



2-1-1 Frequently Asked Questions

What is 2-1-1?

2-1-1 is the free, confidential and easy to remember number to call to locate hundreds of community (health and human) services in Texas.

What are Community Services?

Community Services include things like emergency shelter, temporary financial assistance, elder care, health care, senior services, food, clothing and home delivered meals.

When should I call 2-1-1?

Call when you need information, when you need help in a crisis, when you need temporary financial help or simply when you need answers.

When can I call?

2-1-1 is available during normal business hours.

Does 2-1-1 replace 9-1-1 or 3-1-1?

No. 2-1-1 is simply your gateway to community services. You should still call 9-1-1 in an emergency. Call 3-1-1 when you need information about the city of Dallas.

Who will answer the phone?

When you dial 2-1-1 from areas in Texas where 2-1-1 is active, a trained professional will answer, usually right in your hometown. The professional will help you find the information you are seeking, help you deal with a crisis and discover your options.

Do I have to give my name?

No. 2-1-1 can be completely anonymous if you desire.

What languages are available with 2-1-1?

English and Spanish speaking staff members are waiting for your call. Interpreters for other languages are also available.

Won't the service providing agencies receive more calls as a result of the 2-1-1 call centers making more referrals? How will agencies deal with this increase?

The increase in demand for services will cause more collaboration among

agencies. Gaps in services or lack of services will also become apparent.

What happens if the 2-1-1 call center receives a call from someone who is suicidal?

The 2-1-1 call center has trained “suicideologists.” The answering specialist would immediately connect the call with “crisis and suicide,” while keeping the caller on the line.

Why can't I call 2-1-1 from my office?

Some company phone systems do not allow employees to call 4-1-1 and numbers like it, except for 9-1-1 for emergencies. Please call from your home phone.