, seniors, substance abuse, health care, and much more.

The free, 24-hour a day United Way 2-1-1 database provides callers with options and resources to meet health and human service needs, drawing upon more than 2300 available

health and human services programs delivered by 700 agencies. United Way 2-1-1 also can link callers to a wide variety of individual volunteer opportunities based on interests and personal availability.

This I & R function, United Way 2-1-1, is an internal program of the United Way of Central Carolinas. Funding for it is shared 50-50 by the United Way and by Mecklenburg County. Because 85 % of the calls originate in Mecklenburg County, lack of financial support from the other two counties has not been an issue. Mecklenburg County assists in an additional fashion. The County's Department of Social Services provides to seniors an I & R service called "Just One Call." The Department maintains and updates the information files on agencies specializing in aging needs, comprising about 100 of the 700 agencies in the United Way 2-1-1 I & R database. The County supplies these updates to the United Way 2-1-1 database, while the United Way agency remains responsible for updating the information on the 600 other agencies.

#### **iv. Houston Region: United Way Shared Service Model**

Though this category, promotion of the I & R by a United Way while it shares duties with an independent agency behind the scenes, was not specifically requested to be profiled, there are excellent examples available, including the service provided by the United Way of the Texas Gulf Coast. The United Way works in partnership with the Crisis Intervention of Houston, Inc., a United Way funded agency. It operates a 24-hour a day, seven days a week, toll-free service providing information and referral for 120,000 callers annually. It also functions as a crisis center, helping individuals through use of telephone crisis counseling, referrals, intervention, post-intervention, and education.

#### **v. Dallas Region: Other Than United Way Model**

As noted earlier, most multi-county Information and Referral Systems have United Way involvement, either as the public face through direct promotion and complete provision of the I & R function, through promotion of the I & R while it shares duties with an independent agency behind the scene, and/or as a significant funding source of a separate independent agency that itself publicly promotes and manages the service. This section profiles that latter case. Cases for this category were an interesting mix, and several could have been tapped.

These include four typical ones, and a unique case. The first is a First Call for Help information and referral service that was transferred over to the Central Iowa Chapter of the American Red Cross in July 1, 1997 by the United Way of Central Iowa, but still is receiving some funding from United Way. The second is in the Salt Lake City area, where the Community Services Council (founded in 1904 as the Salt Lake Charity Association, evolving through the Community Welfare Council from 1924 to its current name in 1961) runs the Information and Referral Center as one of its six major programs, funded as a partner agency by United Way of the Great Salt Lake Area. The third is the Harrisburg, Pa.,

"listening, information, and referral service" run by CONTACT Helpline, and also receiving funds from the local United Way. Fourth is the Community Council of Greater Dallas, selected to be profiled here because of the bi-city character of the Dallas-Ft. Worth region, and the exemplary Texas I & R system. It is a funded in part by United Way. Lastly is the unique ReDirect, begun in 1987 by the Director of the Corrections Clearinghouse in the State of Washington to provide an easy method for newly-released offenders to obtain a network of services that would reduce recidivism. It was renamed Access Washington Resource Directory in 1998, attaining nearly 7000 services statewide, to provide a closer link to the State of Washington's new portal page design. While an outside vender maintains the internet capability and access, work training in all aspects of the service through a computer laboratory provides offenders with marketable skills in computer literacy and design capabilities, while the service itself benefits released offenders.

**Community Council of Greater Dallas**

**Mailing Address**

Suite 200  
400 North Saint Paul Street  
Dallas, TX 75201-6804

**Phone Number**

(214) 741-5851

**Street Address**

Suite 200  
400 North Saint Paul Street  
Dallas, TX 75201-6804

The Dallas metro area I & R is typical of those organizations run by other than United Ways. It is a six-county region where the comprehensive I & R function is handled by the Community Council of Greater Dallas. The United Way of Metropolitan Dallas provides some funding to the Community Council of Greater Dallas.

The Community Council of Greater Dallas brings together social service providers and individuals to address quality of life issues in the Dallas region. It works with both public and private agencies to create a shared vision and measure continued progress. Information is maintained on over 1000 agencies and 2000 service programs provided by these agencies in the North Texas area. In 2001, the Council responded to an average of more that 8000 requests a month through the I & R service last year.

