



Get Connected. Get Answers.

Delaware Launches 2-1-1 Phone Service Statewide- Call Volume is Increasing

2-1-1 Connects Delawareans with Health and Human Service Providers

Thank- you for promoting and encouraging your constituents to call **2-1-1** which is now available to refer Delawareans to appropriate health and human service providers who can assist with a wide range of non-emergency issues. The **2-1-1** service links callers to service providers who can assist with such issues as rent assistance, food banks, affordable housing, health resources, mental health resources, child care, after-school programs, care for senior citizens, financial assistance, legal assistance, job training programs, and much more.

Thanks to your efforts, call volume is increasing as more and more Delawareans discover that **2-1-1** is an easy to remember number that connects them to sources of help. **2-1-1** calls are answered by staff trained to assess callers' needs quickly and refer them to the most appropriate assistance. **2-1-1** is available 8:00am - 8:00pm, Monday - Friday.

Although all landline phone carriers are now linked to the **2-1-1** network, there are some cell phone carriers who are not yet linked. As a result, persons with those carriers may not be able to access **2-1-1**. If someone advises you they are having difficulty, please direct them to the Delaware Helpline number at 1-800-464-HELP. We continue to work so that all cell phone carriers will eventually be part of the **2-1-1** network.

In the near future, we will be rolling-out a statewide marketing campaign to promote the use of **2-1-1**. This will include advertising on DART buses and billboards throughout Delaware. In the meantime, you may have read the Wilmington News Journal article on **2-1-1** which ran on November 11th. The article provided a good overview and can be accessed at www.delawareonline.com.

The **2-1-1** service is offered by Delaware Helpline with support from United Way of Delaware, the State of Delaware, and the American Recovery and Reinvestment Act, which is administered by First State Community Action. The **2-1-1** service is a natural outgrowth of the Delaware Helpline information and referral service, which has been in operation since 1996. **2-1-1** staff is bilingual and can help callers in English or Spanish.

IMPORTANT: The **2-1-1** number is NOT a replacement for 9-1-1. Remember to use 9-1-1 for life and death emergencies.

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