

**Simple, Quick 24-Hour Link-Barometer of Need-Partner in Emergencies**

Each day, Marylanders seek information about services such as food, shelter, medical care, substance abuse treatment or protection from domestic violence - an endless list. With 500+ "help" lines, it's hard to find the right place easily! 2-1-1 streamlines the search.

**A. What is 2-1-1?** An easy-to-remember phone number and website linking people with health and human services they need:

**Simple, Quick 24-Hour Link... easy to access, reduced frustration**

2-1-1 is accessible free of charge 24 hours a day in 150+ languages. Normal airtime and other charges apply for cell phone users. Dialing 2-1-1 connects callers to trained, certified call specialists at one of four nationally accredited call centers in Maryland who assess their needs and link them to the right solutions using a comprehensive database of federal, state and local services - both government and nonprofit. People can also search for help at [www.211md.org](http://www.211md.org).

Accurate, precise information about these and other resources is available:

- **Basic human needs:** food and clothing, shelter, rent and utility assistance.
- **Physical and mental health:** health insurance programs, Medicaid and Medicare, maternal health, medical information lines, crisis intervention, support groups, counseling, drug and alcohol services.
- **Employment support:** job training, transportation, education programs.
- **Support for older Americans and people with disabilities:** Day, respite and home health care.
- **Support for children, youth and families:** childcare, after-school programs, Head Start, family resource centers, mentoring, tutoring and protective services.
- **Volunteer Opportunities and Donations:** organizations that rely on help from people who care.

**Barometer of Need...great tool for funders and planners**

2-1-1 helps identify needs or gaps in service, providing a more accurate picture of local needs and emerging trends.

**Partner in Emergencies and Crises... Lessens burden on 9-1-1 and 3-1-1 systems, saving vital resources for emergencies**

By providing easy access to rumor-controlled information, 2-1-1 reduces inappropriate calls to 9-1-1 and other emergency personnel, freeing them to focus on what they do best. 2-1-1 systems were instrumental during the September 11 terrorist attacks, Gulf Coast hurricanes and California wildfires.



**B. Who Are the 2-1-1 Call Centers?**

Community Crisis Services, Inc., Hyattsville (*Capital Region and Southern Maryland*) - **Timothy Jansen**

Life Crisis Center, Inc., Salisbury (*Eastern Shore and Cecil County*) – **Michele Hughes**

Mental Health Association of Frederick County, Frederick (*Western Maryland*) – **Patricia Hanberry**

**2-1-1 Maryland at United Way of Central Maryland (Formerly First Call for Help™), Baltimore (Central Maryland) – Sandra Bond**

**C. Who Has Access to 2-1-1?**

86.6% of the U.S. population now has access. This includes all 50 states, the District of Columbia and Puerto Rico. Maryland's Congressional leaders - Senators Benjamin Cardin and Barbara Mikulski and Congressmen Elijah Cummings, Dutch Ruppersberger, John Sarbanes and Albert Wynn - have supported federal legislation to help further the development of 2-1-1.

**D. Who Sponsors 2-1-1?**