The Council provides staff and maintains the toll-free, 24-hour-a-day information and referral telephone line answered by trained counselors with comprehensive information on local programs that address all types of needs. The line is known by several different names in the region, all carrying the same telephone number, including being listed as the Information and Referral Hotline, the Community Helpline, and the Integrated Voice Response System. As the Council reports, the nature of the calls range from very simple

calls such as a caller wishing to donate items, to more complex needs such as an elderly person needing assistance with utility and prescription expenses.

The comprehensive I & R resource provides value back to the region beyond its information and referral usefulness. The database also functions as an evaluation tool to assist the Council and the region in reaching their goals. The Council reports that it generates a wide range of studies based on resource and client information. Some reports satisfy requirements of the various funders of I & R. Other reports serve as a means of evaluating the needs of clients, and can provide specific demographic information on callers. The Council notes that staff can survey available services in many ways such as listings of programs providing specific services in a particular geographic area. They indicate that this ability is very useful in evaluating the need for new services, the scope and availability of existing services, and the distribution of available services over geographic areas. Other agencies ask for these types of listings as new programs or initiatives are planned.

Some of the Council's responsibilities include the support of an efficient and effective human service delivery system, the continuance of a cooperative working relationship with the United Way, the development and continued monitoring of "Quality of Live Indicators" for Dallas, operation of common services needed by human service agencies and the community which are not performed or appropriate for performance by individual agencies, and continued research on human and social service issues and conditions relating to community services.

The State of Texas' Health and Human Services Commission has designated 25 Area Information Centers (AIC) in all regions across Texas. The 25 are the regional coordinators for the Texas Information and Referral Network (TIRN). The AICs are the designated 211 agencies, as the 211 service becomes available in their region. The Community Council of Greater Dallas was selected by the region to be the designated AIC and call center for TIRN. The 211 dialing code is not currently operational. The 211 implementation plans for Texas call for phase-in beginning in 2002, contingent upon available local funding. The State of Texas is requiring the AICs to locate local funding for the AIC responsibilities and to become accredited information and referral agencies. The Community Council of Greater Dallas has completed the accreditation process, except for on-site review by accreditation representatives, which may have been completed by this point. Full implementation of the Network will give the state 25 call centers, easily the largest number nationally for any one state-wide system.

Those interviewed rated the Texas 211 implementation plans as among the best procedures. The premier state I & R network referenced by officials nation-wide was that of Connecticut which has been in place for a quarter of a century. The state now has universal 211 social services access. Georgia was also cited as a good state example.

## **SUMMARY**

There are significant numbers of human and social services I & R programs in the Greater Washington Region. They fall into a number of different styles of I & R agencies. No formal comprehensive I & R system presently exists that knits these agencies into one cloth for the whole region on a 24-hour a day basis. An informal system channels cooperation between the I & R agencies. After hours, a Northern Virginia crisis hotline serves as the I & R rollover agency for the entire region.

Nationally, there are many ways to approach the I & R function. Individuals who seek guidance from other efforts around the nation have a diverse pool of examples, including efforts in a number of interstate regions, from which to choose.

## APPENDICES

### Appendix A List of Individuals Contacted

Saundra Bond, United Way of Central Maryland

Gwen Ferguson, United Way of P.G. County

John Geist, United Way of Central Maryland

Shana Hadley, Montgomery County Crisis Center

Sue Madden, DC VOAD contact, Greater DC Cares

Lucinda Nord, Executive Director, Indiana 211 Partnership

Larry Pignone, United Way of Montgomery County

Beth Pline, Roanoke Valley United Way

Dave Robertson, Metropolitan Washington Council of Governments

Tamara Schomber, United Way of National Capital Area

Ethan Seltzer, Portland State University

Tylee Smith, Northern Virginia Planning Commission

Wendy Thomas, Answers, Please! (D.C.)

