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).