

2-1-1 Community Talking Points

Connecting people in need with people who can help!

BENEFITS TO THE USER

- 2-1-1 is a free, confidential service.
- No more wrong numbers or wasted time trying to find the right resource.
- One call connects you with the appropriate resources you need in your community.
- 2-1-1 is efficient, fast and easy to use.
- Your call is answered by a trained professional.
- It is always there for you—24 hours a day, 7 days a week.
- 2-1-1 is an easy way to both GET and GIVE help in your community.

BENEFITS TO THE COMMUNITY

- 2-1-1 strengthens your community by uniting the people in your area who can help with those who need help.
- 2-1-1 is always there for you and touches every single person in the community, whether you need help or are looking to offer help.
- People looking for help have trouble navigating the complicated web of health and human service programs. Likewise, many people want to offer help, but are not sure where to begin.
- 2-1-1 is a useful planning tool. Based on data about the types of calls that are received, local communities can anticipate demand for services to identify and meet the changing needs.
- 2-1-1 promotes self-reliance and builds stronger communities.
- Database information is collected and updated on a regular basis—ensuring reliable information.

HISTORY OF 2-1-1

- 2-1-1 is an expansion of Midland County's First Call for Help, which served only the residents of Midland County.
- 2-1-1 now serves a five county area: Midland, Isabella, Gratiot, Clare and Gladwin Counties.
- The service area will expand in the next two years to cover 22 counties throughout Northeast Michigan.



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