

## WESTERN MARYLAND 2-1-1



### What is the 2-1-1 system?

The Federal Communications Commission has designated 2-1-1 as an easy-to-remember phone number to call for information and referral to health and human services. As of November 2006, 2-1-1 serves approximately 192 million Americans - over 65% of the US population - covering all or part of 41 states, including 70% of Maryland.

### What services are available by calling 2-1-1?

2-1-1 is answered by trained Call Specialists who assess the callers' needs and link them to the right solutions using a comprehensive database of federal, state and local services - both government and nonprofit. 2-1-1 cuts through the confusion and links callers to the services they need. For example, it provides information about these kinds of resources:

- **Basic human needs:** food and clothing, shelters, rent and utility assistance.
- **Physical and mental health:** health insurance programs for adults and children, Medicaid and Medicare, maternal health, medical information lines, crisis intervention services, support groups, counseling, drug and alcohol services.
- **Employment support:** job training, transportation, education programs.
- **Support for older Americans and people with disabilities:** adult day care, telephone wellness checks, meals, respite care, home health care and transportation services.
- **Support for children, youth and families:** childcare, after-school programs, Head Start, family resource centers, mentoring, tutoring and protective services.
- **Mobile crisis services:** when the Call Specialist deems it appropriate to send crisis response workers to the caller's home, either for child or adult services (Frederick County only).
- **Suicide prevention and intervention services:** available to anyone who is at risk of taking his or her own life and to the friends and loved ones of people who are feeling suicidal.

### What else can you tell me about 2-1-1?

- 2-1-1 operates 24 hours a day/7 days a week/52 weeks a year.
- 2-1-1 services are available in over 150 languages.
- Western Maryland 2-1-1, which covers Washington and Frederick Counties, is operated by the Mental Health Association of Frederick County, the home of the Frederick County Hotline.

### How will 2-1-1 interface with 9-1-1?

In the case of serious emergencies requiring police, fire and/or rescue response, the 2-1-1 Call Specialist will connect the caller to the appropriate service. Likewise, 9-1-1 will refer non-emergency calls to 2-1-1.

### What if I experience problems calling 2-1-1?

2-1-1 is not currently available from cellular phones and may not operate from certain specific businesses or landlines. If you experience difficulties calling 2-1-1, you may access the identical service by calling (301) 662-2255 or 1-800-422-0009 (outside of Frederick County)