

2-1-1



Pre-reading

Questions:

- What do you know about the phone number 2-1-1?
- Have you ever used 2-1-1?

Definitions:

- Utility – a company that sells basic services to the public like phone or gas
- Assistance – aid or help given to someone
- Tutor – to teach one person; special instructional help - to give private instruction to a student
- Prevention – the act of keeping or stopping something from happening
- Crisis – a time of great difficulty

Reading

2-1-1 is a free twenty-four hour help line. Some people call to talk over a problem. Others
20 call to get a phone number to a community program. Every call is different.

34 2-1-1 helps people find help. Do you need help finding childcare or housing? Call 2-1-1.
53 Would you like information about job training or schools? Call 2-1-1. Are you wondering where
70 to find some counseling help? Call 2-1-1.

79 2-1-1 is used across the country to help people with various needs such as:

- 95 • Basic human needs: shelters, food banks, rent and utility assistance
- 105 • Physical and mental health: insurance, support groups, and counseling
- 114 • Elderly and disabled care: meals on wheels and home health care
- 125 • Support for children and families: childcare, Head Start, and tutoring

135 2-1-1 also offers suicide prevention and crisis counseling. The trained phone counselors
149 listen. They try to understand what callers are saying and feeling. They are supportive to callers in
166 crisis.

167 Each call is **confidential**. Staff does not share information they hear. The calls are
181 **anonymous**. People do not need to give their name when they call 2-1-1.

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