Terri Tolan, Executive Director, United Way of Kentucky

Dan Williams, executive director, 211 National Coalition

Appendix B  
National and Regional Comprehensive Websites Checked

Alliance of Information and Referral Systems <http://www.airs.org>

Answers, Please! <http://www.answersplease.dc.gov>

CONTACT USA <http://www.contactusa.org/>

Greater D.C. Cares <http://www.dc-cares.org>

Information and Referral Resource Network <http://www.ir-net.com/>

Metropolitan Washington Council of Governments <http://www.mwcog.org>

Northern Virginia Planning Commission, Quick Guide <http://www.novaregion.org>

211 org <http://www.211.org>

United Way of America <http://www.unitedway.org>

United Way of Central Maryland <http://www.uwcm.org>

United Way of the National Capital Area <http://uwnca.org>

Washington Post Archives



Appendix C  
Reports Reviewed

“211 State by State,” February 2002, done by the Telecommunications and Information Policy Institute

“2-1-1 National Initiative: State Status,” January 2002, done by Alliance of Information and Referral Systems

“Regional Emergency Preparedness Compacts,” done by Alliance for Regional Stewardship

“2-1-1 Maryland: Easy Access to Community Resource Information,” November 2001, done by 2-1-1 Maryland Task Force

“Regional Homeland Security and Emergency Preparedness,” December 2001, done by Metropolitan Washington Council of Governments

“Connecticut 2-1-1 Services Provided Related to September 11<sup>th</sup> Disaster,” done by United Way of Connecticut

## Appendix D Multi-county Comprehensive I & R Agencies

### Alabama

--Volunteer Information Center, Montgomery, 3-county

### Arizona

--Community Information and Referral Service, Phoenix, 10-county

--I & R provider (name not noted), Tucson, 5-county

### Connecticut

--United Way of Connecticut, entire state, 8-county

### Delaware

--Delaware Helpline, entire state, 3-county

### Florida

--Center for Information and Crisis Services, Palm Beach, 5-county

--First Call, Jacksonville, n-county, interstate Fla.-Ga.

### Georgia

--Community Connection of Northeast Georgia, Athens, 13-county

--United Way of Metropolitan Atlanta, Atlanta, 13-county

--Contact HelpLine, Columbus, 8-county, interstate Ala.-Ga.

--United Way 211, Macon, 15-county

--United Way of Northwest Georgia, Dalton, 2-county

### Hawaii

--Ask Aloha United Way, entire state, 5-county

### Idaho

--Saint Alphonsus Regional Medical Center, Boise, 10-county

### Indiana

--There must be some multi-county but references not cited.

### Iowa

--First Call for Help, Des Moines, 3-county

### Kansas

--InfoLine, Wichita, 8-county

### Kentucky

--I & R provider (name not noted), Florence, n-county, possible interstate with Indiana, Cincinnati, Ohio

--I & R provider (name not noted), Louisville, n-county

### Louisiana

--Infoline Baton Rouge, 10-parish

--232-HELP, Lafayette, 6-parish

--ViaLink, New Orleans, 18-parish

### Maine

--Ingraham, Portland, n-county

### Maryland

--United Way of Central Maryland, Baltimore, 5-county

### Minnesota

--Greater Twin Cities United Way, Minneapolis-St. Paul, n-county

--First Call Minnesota, balance of state, n-county

### Mississippi

--CONTACT Helpline, Columbus, n-county

--First Call for Help/Link Line, Tupelo, 15-county

### Missouri

--St. Louis may be working on interstate

--K.C. may be working on an interstate

### Nebraska

--First Call for Help, Omaha, 2-county, check with Council Bluffs, Iowa,

possible interstate  
New Hampshire  
--Possibly 6 multi-county I&R, but references not cited.  
New Mexico  
--United Way of Central New Mexico, Albuquerque, 4-county  
North Carolina  
--United Way of Central Carolina, Charlotte, 3-county  
--Triangle United Way, Durham-Research Triangle Park, 4-county  
--Call United Way 211, Greensboro, 2-county  
Oklahoma  
--Tulsa Helpline 211, Tulsa, 3-county  
Pennsylvania  
--United Way, Philadelphia, n-county, possible Pa.-N.J. interstate  
--FIRST, Harrisburg, 8-county  
Rhode Island  
--Travelers Aid Society of Rhode Island, entire state, 5-county  
South Carolina  
--United Way 211, Columbia, 4-county  
South Dakota  
--Help!Line, Sioux Falls, n-county  
Tennessee  
--Just Ask!, Knoxville, 2-county  
Texas  
--19 multi-county I&R, 12 are United Ways, 3 are AAAs, etc.  
--Dallas-Ft. Worth emerges from the 19  
Virginia  
--6 multi-county I&R  
Washington  
--Access Washington, entire state, 39-county  
West Virginia  
--Criss Cross, entire state, 53-county  
--Connecting Link, N.W. W.Va., 3-county

