

# 2-1-1 Maryland

July 1, 2009 – June 30, 2010

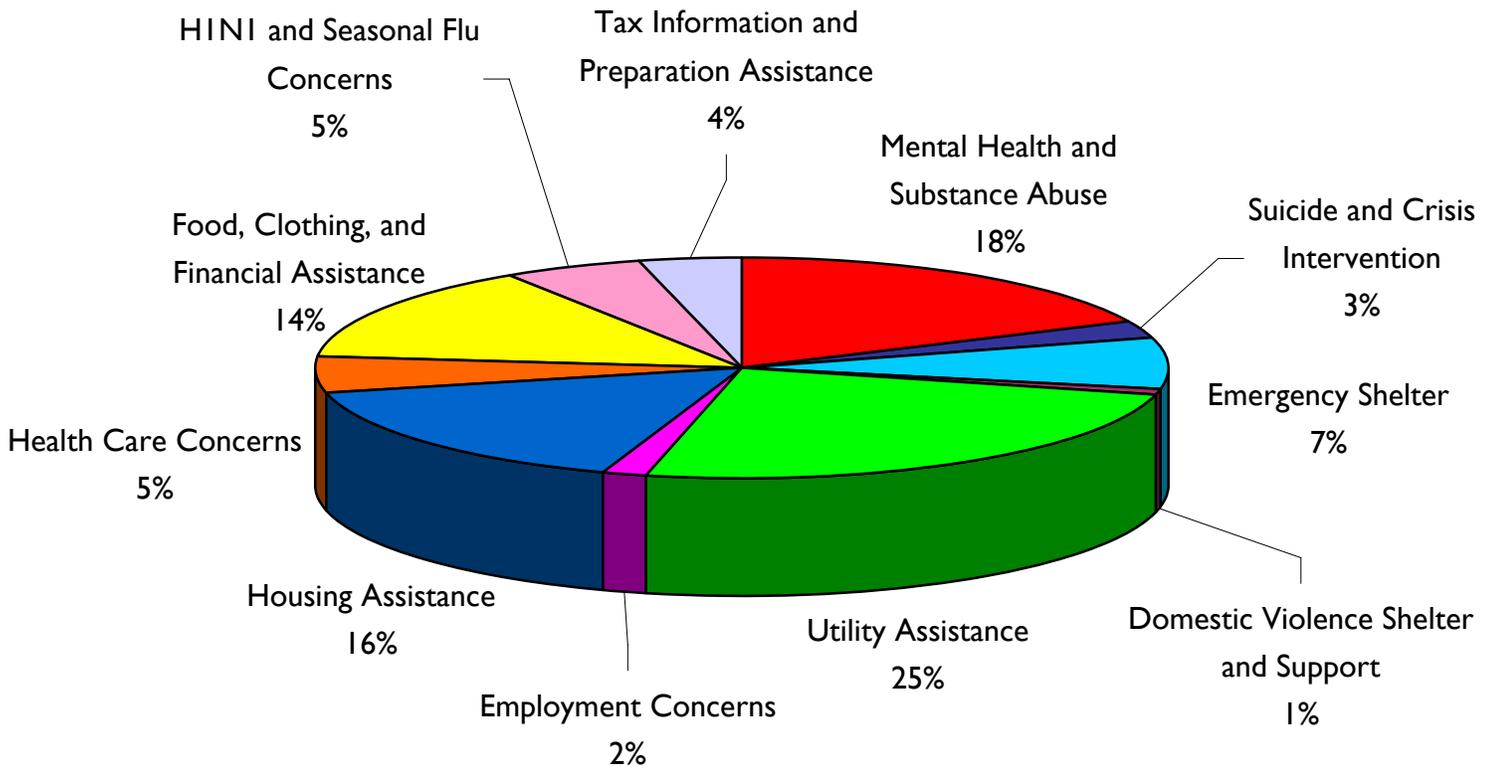
**Calls Answered: 264,818**

## 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 all across Maryland call 2-1-1 with many different needs. The most common inquiries from July 2009 through June 2010 were:



2-1-1 Sponsors:





## How do we help?

**Over the course of the last year, 2-1-1 has helped many people with various concerns. Here are just a few examples\* of how 2-1-1 can assist...**

“An Anne Arundel county resident called because her gas and electric had already been shut off. The 2-1-1 Call Specialist was able to connect the caller with a local agency that helped her get the service turned back on that same day. During a follow up call with the caller, she said that 2-1-1 ‘had been a blessing’ and she may not have found the needed resource without our help.”

