



United Ways of California

# 2-1-1 & Health:

Presentation to FCC Commissioners

# 2-1-1 is:



“... an easy to remember, easy to use abbreviated dialing code that will enable persons in need to be directed to services providing free information and referrals to health and human service information.”

— *Use of N-1-1 Codes and Other Abbreviated Dialing Arrangements*, Third Report & Order, 15 FCC Rcd 16753, ¶ 17, 19 (2000).

Today:

- 2-1-1 Programs operate in all 50 states
- Available to 86.6% of the US population;
- ***Unserved areas rural overwhelmingly***
- In 2011, answered 16.6 million calls

Who 2-1-1 serves:

- 70% of clients served are women
- 64% are minorities

# 2-1-1 is:

My child needs to see a doctor...

I need to find childcare..

I need food for my family...

I can't pay my rent / utilities...

## Certified 2-1-1 Specialists



• Provide **information and referrals** to meet the presenting need, assess additional needs **AND ...**

• **Pre-screen for eligibility programs** such as: Children's health insurance, CalFresh/SNAP (Food Stamps), LIHEAP (energy assistance), FCC Lifeline program;

• **Proactively identify and refer** to services like: Cancer prevention, Children's health insurance, Broadband awareness and adoption;

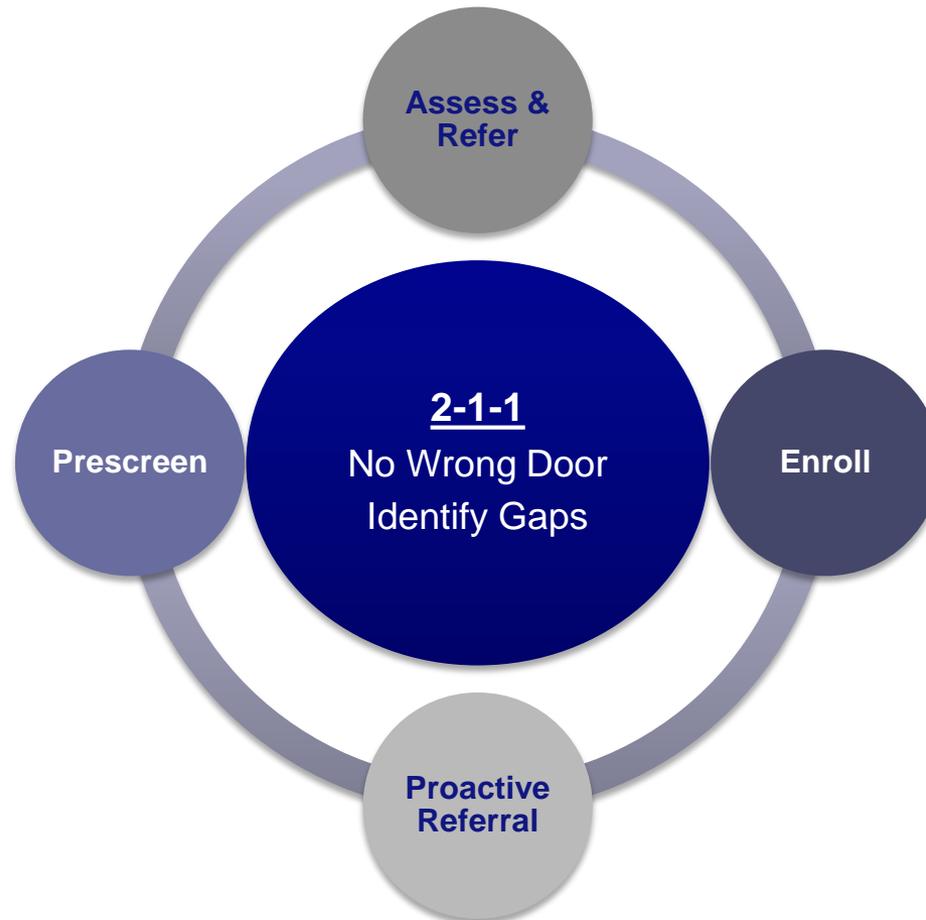
• **Proactively educate and do outreach** for programs like: Epidemic (Whooping Cough; Flu - H1N1), VITA/EITC, Mortgage foreclosure, Unemployment Insurance;

• **Do intake and enrollment**, for programs like: Homeless prevention rapid re-housing, SNAP, Special Needs Disaster Registry; Health Insurance;

# Prevention & Wellness Continuum

## Access to Health Care

Coordinated with: medical homes, hospitals, clinics; Medicare/Medicaid and state/local health coverage; Home Health Care; Substance Abuse Prevention/Treatment; Food/Nutrition; Domestic Violence



# Health, Health Care and 2-1-1



- 5,000+ calls per day seeking health, mental health and substance abuse treatment
- Most common health needs presented include (based on CA data):
  - Uninsured need coverage
  - Access to free care; Prenatal care; Eye/Dental care
  - Immunizations & flu shots
  - Prescription assistance; Medical equipment
- One-stop source for assistance with needs that affect health outcomes:
  - Housing & Utilities, Food, Income Supports
- Affordable Care Act: Enrolling millions in health coverage

# Improving accessibility and delivery of health care through better technology



- **Challenge:** Catch up with rapid technological change on part of consumers/end users and health systems
  - Our client base increasingly using broadband and mobile for search, text, chat and voice
  - Hospitals, clinics and health plans moving to electronic medical records, extensive use of technology for monitoring and delivering care at distance
  - Yet, the 246 2-1-1 programs in U.S. programs are using old technology – voice delivered over wirelines
  - Worse, these 246 programs are not all connected with each other
  - Rural access: 14% of population have no access to 2-1-1

# Vision: Better Health Through Next Generation 2-1-1

*An integrated national 2-1-1 system that is **technologically interconnected to comprehensively serve the health needs of Americans within and across communities, in order to develop more sustainable and thriving families and communities***



## Universal Support for 2-1-1

- 2-1-1 qualifies as health care provider under 47 U.S.C. § 254(h)(7)(B)(iii) (The term “health care provider” means ... local health departments or agencies”)
- Significant % of 2-1-1 funding from local health departments and agencies
- USF health care funding not limited to rural health care

## Universal Support for 2-1-1

***2-1-1 is at the core of universal support for health care the USF is intended to support***

What next?

- File in current rural health care reform rulemaking?
- Petition?

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## **Peter Manzo**

President & CEO

United Ways of California

[pmanzo@unitedwaysCA.org](mailto:pmanzo@unitedwaysCA.org)

1107 Fair Oaks Avenue, #12

South Pasadena, CA 91030

[www.unitedwaysCA.org](http://www.unitedwaysCA.org)