Appendix E  
Information and Referral Agencies in the Greater Washington Region

The pages after this tabulation list the names of the agencies included in this tabulation.

Part of the I & R scan requirement was to count I & R agencies within certain classification schemes. This proved to be problematic in the District of Columbia, where it was not always apparent that an agency was multiservice; and more problematic in Montgomery County and Prince George's County, Maryland, where there was no umbrella organization as a focal point of information collection. These must be taken as entirely approximate figures.

Multijurisdictional I&R agencies

These are I & R agencies whose service area crosses a local jurisdictional boundary within their home state. Any service that is county-wide automatically is multijurisdictional, servicing the municipalities as well as the county. Suburban Maryland, without a bi-county umbrella organization, is very likely an incomplete count.

Northern Virginia has 37

Suburban Maryland has 18

District of Columbia – does not apply

Multiservice I&R agencies

These are I & R agencies whose missions are multi-service I & R assistance within their own Greater Washington Region jurisdiction of District of Columbia, Maryland, or Virginia. They engage in a combination of responsibilities, such as food banks and housing/rental assistance and utility bills payment, and the like. They could service a single jurisdiction, but with multiple services. Thus an agency under this heading could provide to Falls Church residents English as Second Language assistance and job hunting assistance. One other obstacle to classification in this category is that it is not always evident that an I & R conducts multi-service responsibilities.

Northern Virginia has 56

Suburban Maryland has 17

District of Columbia has 6

## Multijurisdictional I & R agencies

### Northern Virginia

1. Aging I & R, Fairfax Agency on Aging
2. Catholic Charities of the Diocese of Arlington
3. Client Assessment and Linkage to Services (Alexandria), Fairfax County Human Services
4. Client Assessment and Linkage to Services, Fairfax County Human Services
5. Client Assessment and Linkage to Services (Falls Church), Fairfax County Human Services
6. Client Assessment and Linkage to Services (Reston), Fairfax County Human Services
7. Hispanic I & R (Falls Church), Hispanic Committee of Virginia
8. Human Services I & R, Arlington United Way
9. I & R for Women, Loudoun Women's Resource Center
10. I & R for Women, Northern Virginia Women's Center
11. I & R (Alexandria), Fairfax County Human Services CSP
12. I & R (Annandale), Northern Virginia Human Services
13. I & R (Arlington), CrisisLink
14. I & R (Arlington), DHS Crisis Assistance, EID
15. I & R (City of Fairfax), Human Services Coordination
16. I & R (Dumfries), ACTS HELPLINE
17. I & R (Fairfax), Human Services, Coord. Services
18. I & R (Falls Church), Vietnamese Resettlement Association
19. I & R, Fairfax County Human Services CSP
20. I & R (Falls Church), Fairfax County Human Services CSP
21. I & R, Prince William Library
22. I & R (Reston), Fairfax County Human Services CSP
23. I & R of Northern Virginia (Annandale)
24. Jewish I & R, JIRS of Greater Washington
25. Korean I & R (Springfield), Korean YCMA
26. Links to Regional Disabilities Resources, Potomac KnowledgeWay
27. Middleburg I & R, Middleburg FISH
28. Northern Virginia Human Services Directories
29. Public Information and Programs, Loudoun County Library
30. Resource Mothers (Oakton), Northern Virginia Urban League
31. Senior Citizen Info and Education (Sudley N), Prince William County Agency on
32. Social Services Referrals (Arlington), Central American Center, CARECEN
33. Social Services, Arlington Hogar Hispano, Catholic Charities
34. Spanish I & R, Fairfax County Human Services CSP
35. Spanish I & R (Falls Church), Fairfax County Human Services CSP
36. Spanish I & R (Reston), Fairfax County Human Services CSP
37. Women's Advocacy, Fairfax County Office for Women

