

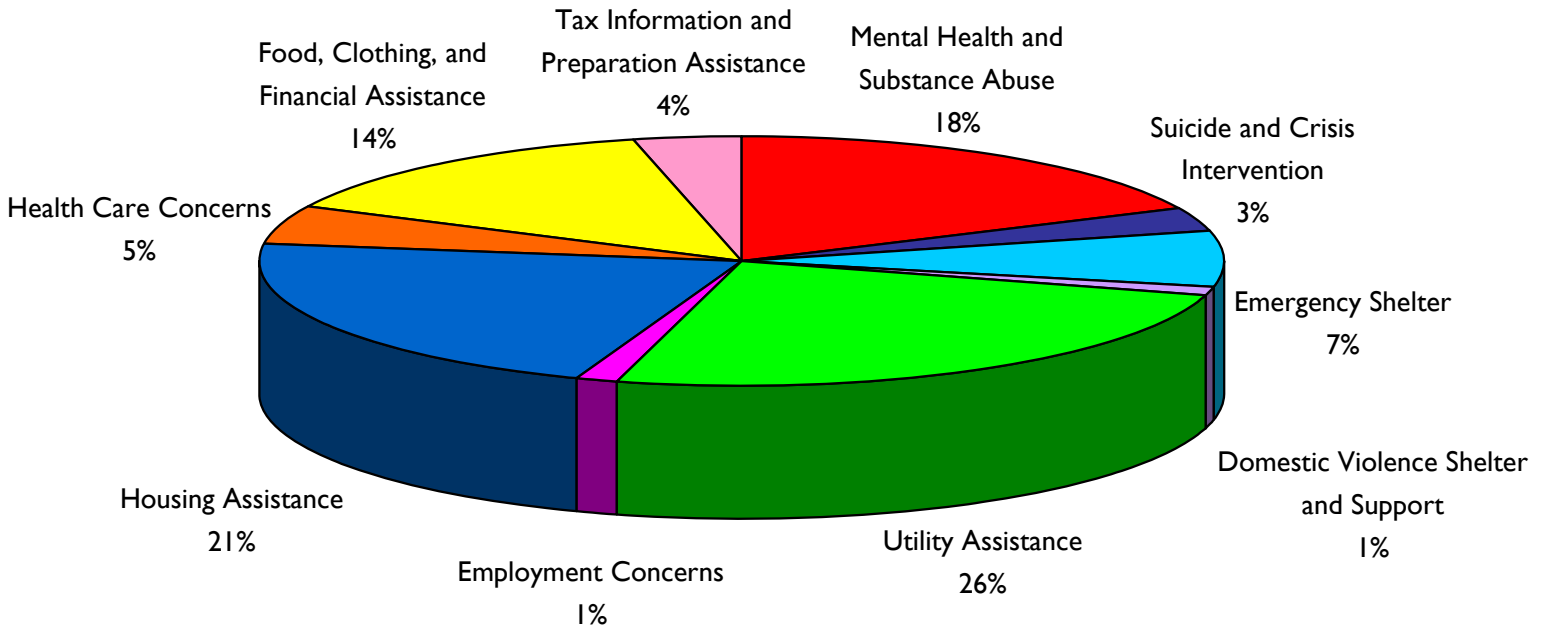
| | FY 2010 | FY 2011 |
|-----------------------------|---------|---------|
| Total Calls Answered | 264,818 | 271,684 |

Who are we?

2-1-1 is an easily remembered phone number available 24 hours a day to connect Maryland residents with community resources.

Why Do People Call?

People access 2-1-1 for many different types of inquiries or concerns. The most common inquiries received from July 2010 through June 2011 were:



What trends are we seeing?

2-1-1 serves as a gauge for the needs of the community. We saw significant increases concerning the following issues:

| | July 2009 - June 2010 | July 2010 - June 2011 | Total Increase |
|--|-----------------------|-----------------------|----------------|
| Housing Assistance | 18,926 | 25,522 | 35% |
| Suicide and Crisis Intervention | 2,980 | 3,546 | 19% |
| Health Care Concerns | 5,933 | 6,262 | 6% |

2-1-1 Sponsors:



How do we help?

2-1-1 connects callers with the resources they need. Here are just a few examples* of how 2-1-1 can assist...

“A woman called because a friend’s child was in need of a wheelchair following a life-threatening illness. The 2-1-1 Call Specialist was able to connect the caller with a local agency that helped her friend get a wheelchair within 24 hours. During a follow up call with the caller, she said that without 2-1-1 she doesn’t think her friend would have gotten what she needed.”

“A man called 2-1-1 because he had just received a utility shut-off notice. The 2-1-1 Call Specialist was able to tell the caller about agencies in his area that may be able to help him prevent the shut off. With the help of several agencies as well as the caller’s own resources, he was able to keep his electricity turned on.”

“A woman contacted 2-1-1 looking for counseling resources because she believed she was suffering from depression. She was worried about her ability to pay for treatment because she is unemployed and has no insurance. The Call Specialist gave referrals for counseling, as well as educating the caller about state programs to help those without private insurance. The Call Specialist followed up with the caller a week later, and the caller said she was feeling very hopeful. She had spoken with one of the referrals and they were able to provide her with sliding scale counseling that fits her budget. She had her first appointment scheduled for the next day. She felt that without the help of 2-1-1, she would not have found what she was looking for.”

“A woman called 2-1-1 because she was behind on her rent. An illness had prevented her from working full-time, and she had to take a different position for lower pay. The Call Specialist was able to provide her with numbers to local agencies that may be able to help with her rent. On a follow up call a few weeks later, the caller reported that an agency was able to help her and the situation had improved. She had also spoken with her landlord, who was understanding and flexible about when he would collect the rent. She was very thankful to have gotten the needed resources from 2-1-1 and added that the Call Specialist she spoke to was very pleasant, kind, and helpful.”

*Identifying information has been changed to protect callers’ confidentiality

Who is calling?

People of all genders, ages, and ethnic backgrounds use 2-1-1 to find the resources they need:

Gender

Age

Race/Ethnicity

