

211 MARYLAND

WHAT IS 211?

211 is a simple, **memorable phone number** for Marylanders **to connect with essential resources** throughout the state. It's a free and confidential service that gives individuals with unmet needs a one-stop access point instead of having to navigate through the sometimes-confusing maze of health and human services phone numbers, websites and community resources.

Our nonprofit organization is a **disaster response partner**. We support our statewide emergency response partners during emergency situations like a natural disaster or public health and safety threat.

211 Maryland is also a **data service provider**, with the most comprehensive database of unmet needs in the state. It allows us to track emerging trends in communities.

WHAT'S THE DIFFERENCE BETWEEN 211 AND 211, PRESS 1?

211 connects Marylanders with **unmet needs** to essential health and human resources.

211, **Press 1** provides immediate access to a trained specialist in suicide prevention, opioid crisis intervention and mental health assistance.

HOW DO I ACCESS 211 MARYLAND RESOURCES?

Connect 24/7/365 with 211 by:

- Dialing 2-1-1 from any phone
- [Searching our database](#)
- [Signing up for ongoing, text message support](#)

It's a FREE and confidential community resource that's available to everyone in Maryland.

WHAT INFORMATION WILL I NEED TO PROVIDE?

The call specialist may ask about:

- Basic needs and safety
- Mental and physical health
- Living situation
- Zip Code
- Phone number

You can provide the information you feel comfortable sharing. The call is confidential.

HOW DO I GET ONGOING SUPPORT?

[Sign up for inspiring and informational messages](#) by texting any of these keywords to 898-211:

- Mental health: MDMindHealth | MDSaludMental
- Opioid support: MDHope
- Disaster preparedness: MDReady | MDListo
- Seniors and caregivers: MD Aging
- Veterans: MDCom2Vets

Text messaging rates may apply.

HOW CAN 211 HELP ME?

Empathetic information and referral specialists understand it can be challenging to navigate the sometimes-confusing maze of health and human resources. They'll use your Zip Code to search our up-to-date resource database of over 7,000 agencies and services. We'll connect you to the best organizations and services near you, and answer questions on the following unmet needs:



Food



Housing & Shelter



Emergency Shelter



Utility Assistance



Financial Assistance



Mental Health



Substance Abuse



Suicide and Crisis Intervention



COVID-19 Testing



Healthcare



Children & Families



Aging and Disability



Legal Services



Tax Prep Information



Veterans



Domestic Violence



Employment



Transportation

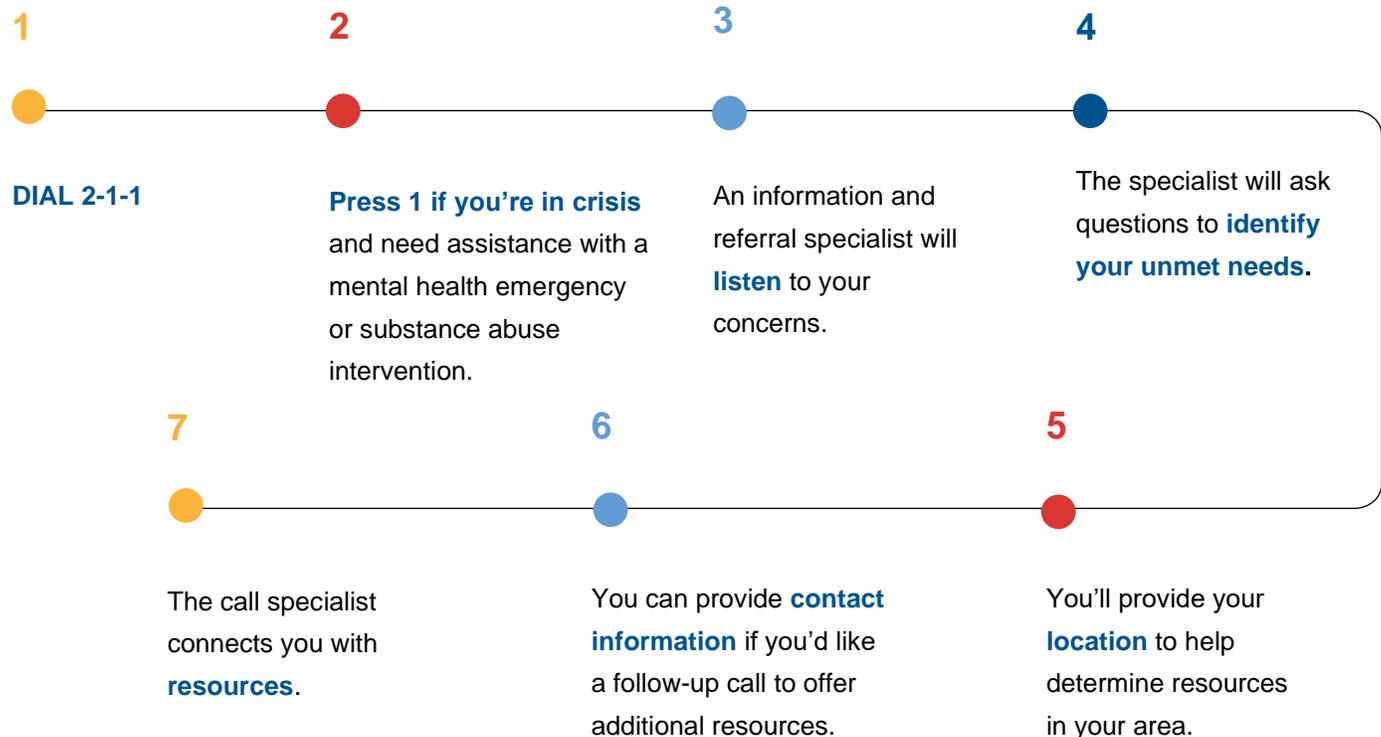
By the end of the call you will be prepared to take action to get the help you need.

WHEN CAN I CALL 2-1-1?

211 is available 24 hours a day, 7 days a week, 365 days a year.

WHAT CAN I EXPECT WHEN I CALL?

All conversations are **confidential**.



WHAT IF MY CELL PHONE WON'T CONNECT WITH 211?

Most phones support dialing 2-1-1. If you have a problem, you can also call:

Southern (Capital) Maryland 866-770-1910	Central Maryland 1-866-406-8156	Eastern Shore 1-866-231-7101	Western Maryland 1-866-411-6803
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WHAT IF I AM DEAF OR HARD OF HEARING?

Call 7-1-1 to access 211 through Maryland Relay.

WHAT LANGUAGES ARE AVAILABLE?

English and Spanish-speaking specialists are available, as well as translation in 150+ languages.

CAN I SEARCH FOR RESOURCES MYSELF?

Yes! [Our online database](#) has over 7,000 statewide resources. Search by **keyword** or your **location**. Go to 211MD.org to start your search today.

CRISIS HELP: 211, PRESS 1

WHAT IS 211, PRESS 1?

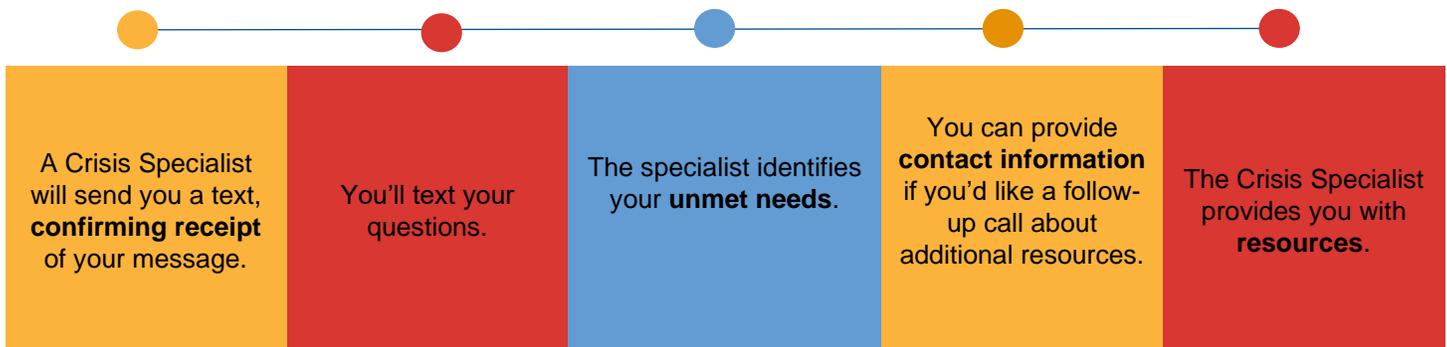
211, Press 1 is an immediate, always-on-call suicide prevention, substance abuse intervention and mental health emergency assistance line. Dial 2-1-1 and Press 1. Crisis Specialists are also available to [chat](#) or text. Text your zip code to TXT-211 (898-211).