### Montgomery County and Prince George's County, Maryland

1. Aging and Disability Services, Information and Assistance Unit of Montgomery County
2. Community Crisis Services

3. Community Ministry of Prince George's County
4. First Call for Help
5. Healthline, Healthy Families Prince George's County
6. Ministries United Silver Spring/Takoma Park
7. Montgomery County Commission for Women I & R
8. Montgomery County Community LINC
9. Montgomery County Crisis Center
10. Montgomery County Hotline (Mental Health Association of Montgomery County)
11. Montgomery County Information and Referral
12. Montgomery County Child Care Resource and Referral Center
13. Prince George's County Hotline (Mental Health Association of Prince George's County)
14. Public Access Catalogue of Montgomery County
15. Senior Information Assistance of Prince George's County
16. South County Community Food Pantry
17. Southern Area Youth Services
18. Therapist Line

District of Columbia

Does not apply

Multiservice I & R agencies

Northern Virginia

1. Aging I & R, Fairfax Agency on Aging
2. Alexandria Citizen Assistance, Alexandria Citizen Assistance Office
3. Catholic Charities of the Diocese of Arlington
4. City Information, Falls Church
5. Client Assessment and Linkage to Services (Alexandria), Fairfax County Human Services
6. Client Assessment and Linkage to Services, Fairfax County Human Services
7. Client Assessment and Linkage to Services (Falls Church), Fairfax County Human Services
8. Client Assessment and Linkage to Services (Reston), Fairfax County Human Services
9. Culmore Community Resource Center, Fairfax Department of Family Services
10. Disability I & R, Arlington DHS Aging and Disability
11. Family Supplement Services, Manassas Park Social Services
12. Hispanic I & R (Falls Church), Hispanic Committee of Virginia
13. Human Services I & R, Arlington United Way
14. Human Services I & R, Alexandria United Way
15. I & R for Women, Loudoun Women's Resource Center
16. I & R for Women, Northern Virginia Women's Center
17. I & R for Women (Woodbridge), Commission for Women
18. I & R (Alexandria), Fairfax County Human Services CSP
19. I & R (Alexandria), National Mental Health Association
20. I & R (Alexandria), Social Services - DHS
21. I & R (Annandale), Northern Virginia Human Services

22. I & R, Arlington County Public Library
23. I & R, Arlington DHS Economic Independence Unit
24. I & R (Arlington), CrisisLink
25. I & R (Arlington), DHS Crisis Assistance, EID
26. I & R (City of Fairfax), Human Services Coordination
27. I & R (Dumfries), ACTS HELPLINE
28. I & R (Fairfax), Human Services, Coor. Services
29. I & R (Falls Church), Vietnamese Resettlement Association
30. I & R (Falls Church), Housing and Human Services Division
31. I & R, Fairfax County Human Services CSP
32. I & R (Falls Church), Fairfax County Human Services CSP
33. I & R (Leesburg), Loudoun Social Services
34. I & R, Manassas City Social Services
35. I & R, Manassas Park Social Services
36. I & R, Prince William Social Services
37. I & R, Prince William Library
38. I & R (Reston), Fairfax County Human Services CSP
39. I & R (Sudley N), Prince William Social Services
40. I & R of Northern Virginia (Annandale)
41. Jewish I &R, JIRS of Greater Washington
42. Korean I & R (Springfield), Korean YCMA
43. Lorton Community Resource Center (Fairfax), Department of Family Services
44. Links to Regional Disabilities Resources, Potomac KnowledgeWay
45. Middleburg I & R, Middleburg FISH
46. Northern Virginia Human Services Directories
47. Public Information and Programs, Loudoun County Library
48. Resource Mothers (Oakton), Northern Virginia Urban League
49. Senior Citizen Info and Education (Sudley N), Prince William County Agency on
50. Senior Outreach and Assistance (Alexandria), Aging and Adult Services
51. Social Services Referrals (Arlington), Cenral American Center, CARECEN
52. Social Services, Arlington Hogar Hispano, Catholic Charities
53. Spanish I & R, Fairfax County Human Services CSP
54. Spanish I & R (Falls Church), Fairfax County Human Services CSP
55. Spanish I & R (Reston), Fairfax County Human Services CSP
56. Women's Advocacy, Fairfax County Office for Women

Montgomery County and Prince George's County, Maryland

1. Aging and Disability Services, Information and Assistance Unit of Montgomery County
2. Community Crisis Services
3. Community Ministry of Prince George's County
4. First Call for Help
5. Healthline, Healthy Families Prince George's County
6. Ministries United Silver Spring/Takoma Park
7. Montgomery County Commission for Women I & R
8. Montgomery County Community LINC
9. Montgomery County Crisis Center

10. Montgomery County Hotline (Mental Health Association of Montgomery County)
11. Montgomery County Information and Referral
12. Montgomery County Child Care Resource and Referral Center
13. Prince George's County Hotline (Mental Health Association of Prince George's County)
14. Public Access Catalogue of Montgomery County
15. Senior Information Assistance of Prince George's County
16. Southern Area Youth Services
17. Therapist Line

District of Columbia

1. African-American Women's Resource Center
2. Answers, Please!
3. Columbia Heights Shaw Family Collaborative
4. Community Council for the Homeless at Friendship Place
5. Ethiopian Community Center
6. Southwest Community House Association



Appendix F  
Examples of I & R services provision

The United Way and other than United Way agencies reviewed for this scan are not simply warehouses of data for their regions. They exist to serve the people in their communities; oftentimes the most vulnerable and needy populations. The call service, Utah 211, provides a list of some of the questions that it fields, a reminder of the mission of I & R agencies.

## **Utah 211**

These typical calls tell the story of how critical The Information and Referral Center is to the community. Below you will also read about some of our not-so-typical calls. We hope you find them as enjoyable as we have had trying to find the answers.

### **TYPICAL CALLS**

My husband just left me. I have very little money and very little food. The rent and utilities are coming due. I have four children. What do I do?

My mom was recently diagnosed with Alzheimer's. I know we are going to need help as her symptoms get worse. Are there support groups? What about day care when my husband and I are at work?

My daughter is being abused by her live in boyfriend, but she denies it's a serious problem. Can he stop abusing her without counseling? How can I express my concerns for her without alienating her?

I think I am pregnant; I have not been feeling well for about a month. I came to Salt Lake with my boyfriend because his family lives here, but he left. They don't like me and won't tell me where he is. I need a place to stay and a free a pregnancy test. I don't have any money.

I am 25 years old and work as a dishwasher. I have a very bad sore on my leg that is infected, but I cannot afford a doctor. Who will examine my leg?

Sometimes I get really out of control with my anger and yell at my wife. Last night I beat her up, and I don't ever want to do it again. Where can I go to get some counseling?

### **Not So Typical Calls – And the Answers...**

How long can butter keep in the cupboard? (*USU Extension Services*)

How many Persian cats are there in Salt Lake? (*Cat Fanciers Association*)

Where can I get chestnuts for roasting on an open fire? *(Smith's on 900 W. & 800 S.)*

I have a swarm of bees in my home, what do I do? *(Get out! Call a bee keeper.)*

How close of a relative can you marry in Utah? *(County Marriage Licensing Office)*

I am cooking an Angel Food Cake, what is our altitude? *(USU Extension Services)*

How much did the State of Utah spend last year? *(Legislature Fiscal Analyst)*

How long after a couple is separated can a person legally date? *(Legal Aid Society)*

What is the gestation period of a hamster? *(16 Days)*

Is it legal to bury a horse in my back yard? *(City Zoning Office)*

What time is it in Sydney Australia right now? *(It was 9:00 a.m. here, so it was 2:00 a.m. there, the next day)*

Is there a Judge that speaks Spanish that can marry me and my boyfriend? *(Judge Holladay in the Third District)*

Where is the cheapest pharmacist in West Jordan? *(We think it may be the K-mart)*

What is the name of the Hotel across from the Shilo Inn? *(It was the Red Lion, but now it is the Hilton)*

What is the first name of the guy who doesn't say anything in the old Bartles and James Wine Cooler commercial? *(We have no idea, do you?)*