

## Benefits to 2-1-1 Users

- ◆ 2-1-1 is efficient, fast and easy to use.
- ◆ One call gives you access to resources across your community.
- ◆ No more wrong numbers; no more wasted time trying to find help.
- ◆ 2-1-1 maintains the integrity of the 9-1-1 system; reserving the 9-1-1 system for life and death emergencies.
- ◆ 2-1-1 is an easy way to “Get Help. . . Give Help” in your community.

## Community Benefits

- ◆ There are almost 900,000 non-profit organizations in the United States plus scores of government agencies. People looking for assistance have trouble navigating a complicated web of health and human service programs. Likewise, people who want to volunteer often do not know where to begin.
- ◆ 2-1-1 strengthens your community by uniting the people in your area who want to help with those who need help.
- ◆ 2-1-1 is a useful planning tool. Based on aggregate data about the types of calls the 2-1-1 call center receives, communities are in a better position to plan for services and develop resources to meet changing needs.



## Benefits as a Crisis Tool

- ◆ 2-1-1 is a critical information system necessary prior to, during, and after a community crisis such as a hurricane, tornado, flood, or fire, whether it is a local or national tragedy.
- ◆ 2-1-1 responds immediately during times of crisis to field calls regarding the crisis and to direct callers to services most appropriate for their needs.
- ◆ Once 2-1-1 is implemented, it maintains a permanent presence in the community. As a result, people can find the help they need whether their needs arise immediately before or during the crisis, a week, or several years after the event.

## Cost Savings of 2-1-1

- ◆ United Way of America estimates that a fully realized 2-1-1 system that meets national standards will cost approximately \$1.00 - \$1.50 per capita.
- ◆ 2-1-1 Connects is partnered with various agencies in Alabama, locally and state-wide, to be *the* number to call for information regarding the health and wellbeing of our communities. 2-1-1 Connects' partnership with the Alabama Department of Public Health was developed to provide callers with prevention and safety tips about their health and about disaster events such as pandemic flu and hurricane safety. With this partnership, we relieve state agencies from the high volume of information calls and free state personnel to provide direct services, therefore saving time and manpower.



Community  
Health &  
Social  
Service

**GET  
HELP. . .  
GIVE  
HELP**



***One Call Makes Sense***

***Real People with Real Answers***

**Dial 2-1-1 or 1-866-869-4921**

**[www.211connectsalabama.org](http://www.211connectsalabama.org)**

**(211 Connects Alabama not available  
Through some cellular phone carriers.)**

# One Call—Makes Sense

**2-1-1** is an easy-to-remember, free-to-the-user phone number linking people with the health and human services they need. Dialing 2-1-1 connects the caller to a specialist who can assess the caller's needs and link the caller to the right service/services using a comprehensive database of services, whether federal, state and local government, faith-based or nonprofit.

The services offered through 2-1-1 vary from community to community. It provides a one-stop service to callers seeking information about and referrals to human services for every day needs and in times of crisis. For example, 2-1-1 can offer access to the following types of services:

- ◆ **Basic Human Needs:** food banks, clothing closets, shelters, and rent and utility assistance
- ◆ **Physical and Mental Health:** health insurance programs, Medicaid and Medicare, maternal health, children's health insurance programs, medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention, victims services, and rehabilitation
- ◆ **Employment Support:** Earned Income Tax Credit (EITC) financial assistance, job training, transportation assistance, and education programs

- ◆ **Support for Older Americans and Persons with Disabilities:** adult day care, activity center meals, Meals on Wheels, respite care, home health care, transportation, homemaker services, specialized services for both young and old with disabilities
- ◆ **Support for Children, Youth, and Families:** advocacy, empowerment, child care, after-school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, and protective services.

## Get Help

Crisis Intervention is immediate assistance to people who need help. During a disaster such as a hurricane or tornado, the objective of a 2-1-1 Call Specialist is to link the caller to information and services, such as:

- ◆ Emergency Shelters
- ◆ Food Distribution Centers
- ◆ State and Federal Assistance
- ◆ Volunteer Opportunities

And could include:

- ◆ Grief Counseling
- ◆ Helping to locate family members

Or even helping to identify where to find:

- ◆ Clean-up Crews
- ◆ Potable water, ice, food
- ◆ Emergency Financial Assistance



## Give Help

Kevin was looking for a way to give back to his community. He called 2-1-1 for volunteer opportunities but wasn't quite sure what he would be able to do. After the 2-1-1 Call Specialist explored his interests and specific talents, it was revealed that he once owned a landscaping business. It occurred to him that he might be able to use his landscaping specialties to assist a community group. He was referred to a local Interfaith Ministry which runs a community garden. It was a perfect fit. The Ministry's garden was in need of many improvements and Kevin was able to donate his time and expertise and give back to his community.

## How Can You Help?

- ◆ **Contact Your Senator and Representative**  
Please join our efforts to obtain critical federal funds for your community. We encourage you to contact your Senators and Representatives to urge co-sponsorship of the Calling for 2-1-1 Act. The legislation will provide federal money to states starting or enhancing a 2-1-1 system.
- ◆ **Contact Your Local Officials**  
Encourage your municipal, state, and county officials to provide funding for local call centers.
- ◆ **You Can Make a Donation**  
You can support 2-1-1 by participating in your local United Way campaign or by directly making a contribution to your local call center.

Visit [211connectsalabama.org](http://211connectsalabama.org)