



2-1-1 Fact Sheet



2-1-1 is now available in Clinton County for the purpose of assisting the displaced workers of the Wilmington Air Park and their families.

What is 2-1-1?

- An easy to remember telephone number that connects callers to health and human services, community resources and government assistance they need.
- Available 24/7
- Easily accessible by any landline
- Calls are free and confidential
- Multi-lingual/TTY/TTD
- Certified Call Specialists make appropriate referrals and monitor outcomes to ensure services are provided.

What types of questions can be answered by 2-1-1 Call Specialists?

- basic human services such as food, clothing, shelter, rental & utility assistance
- physical and mental health resources such as medical information lines, crisis intervention, support groups, counseling, drug and alcohol treatment, Medicaid/Medicare, maternal health, children's health and insurance.
- employment support services such as unemployment benefits, financial assistance, job training, transportation assistance, education programs.
- support for seniors and persons with disabilities ,home health care, adult health care meal services, respite care, transportation, and homemaker services
- programs for children, youth and families such as childcare, after school programs, Head Start, family resource centers, recreation programs, mentoring, tutoring and protective services
- volunteer opportunities and donations
- support for community crisis or disaster recovery

How does 2-1-1 enhance public safety and crisis recovery efforts?

From hurricanes and flood to communities experiencing economic crisis's 2-1-1 call center operating 24/7 provides people with the information to find the help/resources they need. 911 can refer non-emergency calls to 2-1-1, freeing up 911 operators for life-and-death situations.

How will 2-1-1 work with 911?

2-1-1 is meant to compliment 911 by filling the gap between emergency and urgent non-public safety needs, like food and shelter. 2-1-1 hopes to relieve the burden of non-emergency calls on 911 and saves callers' time by providing guidance and appropriate referrals to organizations that can meet caller's needs.