

# Dial 211 for Community Resources

## How 211 Works

211 typically works a bit like 911. Calls and texts to 211 are routed by the local telephone company to a local or regional calling center. The 211 center's referral specialists receive requests from callers, access databases of resources available from private and public health and human service agencies, match callers' needs to available resources, and link or refer callers directly to an agency or organization that can help.

## Types of Referrals

- Basic Human Needs Resources – including food and clothing banks, shelters, rent assistance, and utility assistance.
- Physical and Mental Health Resources – including health insurance programs, Medicaid and Medicare, maternal health resources, health insurance programs for children, medical information lines, crisis intervention services, support groups, counseling, and drug and alcohol intervention and rehabilitation.
- Work Support – including financial assistance, job training, transportation assistance, and education programs.
- Access to Services in Non-English Languages – including language translation and interpretation services to help non-English-speaking people find public resources (foreign language services vary by location).
- Support for Older Americans and Persons with Disabilities – including adult day care, community meals, respite care, home health care, transportation, and homemaker services.
- Children, Youth and Family Support – including childcare, after-school programs, educational programs for low-income families, family resource centers, summer camps and recreation programs, mentoring, tutoring, and protective services.
- Suicide Prevention – referral to suicide prevention help organizations. Callers can also dial **988**, the three-digit, nationwide phone number to connect directly to the **988 Suicide and Crisis Lifeline**.