HOW CAN 211, PRESS 1 HELP ME?

Crises take many forms. Trained Crisis Specialists can help with depression, anxiety, mental health concerns, thoughts of suicide or self-harm, and substance and opioid abuse.

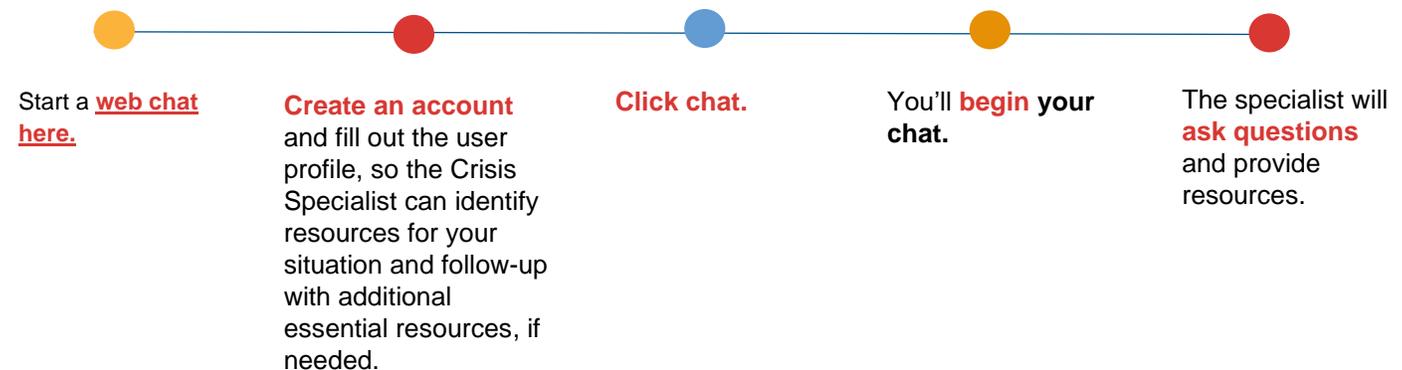
WHAT CAN I EXPECT WHEN I TEXT MY ZIP CODE TO 898-211?

All information is **confidential**.



HOW DOES A CRISIS WEB CHAT WORK?

The information you provide is **confidential**.



WHO ANSWERS CRISIS CALLS?

Crisis Specialists are trained in handling crisis situations. If your condition warrants an emergency response for a life-threatening injury or illness, they will advise you to contact 911 or will connect you directly.

PARTNERS

WHAT IS 211 MARYLAND?

211 Maryland is a **nonprofit 501(c)(3) organization** that connects Marylanders with unmet needs to essential health and human services resources throughout the state. We utilize nationally accredited call centers and certified resource and Crisis Specialists for call, text and chat services.

We can support partner organizations with follow-up services that focus on **closed-loop referral and outcome-oriented data gathering**. Our data dashboards provide insight on unmet needs in segmented demographics to support strategic decision-making. Call us at 443-721-3860 for more information.

We are also a **disaster response partner**, providing push-alerts with valuable and factual information before, during and after emergency situations like a natural disaster or public health and safety threat.

English and Spanish-speaking resources are available 24/7/365. Translation is available in 150+ languages.

ARE YOUR CALL SPECIALISTS TRAINED OR CERTIFIED?

Call center staff are certified and program accredited by the Alliance of Information and Referral Systems (AIRS) and the American Association of Suicidology (AAS). Both are national, professional organizations.

