

What is 2-1-1? Like 9-1-1 it is an easy-to-remember number for people in need. A call to 2-1-1 connects people with needed services in the community as well as information about those services. 2-1-1 provides access to necessary agencies for those who aren't sure how to find the help they need. It provides confidential 24/7 access to social services information while saving 9-1-1 for emergencies.

NOTE: Dialing 2-1-1 is available only from a land phone line. If you are using a cell phone to call, and are in Minnesota, call 1-800-543-7709.

2-1-1 allows callers to connect with resources through one phone call rather than calling multiple numbers before finding the service that is needed or even going without the service entirely. 2-1-1 staff is trained in referring callers to the resources they need and helping them with any questions about those resources, while also connecting donors and volunteers to agencies that need their help. Callers can use 2-1-1 to connect to any number of social services, including basic needs such as food banks and shelter, health resources, employment assistance, services for older Americans and people with disabilities, and support for children and families such as childcare and protective services.

2-1-1 is an important tool that can be used to improve community communication and connectedness and make sure that the needs of individuals in the community are met. Whether on a day-to-day basis or in times of crisis, social services are most effective when they are easily accessible to those who need them. 2-1-1 makes this possible.