

# FREQUENTLY ASKED QUESTIONS

## **What is 2-1-1?**

2-1-1 is a free, easy-to-remember telephone number that connects people in need with people who can help—24 hours a day, 7 days a week.

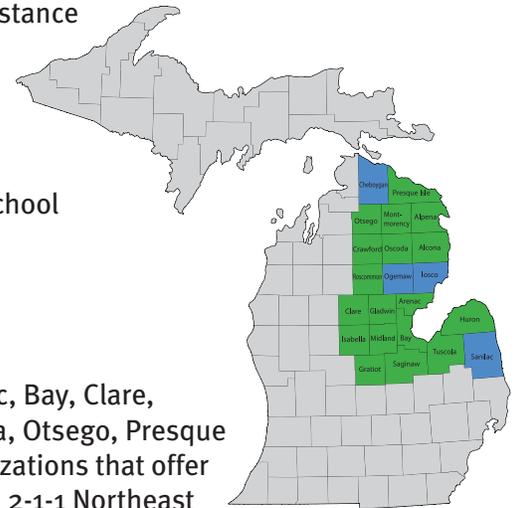
## **How does 2-1-1 work?**

It's simple. When you dial 2-1-1, you will be connected with a trained professional who will assess your situation, identify your needs and refer you to the resources that can help. You can also connect to 2-1-1 using the chat and e-mail options located at [www.211nemichigan.org](http://www.211nemichigan.org).

## **What types of services does 2-1-1 refer people to?**

Through 2-1-1, community members can gain access to the following types of services:

- **BASIC HUMAN NEEDS:** food banks, clothing, shelters, utility assistance, and much more.
- **PHYSICAL AND MENTAL HEALTH:** medical information lines, crisis intervention services, group counseling, etc.
- **EMPLOYMENT SUPPORT:** unemployment benefits, access to financial assistance programs, job training programs, etc.
- **SUPPORT FOR OLDER AMERICANS AND PERSONS WITH DISABILITIES:** home health care, adult day care, independent living, workforce training, Meals on Wheels, etc.
- **SUPPORT FOR CHILDREN, YOUTH AND FAMILIES:** quality childcare, after school programs, summer camps, mentoring, tutoring, etc.
- **CRISIS CALLS:** suicidal thoughts, domestic violence, etc.



## **Is 2-1-1 available in my community?**

The 2-1-1 service is currently available to residents in Alcona, Alpena, Arenac, Bay, Clare, Crawford, Gladwin, Gratiot, Huron, Isabella, Midland, Montmorency, Oscoda, Otsego, Presque Isle, Roscommon, Saginaw and Tuscola (green). There are other 2-1-1 organizations that offer services to other parts of the state as well (grey). Over the next few of years, 2-1-1 Northeast Michigan will expand to cover an additional 4 counties in our region (blue).

## **Who can call 2-1-1?**

Anyone looking for information or help with human service problems are encouraged to call. Case managers, church leaders, employers, teachers or other agencies calling on behalf of their clients are also welcome to call. Those who want to offer help in their communities are also encouraged to call 2-1-1. The Information and Referral specialists are sensitive to cultural differences and can provide information in different languages.

## **What is the difference between 2-1-1, 4-1-1 and 9-1-1?**

- 2-1-1 is a free, easy-to-remember phone number connecting callers with health and human services in their community.
- 4-1-1 connects with Directory Assistance for local and long-distance phone numbers, area codes and addresses to businesses. There is a flat fee for this service (depending on your provider).
- 9-1-1 is reserved for police emergencies, ambulance, poison control and fire.

## FREQUENTLY ASKED QUESTIONS (CONTINUED)

### *When I call 2-1-1, who answers the phone?*

You will be greeted by a trained professional, endorsed by AIRS as a Certified Information and Referral Specialist (CIRS). These friendly advocates are trained to quickly assess your needs and match them with the most accurate and appropriate referral.

### *Do I have to give my name?*

2-1-1 is a confidential service, so callers can choose to remain anonymous.

### *What do I do if I have problems calling 2-1-1?*

If you have trouble when dialing 2-1-1 from any phone, use the toll free alternate number at 1-888-636-4211 instead. 2-1-1 may not be available in your area yet. You can use this alternate number when calling from outside of your county as well. You can also connect to 2-1-1 using the chat and e-mail options on [www.211nemichigan.org](http://www.211nemichigan.org).

### *How can I have my agency or service added to the 2-1-1 database?*

Service providers can review our Inclusion Criteria on our website to determine if their services may be eligible for inclusion in the 2-1-1 database. They can also contact 2-1-1 and speak to the resource manager regarding the type of programs that are eligible to be listed in the database.

## BENEFITS TO THE USER

- 2-1-1 is a free, confidential service.
- No more wrong numbers or wasted time trying to find the right resource.
- One call connects you with the appropriate resources you need in your community.
- 2-1-1 is efficient, fast and easy to use.
- Your call is answered by a trained professional.
- It is always there for you—24 hours a day, 7 days a week.
- 2-1-1 is an easy way to both GET and GIVE help in your community.

## BENEFITS TO THE COMMUNITY

- 2-1-1 strengthens your community by uniting the people in your area who can help with those who need help.
- 2-1-1 is always there for you and touches every single person in the community, whether you need help or are looking to offer help.
- People looking for help have trouble navigating the complicated web of health and human service programs. Likewise, many people want to offer help, but are not sure where to begin.
- 2-1-1 is a useful planning tool. Based on data about the types of calls that are received, local communities can anticipate demand for services to identify and meet the changing needs. Reports are posted on the website.
- 2-1-1 promotes self-reliance and builds stronger communities.
- Database information is collected and updated on a regular basis—ensuring reliable information.

VISIT US AT: [www.211nemichigan.org](http://www.211nemichigan.org)

