



# Statewide Information and Referral Services

Agencies can access lists of referral services in two ways. Households can be referred as well.

## 2-1-1 System:

In July 2000, the FCC assigned 2-1-1 for human services information and referral nationwide. 2-1-1 is the national abbreviated dialing code for free access to health and human services information and referral (I&R). 2-1-1 is an easy-to-remember and universally recognizable number that makes a critical connection between individuals and families in need and the appropriate community-based organizations and government agencies. 2-1-1 makes it possible for people in need to navigate the complex and ever-growing maze of human service agencies and programs. By making services easier to access, 2-1-1 fosters self-sufficiency. In Minnesota, 2-1-1 is answered by United Way 2-1-1 (formerly known as First Call for Help Minnesota.)

2-1-1 provides callers with information about and referrals to human services such as:

- **Basic Human Needs Resources:** food banks, clothing closets, shelters, rent assistance, utility assistance.
- **Physical and Mental Health Resources:** health insurance programs, Medicaid and Medicare, maternal health, Children's Health Insurance Program, medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention and rehabilitation.
- **Work Supports:** financial assistance, job training, transportation assistance, education programs.
- **Support for Older Americans and Persons with Disabilities:** adult day care, congregate meals, Meals on Wheels, respite care, home health care, transportation, homemaker services.
- **Children, Youth and Family Supports:** child care, after school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services.
- **Volunteer opportunities and donations.**

## United Way 2-1-1 (formerly known as First Call Minnesota)

Agencies and individuals can also contact United Way 2-1-1 on the web, by toll free number 1-800-543-7709 or by dialing 651-291-0211 for cell phones. United Way 2-1-1 is a statewide information and referral system with regional offices located around the state. United Way 2-1-1 works with many state and local agencies to provide comprehensive information about human services. Their database currently contains information on over 12,000 agencies providing 45,000 services. You can download a copy of the 2-1-1 application and database directly to your computer at <http://callcenter.ctlkdm.com/> to be able to search for resources at any time without needing an Internet connection.

Agencies should review the website, or contact United Way 2-1-1 to insure that information regarding local services is correct.