“A Wicomico county woman called because she had just received an eviction notice. The 2-1-1 Call Specialist was able to tell the caller about agencies in her area that may be able to help her prevent the eviction. With the help of several agencies as well as the caller’s own resources, she was able to collect enough money to prevent the eviction.”

“An Allegany county senior citizen needed help with a number of financial struggles, including paying his rent and be able to afford food on his fixed income. The 2-1-1 Call Specialist provided referrals to several of the caller’s local agencies that could possibly help him with his rent. He was also offered the number to the supplemental food program because he appeared eligible for ongoing food assistance.”

“A Carroll county mother called because she discovered her teenager had been regularly using marijuana and drinking alcohol. The caller didn’t know where to turn for help. The 2-1-1 Call Specialist helped the caller find local substance abuse counseling for the teen and other programs that may help her family.”

**Through partnerships with state and local agencies, 2-1-1 was able to be a point of contact for Maryland residents to find out about H1N1 pandemic flu including information about the illness, prevention, and where to go to get the vaccine.**

“A Frederick county father called with concerns about H1N1 pandemic flu. He wanted to get his young children vaccinated as soon as possible. After obtaining the caller’s location, the 2-1-1 Call Specialist was able to tell the caller about H1N1 vaccination clinics scheduled in his area and also referred him to his local Health Department’s flu information line.”

**From February 5 – 12, 2010 Maryland was hit with two snow storms resulting in historic combined snow accumulations of up to 48 inches followed by high winds. During the storms and aftermath 2-1-1 was prepared and operational 24/7 providing all services as usual. In addition to the typical call requests for health and human service needs, callers inquired about services related to the storm such as road plowing, power outages, transportation to critical medical appointments, or shelter needs. Here are just a few examples\* of how 2-1-1 assisted during this state of emergency...**

“A 37 year old homeless man from Prince Georges county said he typically stays at a campground, but with the snow accumulations mounting and campgrounds closing, he is worried about freezing to death. The 2-1-1 Call Specialist directed the caller to a cold weather shelter where he could be safe; preventing the potentially disastrous consequences of sleeping outdoors.”

“A woman called on behalf of her elderly mother and was so relieved to hear someone answer after getting numerous recordings at other agencies. Her mother, a Baltimore city resident, has a history of stroke and other health problems and she was concerned for her mother’s well-being during the storm. The 2-1-1 Call Specialist was able to tell the caller about 3-1-1 and how they are assisting with vulnerable Baltimore city residents. The caller was grateful to finally have the information she needed to be sure her mother was safe and secure during the storm.”

