

# 2-1-1

# Help Starts Here.

2-1-1 is an integrated system of help via the telephone - a single source for community services, referrals to human services, and crisis intervention. It is accessed toll-free, 24 hours a day, 365 days a year from anywhere in Connecticut by dialing 2-1-1. Multilingual call specialists and TDD access are available.

2-1-1, formerly known as Infoline, was established in 1976 as a public/private partnership of United Way and the State of Connecticut.

In 1998, the Governor and Legislature supported the initiative for an easy-to-remember, three-digit number for Infoline. The 2-1-1 number took effect in February 1999 and Connecticut became the first in the nation to use 2-1-1 statewide. In July 2000, the Federal Communications Commission designated 2-1-1 as the number to call nationally for information about health and human services. United Way of Connecticut was a leader in making the three-digit number accessible nationwide and is now helping other states launch their 2-1-1 systems.



## How 2-1-1 helps callers

Connecticut residents call 2-1-1 for many types of help. Professional call specialists assist callers with such complex issues as substance abuse, gambling, domestic violence, suicide prevention, financial problems, and much more. Some callers are simply looking for volunteer opportunities. By dialing 2-1-1, a caller is connected with a trained call specialist who helps assess the caller's situation and finds the local community services that can assist them.

## Serving agencies, government and businesses

2-1-1 has developed the state's most comprehensive database of human service resources. It is continuously updated, providing the foundation for mailing lists, a statewide directory available on CD ROM and a searchable database available at [www.211ct.org](http://www.211ct.org). The collection of demographic data and caller issues provides another valuable resource by presenting an overview of the problems facing Connecticut residents. The data are used for many types of human needs assessments in the state.

Customized arrangements enable many non-profit agencies to provide after-hours coverage for their clients. 2-1-1 call specialists screen calls and access agency staff when crisis intervention is necessary.



United Way of Connecticut

2-1-1 is a service of Connecticut United Ways in partnership with the State of Connecticut



## Other Information and Referral Services

In addition to its information, referral, and crisis services, 2-1-1 offers the following specialized programs:

2-1-1 Child Care	Dial 2-1-1
Maternal Child Health Infoline	Dial 2-1-1
Child Development Infoline	1-800-505-7000
HUSKY Infoline	1-877-CT HUSKY
Care 4 Kids	1-888-214-KIDS

### Visit our Websites

2-1-1	<a href="http://www.211ct.org">www.211ct.org</a>
2-1-1 Child Care	<a href="http://www.211childcare.org">www.211childcare.org</a>
United Way of Connecticut	<a href="http://www.ctunitedway.org">www.ctunitedway.org</a>

# Call 2-1-1 or visit [www.211ct.org](http://www.211ct.org)

# 2-1-1

# Help Starts Here.



## Some 2-1-1 Facts

- Over 330,000 people in Connecticut called 2-1-1 last year.
- Help is available 24 hours a day, every day of the year. Multilingual call specialists are available and 2-1-1 is accessible by TDD for the hearing-impaired.
- The most frequently requested services are: financial assistance, food, substance abuse services, legal assistance, child care, utilities/heat, social support, housing, and mental health.
- 2-1-1 has certification from the American Association of Suicidology and accreditation from the Alliance of Information and Referral Systems.

## Some typical Calls

- The mother of a 12-year-old seeks counseling for her son who is not going to school regularly.
- A single mother is worried about the gas shutoff notice she just received.
- A landlord has been threatened by a tenant who has damaged his apartment, moved out, and now wants his security deposit back.
- A caller is depressed, considering suicide, and wants help.
- A young woman with a disability inquires about available transportation.
- A caller needs information about eligibility for food stamps.
- A guidance counselor is searching for a parenting education course for a teen father.
- A recent widower is looking for a social group to join.
- A caller with gambling problems seeks services for help.
- A traveler wants to know how to get a passport.
- A teenager has problems at home, a father who drinks, and needs someone to talk to.
- An older man has been caring for his wife who has advancing Alzheimer's symptoms; he is exhausted and needs assistance and respite.
- A recently divorced employee is frequently missing work; he needs affordable, reliable child care.



United Way of Connecticut

2-1-1 is a service of Connecticut United Ways in partnership with the State of Connecticut



# Call 2-1-1 or visit [www.211ct.org](http://www.211ct.org)