

HELP STARTS WITH 211

211 CALL CENTER COORDINATED ENTRY



Your connection for **HOUSING** crisis and **HOMELESSNESS** resources. in **St. Charles, Lincoln, and Warren Counties.**

CONNECTING COMMUNITY WITH RESOURCES



CONTACT 211



SHARE YOUR STORY



GET CONNECTED



ACCESS SUPPORT

HELP IS JUST A CALL OR CLICK AWAY

TRI-COUNTY
SEARCHABLE
RESOURCE
DIRECTORY



CALL 211

FREE • CONFIDENTIAL • 24/7



PRESS 2

THEN YOUR ZIP CODE



OR EMAIL

CENTRY@COMMUNITYCOUNCILSTC.ORG

WE ARE HERE TO HELP



Get Connected. Get Help.™

Our 211 Call Center is the front door to Coordinated Entry, making it easier for individuals and families to reach the right help when they need it most.

HOW COORDINATED ENTRY WORKS

- ✓ **STEP #1** After entering your **ZIP CODE**, click the prompt for **HOUSING**. You will be connected to Coordinated Entry for housing assistance.
- ✓ **STEP #2** A Case Manager conducts **TRIAGE** to determine if there is a need for emergency shelter and assistance.
- ✓ **STEP #3 ASSESSMENTS** determine vulnerability, eligibility for housing programs and prioritizational level.
- ✓ **STEP #4** If the household is prioritized for services and an opening is available, the Case Manager makes a **REFERRAL** to a housing program.
- ✓ **STEP #5** If the household is eligible for housing services, but none are available, they are placed on a community **WAITING LIST**, prioritized by their vulnerability and assessment scores.
- ✓ **STEP #6** The Case Manager assists in creating a personalized **HOUSING STABILITY PLAN** to address the unique needs and resources of the household.

WE CAN HELP WITH:

- ✓ **HOUSING AND SHELTER REFERRALS**
- ✓ **HOMELESSNESS PREVENTION**
- ✓ **CONNECTIONS TO HEALTHCARE, FOOD, UTILITIES, AND MORE**
- ✓ **SUPPORT FOR INDIVIDUALS AND FAMILIES ACROSS THE TRI-COUNTY**
- ✓ **JOB & EDUCATIONAL PROGRAMS**
- ✓ **DISASTER AND WEATHER**
- ✓ **PHYSICAL AND MENTAL HEALTH RESOURCES**
- ✓ **MUCH MORE**

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St. Charles, Lincoln, & Warren
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