

# 2-1-1 Maryland

at United Way of Central Maryland



Each day, Marylanders seek information about services such as food, shelter, medical care, substance abuse treatment and protection from domestic violence — an endless list. With 500+ “help” lines, it can be hard to find the right place easily. 2-1-1 streamlines the search.

## What is 2-1-1?

An easy-to-remember phone number and website linking people with health and human services they need:

### *An Easy to Access 24-Hour Link*

2-1-1 is accessible free of charge, 24 hours a day in 150+ languages. (Normal airtime and other charges apply for cell phone users.) Dialing 2-1-1 connects callers to trained, certified call specialists at one of four nationally accredited call centers in Maryland who assess their needs and link them to the right solutions using a comprehensive database of federal, state and local services — both government and nonprofit. People can also search for help at [www.211md.org](http://www.211md.org).

Accurate, precise information about a spectrum of health and human services is available, including:

- **Basic human needs:** food and clothing, shelter, rent, and utility assistance.
- **Physical and mental health:** health insurance programs, Medicaid and Medicare, prescription assistance, maternal health, medical information lines, crisis intervention, support groups, counseling, drug and alcohol services.
- **Employment support:** job training, transportation, and education programs.
- **Support for older Americans and people with disabilities:** day, respite and home health care.
- **Support for children, youth and families:** childcare, after-school programs, Head Start, family resource centers, mentoring, tutoring and protective services.
- **Volunteer opportunities and donations:** organizations that rely on help from people who care.

### *A Barometer of Need in the Community*

2-1-1 helps identify needs or gaps in service, providing a more accurate picture of local needs and emerging trends, and serving as a tool for funders and planners.

### *A Partner in Emergencies and Crises*

By providing easy access to rumor-controlled information, 2-1-1 reduces inappropriate calls to 9-1-1 and other emergency personnel, freeing them to focus on what they do best. 2-1-1 systems were instrumental during the September 11 terrorist attacks, Gulf Coast hurricanes and California wildfires.

## Who are the 2-1-1 Call Centers?



Community Crisis Services, Inc., Hyattsville (*Capital Region and Southern Maryland*) – Timothy Jansen

Life Crisis Center, Inc., Salisbury (*Eastern Shore and Cecil County*) – Michele Hughes

Mental Health Association of Frederick County, Frederick (*Western Maryland*) – Patricia Hanberry

2-1-1 Maryland at United Way of Central Maryland (Formerly First Call for Help™), Baltimore (*Central Maryland*) – Saundra Bond

## Who has access to 2-1-1?

86.6% of the U.S. population now has access to 2-1-1. This includes all 50 states, the District of Columbia and Puerto Rico. Maryland's Congressional leaders — Senators Benjamin Cardin and Barbara Mikulski and Congressmen Elijah Cummings, Dutch Ruppersberger, John Sarbanes and Albert Wynn — have supported federal legislation to help further the development of 2-1-1.

## Who sponsors 2-1-1?

The State of Maryland, United Way of Central Maryland and Constellation, An Exelon Company sponsor 2-1-1 Maryland.

## 2-1-1 Maryland Sponsors



Constellation  
An Exelon Company

## 2-1-1 Maryland at United Way of Central Maryland

100 S. Charles St., 5th Floor  
Baltimore, MD 21201  
[uwcmm.org/211](http://uwcmm.org/211)

For help, dial 2-1-1 or 1-800-429-0618.

*\*Normal airtime and related charges may apply for cell phone users.*