\* Identifying information has been changed to protect callers’ confidentiality

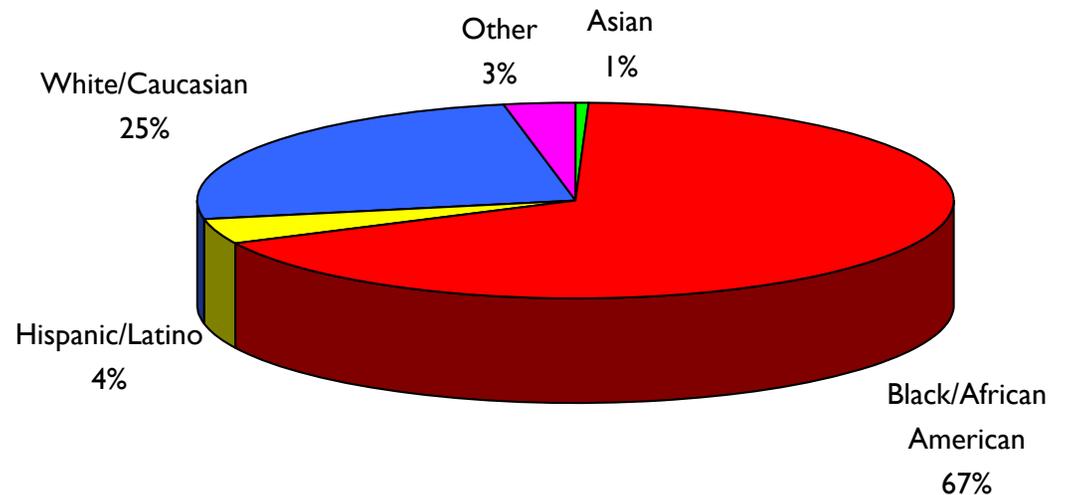
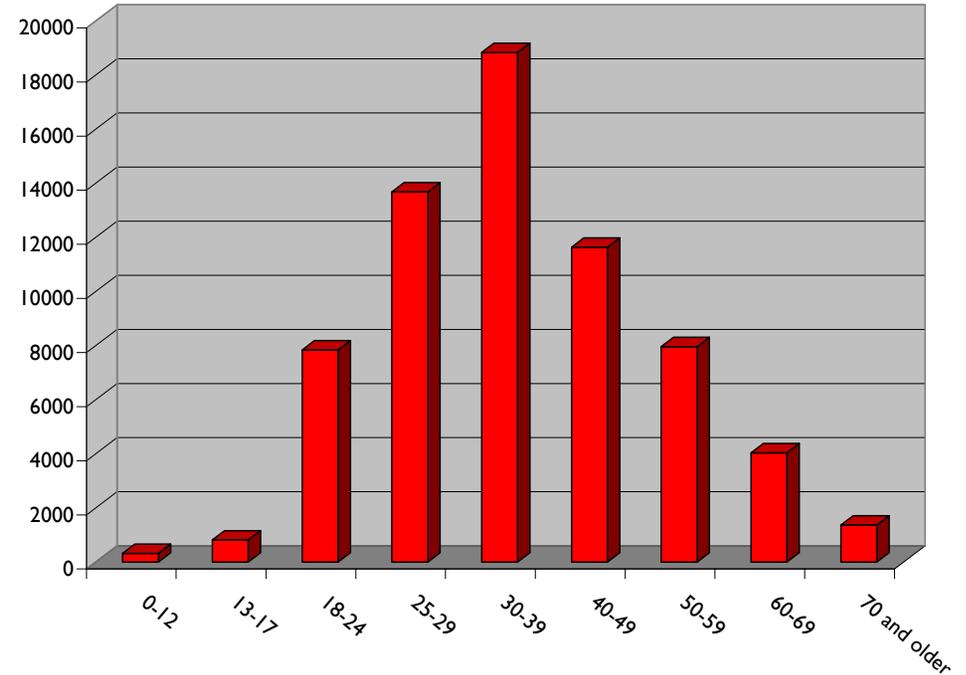
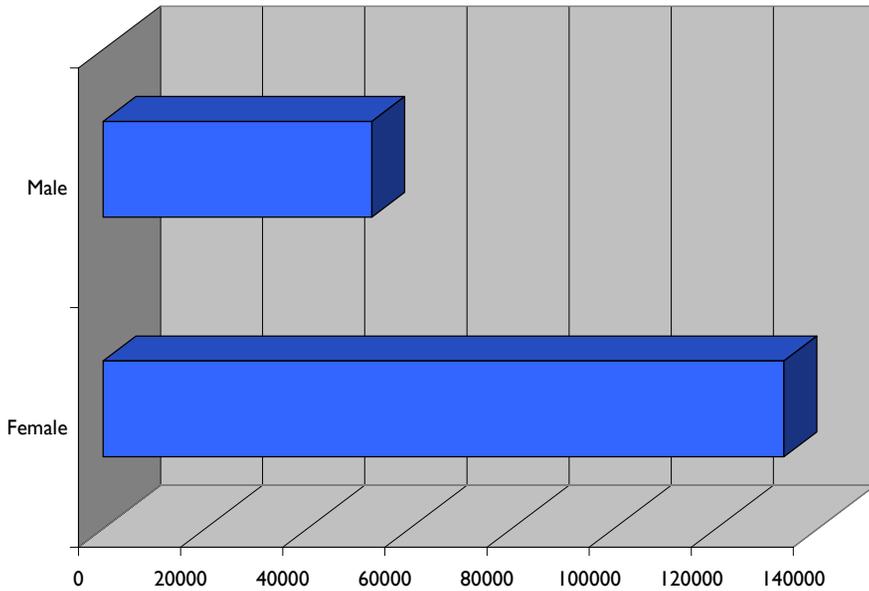
2-1-1 Sponsors:



# Who is Calling?

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

\* Data based on callers who were willing to provide their demographic information



2-1-1 Sponsors:

