



# Board of Commissioners of Cook County

118 North Clark Street  
Chicago, IL

## Legislation Details (With Text)

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<b>File #:</b>	22-5753	<b>Version:</b>	1	<b>Name:</b>	2-1-1 METRO CHICAGO INITIATIVE
<b>Type:</b>	Resolution	<b>Status:</b>		<b>Status:</b>	Approved
<b>File created:</b>	9/29/2022	<b>In control:</b>		<b>In control:</b>	Business and Economic Development Committee
<b>On agenda:</b>	10/20/2022	<b>Final action:</b>		<b>Final action:</b>	11/17/2022
<b>Title:</b>	PROPOSED RESOLUTION				

### 2-1-1 METRO CHICAGO INITIATIVE TO BE LED BY THE UNITED WAY OF METRO CHICAGO

WHEREAS, the social services network in Cook County includes a complex system of service providers and puts the burden for navigating this system on residents; and

WHEREAS, the COVID-19 pandemic brought this problem into greater focus, highlighting the need for a comprehensive, centralized information and referral system for human services; and

WHEREAS, Cook County, the City of Chicago, the United Way of Metro Chicago, and the Heartland Alliance desired to implement a 2-1-1 system, an information and referral system for health and social services that has been implemented successfully across the country; and

WHEREAS, the above stakeholders convened an Advisory Committee with participation by the Bureau of Economic Development (BED) in early 2021 to determine how to establish and implement a 2-1-1 system in Cook County; and

WHEREAS, that Advisory Committee, after a systematic review of the top 2-1-1 systems in the United States and research on operating and governance options, determined that the United Way of Metro Chicago was the recommended entity to operate the 2-1-1 system in Cook County; and

WHEREAS, Cook County, in collaboration with the City of Chicago, desires to support the implementation of 2-1-1 Metro Chicago to better serve our residents; and

WHEREAS, Cook County and the City of Chicago have each agreed to provide funding through the 2024 calendar year to operate the 2-1-1 system with the intent to determine and provide further funding of the system on an ongoing basis, subject to annual appropriation by the Board.

NOW THEREFORE BE IT RESOLVED, that the Cook County Board of Commissioners hereby authorizes BED to enter into a multiyear Grant Agreement with United Way of Metro Chicago on behalf of Cook County, subject to annual appropriation by the Board of Commissioners, in an aggregate amount of up to \$2,300,000 to implement and operate 2-1-1 Metro Chicago, which will include a comprehensive information and referral helpline for health and human services in Cook County that will be open 24 hours a day, 7 days a week, 365 days a year. Residents who contact 2-1-1 Metro Chicago will be able to access information, referrals to local resources and services, and personalized assistance depending on each resident's needs and preferences; and

BE IT FURTHER RESOLVED that the Cook County Board of Commissioners recognizes that time is of the essence and authorizes the Chief of the Bureau of Economic Development to negotiate and enter into an agreement that outlines the specific metrics and impact data, and compliance with all County reporting and monitoring requirements with United Way of Metro Chicago to implement the above program; and

BE IT FURTHER RESOLVED that the Cook County Board of Commissioners hereby authorizes the Chief of the Bureau of Economic Development or its designee to modify the agreement and funding allocation based upon need and utilization.

**Sponsors:** TONI PRECKWINKLE (President)

**Indexes:**

**Code sections:**

**Attachments:**

Date	Ver.	Action By	Action	Result
11/17/2022	1	Board of Commissioners	approve	Pass
11/16/2022	1	Business and Economic Development Committee	recommend for approval	Pass
10/20/2022	1	Board of Commissioners	refer	Pass

## PROPOSED RESOLUTION

### 2-1-1 METRO CHICAGO INITIATIVE TO BE LED BY THE UNITED WAY OF METRO CHICAGO

**WHEREAS**, the social services network in Cook County includes a complex system of service providers and the burden of navigating available services often falls on residents; and

**WHEREAS**, the COVID-19 pandemic brought greater focus to the needs for various social and human services, highlighting the need for a comprehensive, centralized information and referral system for human and social service access; and

**WHEREAS**, Cook County, the City of Chicago, the United Way of Metro Chicago, and the Heartland Alliance desire to implement a 2-1-1 system, an information and referral system for health and social services that has been implemented successfully across the country; and

**WHEREAS**, the above stakeholders convened an Advisory Committee with participation by the Bureau of Economic Development (BED) in early 2021 to determine how to establish and implement a 2-1-1 system in Cook County; and

**WHEREAS**, that Advisory Committee, after a systematic review of the top 2-1-1 systems in the United States and research on operating and governance options, determined that the United Way of Metro Chicago was the recommended entity to receive a grant to operate the 2-1-1 system in Cook County; and

**WHEREAS**, Cook County, in collaboration with the City of Chicago, desires to support the implementation of 2-1-1 Metro Chicago to better serve our residents; and

**WHEREAS**, Cook County and the City of Chicago have each agreed to provide funding through the 2024 calendar year to operate the 2-1-1 system with the intent to determine and provide further funding of the system on an ongoing basis, subject to annual appropriation by the City and County's governing bodies.

**NOW THEREFORE BE IT RESOLVED**, that the Cook County Board of Commissioners hereby authorizes BED to enter into a multiyear Grant Agreement with **United Way of Metro Chicago** on behalf of Cook County, subject to annual appropriation by the Board of Commissioners, in an aggregate amount of up to **\$2,300,000** to implement and operate **2-1-1 Metro Chicago**, which will include a comprehensive information and referral helpline for social and human services in Cook County that will be open 24 hours a day, seven days a week, 365 days a year. Residents who contact 2-1-1 Metro Chicago will be able to access information, referrals to local resources and services, and personalized assistance depending on each resident's needs and preferences; and

**BE IT FURTHER RESOLVED** that the Cook County Board of Commissioners recognizes that time is of the essence and authorizes the Chief of the Bureau of Economic Development to negotiate and enter into an agreement that outlines the specific metrics and impact data, and compliance with all County reporting and monitoring requirements with United Way of Metro Chicago to implement the above program; and

**BE IT FURTHER RESOLVED** that the Cook County Board of Commissioners hereby authorizes the Chief of the Bureau of Economic Development or its designee to modify the agreement and funding allocation based upon need and utilization.