



2-1-1 Facts at a Glance



What is 2-1-1?

One number - thousands of services. 2-1-1 is a free, easy-to-remember number that connects people who want to give help or get help with a full range of health and human services in their community. 2-1-1 has certification from the American Association of Suicidology and accreditation from the Alliance of Information and Referral Systems.

The Call Specialists:

- Every call is answered by well-trained 2-1-1 call specialists who receive 120 hours of new hire training and ongoing refresher and new program training as needed.
- English and Spanish speaking call specialists are available. Interpreters for more than 140 languages are provided by the Tele-Interpreters Language Line.

Make 2-1-1 your first call to find...

- Childcare Services, Clothing, Counseling, Crisis Intervention, Disability Services, Domestic Violence Services, Food, Healthcare, Housing, Job Placement, Legal Assistance, Rent Assistance, Senior Services, Utility Assistance and more...
- Crisis outreach and the latest information on relief and recovery efforts during community emergencies and disasters.
- Targeted resources available regarding issues such as military family and veteran support, health care, and employment transitions.

Who Uses 2-1-1:

- Individuals & Families
- Social Service Providers
- Child Care Providers
- Healthcare Providers
- Parents & Grandparents
- Law Enforcement
- Legislators
- Everyone

Other Specialized Contact Centers at UWC:

- Child Development Infoline
- 2-1-1 Child Care
- HUSKY Infoline
- Care 4 Kids
- EMPS

The Database:

2-1-1 maintains a comprehensive database of approximately.

- 4,500 health and human service providers offering approximately 48,000 services and
- 4,800 licensed child care facilities.

Top Five Service Requests FY11:

1. Utilities/Heat
2. Information Services
3. Housing/Shelter
4. Financial Assistance
5. Outpatient Mental Health Care