

Important Services

2-1-1 Can Provide



Comprehensive Human

Services Database: 2-1-1 provides a comprehensive, up-to-date resource database that can be accessed through live operators or on the web. Operators can also text or email agency information to the caller. The database also can create directories including specialty directories.

24/7 Live Operator Response

Suicide Prevention: PATH is accredited by the American Association of Suicidology and has an approved training program for 2-1-1 operators. PATH also answers for the National Suicide Prevention Lifeline.

Housing Assistance: 2-1-1 can provide housing information so that everyone in need can get appropriate housing assistance and create a better life.

Crisis Counseling: 2-1-1 connects callers to crisis services 24/7.

Specialized Information and Referral: 2-1-1 will refer to specialized information and referral programs that exist through area agencies on aging, child care, local and national mental health offices, drug and alcohol agencies, AIDS/HIV programs, and others.

Evacuation Routes: 2-1-1 can provide information about emergency shelters and evacuation routes during natural and man-made disasters.

Access for More than 150 Languages

9-1-1 Relief: 2-1-1 provides an outlet for the non-emergency calls that can account for up to 45% of 911 calls.