

Grant Performance Form

(Continued)

Describe the Project/Event and include any media releases/photos (if available).

CONTACT Altoona is one of the founding partners in the provision of PA 2-1-1 services. 2-1-1 is a three-digit dialing code designated by the Federal Communications Commission to provide widespread public access to community information and referral services. By dialing 2-1-1, Blair County callers speak with a call specialist at CONTACT Altoona who has access to an online comprehensive PA 2-1-1 database (Vision Link) of health and human services utilized by all PA 2-1-1 call centers. Through conversation with callers, the CONTACT Altoona call specialist is able to determine the need or needs of the caller and search the database for agencies and organizations in the caller's specific area that provide the needed service. Searches are done by zip code and county. Additionally, the PA 2-1-1 database has replaced the online Help Resources Directory that was hosted by the Human Services Office. CONTACT Altoona also continues to update services already contained in the comprehensive PA 2-1-1 database (Vision Link) to ensure that addresses, phone numbers, programs, services and all other information is the most current. Coding continues for new services and providers of non-urgent services. The PA 2-1-1 database (Vision Link) requires payment of software license to be paid by CONTACT Altoona in the amount of \$3,000.

The PA 211 Vision Link Database located at: <https://pa211.communityos.org>

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Welcome to PA211

PA211 is a statewide collaborative for health and human service information for Pennsylvanians. This easy-to-remember 2-1-1 phone number will link PA residents with human services throughout Pennsylvania.

As we build the statewide database, we encourage agencies offering human services to contact us to add their service information to our growing database. Please send an e-mail to info@pa211sw.org to learn more.

[Read more](#)

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Service Finder

Enter one or more keywords, and/or an agency name or specify a particular county.

[Advanced Search](#)



What was the impact of the Health and Welfare grant on your program?

Through the support of Blair County Health and Welfare Council, PA 2-1-1 services were continued to be provided in the community providing necessary referrals and information to individuals at the greatest time of need. From January 1, 2015 through May 31, 2015 CONTACT Altoona call specialists handled 707 calls, providing resources and connections to needed services.

How many participants were involved? (Staff, Client's and/or Community)

Any agency or individual in need of referral assistance for health and human services in the Blair County area. The growing need of our population for human services increases the need to efficiently and effectively connect people with the broadest possible range of community resources. PA 2-1-1 made that connection to resources for callers without making them wade through a maze of agencies to determine who can offer the services they need.

What were your collaborative efforts on the project/event?

All Blair County Health and Social Service Agencies. As a PA 211 Call Center, CONTACT Altoona has established partnerships with United Way of Blair County and Blair County Department of Social Services in the provision of information and referral services to Blair County residents and Health and Social Service Agencies.

List any additional funds received/needed to complete the project.

Please note that CONTACT Altoona only requested assistance with costs for the Vision Link Software License Fees. CONTACT Altoona had additional operating expenses associated with the provision of PA 2-1-1 services. CONTACT Altoona had secured the support of United Way of Blair County Community Impact Grant for FY 2014/15 in the amount of \$5,352.00 for operating expenses in the provision of PA 2-1-1 services in Blair County.

How did you promote/acknowledge the grant donation from Blair County Health and Welfare?

CONTACT Altoona posted signage at the work stations utilized by call specialists acknowledging the grant received and support of Blair County Health and Welfare Council.

Please share one or more anecdotes and/or comments about your project.

Comment received from community member utilizing PA 2-1-1 services:

"Thank you so very much. I didn't know where else to turn."

Description of Expense Report for the Project and the expenses utilizing this Grant.

	PROGRAM BUDGET GRANT YEAR 2014-2015	GRANT AMOUNT BUDGET
	Program Budget Only	Health and Welfare Council Money Only
OPERATING EXPENSES		
Vision Link Software License Fees	\$3,000.00	\$500.00
TOTAL OPERATING EXPENSES	\$3,000.00	\$500.00