

# 211 Fast Facts & Services

## What is 2-1-1?

One number - thousands of services. 2-1-1 is an 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. In establishing 2-1-1, Maine joins a growing national movement to standardize the availability of information and referral for these services

- 2-1-1 includes a **statewide-directory** of over **5000 resources** including agency services and support groups accessible through this website to anyone with Internet capability.
- The 2-1-1 Call Center is now accessible statewide and from cell phones and phone service provided by Internet carriers.
- 2-1-1 will provide **emergency operations** during times of natural and other disasters, include accurate and timely information for preparations, and longer term referral for follow-up services if required.
- 2-1-1 will provide valuable information for community planning and for future matching of resource development and unmet needs.

## How & When to Use 2-1-1

### **How do I use 2-1-1?**

Anyone with access to the Internet can search 2-1-1. Search by topic and zip code and 2-1-1 will provide resources giving the distances from that zip code.

### **Why is there a need for 2-1-1?**

The state of Maine has over 300 hotlines and help lines and thousands of programs offering all types of health and human services. Trying to find the right phone number or service that provides help for your specific need can be overwhelming and frustrating. Having an easy-to-remember universal number and website for non-emergency help is critical. People can call 2-1-1 to find or give help.

### **How is 2-1-1 Maine funded?**

2-1-1 is a private - public partnership that is funded by the State of Maine, the 10 United Ways in Maine, Ingraham, local initiatives, and the business and private foundation communities. It is through this collaboration that a statewide database and call system was built and can be maintained.

**Who is listed in the 2-1-1 Maine directory?**

Nonprofits and government agencies can submit information about their programs and services. In some instances for profit organizations providing unique community services will also be included. To be listed, they must provide health and human services to Maine residents. Inclusion criteria are described within the directory. Seven local part-time Resource Coordinators and the Coordinators at the Call Center assist agencies with this process.

**When should I dial 2-1-1?**

2-1-1 represents a better and easier way to find answers to a wide range of issues including (but not limited to): Counseling, Domestic violence programs, Emergency shelter, Substance abuse, Elder care, Health care, Home care, Legal assistance, Consumer help, Crisis intervention, Financial assistance, Parenting education programs, Disability services, Energy assistance, Maternal/Child health services, Alzheimer's resources, HIV/AIDS testing, Veterans services, Senior services, Suicide prevention, Transportation, Voting information, Child care, Child development, Children's health and insurance, Basic needs - food, clothing, shelter.

**Will my call to the 2-1-1 Call Center be confidential and anonymous?**

All calls are handled confidentially. The Call Specialist will ask for a zip code to help locate the services closest to home or site of the person in need. The caller may be asked if they are willing to provide additional information for quality assurance follow-up but under no circumstance is a caller required to provide that additional information.

**Is 2-1-1 available 24 hours a day?**

The 2-1-1 directory is accessible by Internet 24 hours a day, 7 days a week. The 2-1-1 Call Center service operates 24 hours a day, 7 days a week.

**Can I call from a pay phone?**

Yes, pay phone services are available in most locations, though a charge may apply.

**Can I use my cell phone?**

All cell phone carriers have made 2-1-1 calling available to their customers. Usage charges and taxes may vary depending on the individual plan.

**Can I call from my TTY?**

All 2-1-1 Call Specialists are equipped to handle calls from a TTY (telephone typewriter). Be sure to give the call time to connect to the TTY line when placing the call.

**Will I talk to a real person? Will I be put on hold?**

There will be several Call Specialists available at all times, but occasionally, there may not be an available Call Specialist. You will have the option to wait, leave a number or go to our website.

**When should I not call 2-1-1?**

If you have an emergency and need an ambulance, the police or the fire department, dial 9-1-1.