Information and Referral Specialists are also educated and experienced in health and human services resources. They have a bachelor's or master's degree in social work, human services, counseling or related fields, plus at least one year of experience.

HOW IS 211 DIFFERENT FROM 211, PRESS 1?

211 is a 24/7/365 central connector for unmet needs.

211, Press 1 immediately connects callers to a specialist trained in **suicide prevention, opioid crisis intervention and mental health assistance**. This service is also available 24/7/365.

WHAT IS THE DIFFERENCE BETWEEN THE 211 MARYLAND UNITED WAY HELPLINE AND 211 MARYLAND?

Established through state legislation, 211 Maryland oversees and maintains an information and referral service network available to all Maryland residents. To connect Marylanders in all regions of the state, we rely on a network of call centers. The United Way of Central Maryland provides coverage for one area of the state. 211 Maryland utilizes other strategically placed call centers to reach Marylanders in all regions of the state.

WHAT TYPES OF CALLS DO YOU ANSWER?

211 can serve as the central connector for the following essential health and human services needs:



Food



Housing & Shelter



Emergency Shelter



Utility Assistance



Financial Assistance



Mental Health



Substance Abuse



Suicide and Crisis Intervention



COVID-19 Testing



Healthcare



Children & Families



Aging and Disability



Legal Services



Tax Prep Information



Veterans



Domestic Violence



Employment



Transportation

HOW DO YOU KEEP YOUR RESOURCE DATABASE UP TO DATE?

The comprehensive database of more than 7,000 statewide resources is updated at least once a year, and often more frequently. We rely on our yearly verification, update from agencies, and feedback from callers to connect Marylanders with the best resources for their location and the latest program qualifications at the time of their need.

HOW DO I ADD MY AGENCY TO THE 211 MARYLAND DATABASE?

As the central connector for Maryland, we welcome new organizations to our database. We accept requests from the following nonprofit and for-profit groups:

- Nonprofit and critical for-profit organizations and governmental agencies and officials providing health, social service, educational, library, employment, legal, recreational and other human services.
- Nonprofit organizations, such as religious groups, social clubs and community associations, that offer services to the community at large, not just to their own members.
- Nonprofit self-help support groups (a “self-help group” is a voluntary gathering of people who share a similar problem, condition or history).
- Nonprofit and critical for-profit, multi-state or national organizations not located in Maryland that provide health and human services to Maryland residents.
- Nonprofit organizations that advocate for human services programs and policies that support a healthful - environment.

For more information and to start the application process, go to 211md.org/partner.

HOW CAN YOU HELP MY ORGANIZATION?

211 Maryland can provide insight to your organization by linking you to the **most comprehensive unmet needs data set** in the state of Maryland. It can pinpoint contributing and catalyzing factors that lead to underserved needs, segmented by geography and demography.

We offer both current and historical data to inform your decision-making on resource allocation, program development and budgeting efforts.

We also offer 24/7/365 **outsourced, professional call, text and web chat services** using established best practice methods and reporting. 211 Maryland can serve as a central connector for your clients to essential health and human services in Maryland.

If you need **customized push-alert texting**, 211 Maryland has a platform available for use. It helps organizations connect on-demand with their audiences.

For more information, email info@211md.org.

HOW DO I SHARE 211 MARYLAND SERVICES WITH OTHERS?

Thank you for spreading the word! We have a free toolkit, including outreach cards, to assist your organization with client connections. [Download the tools now.](#)

CAN YOU TALK TO MY ORGANIZATION?

Yes. Our expert speakers are available to discuss the following, among other topics:

- Best practices in addressing Social Determinants of Health (SDOH)
- Building and adopting a Community Information Exchange (CIE) to further person-centered care.
- Using data and collaboration tools to improve health indicators, quality of life and address inequities.
- Leveraging technology to improve individual and community well-being.
- Using data to identify and improve unmet community needs and patient outcomes.
- Engaging strategic community partners to achieve outcome-oriented solutions.

HOW IS 211 MARYLAND FUNDED?

As a nonprofit 501(c)(3) organization, 211 Maryland relies on funding from several sources, including the public and private sectors. Get more information on funding opportunities, donate, or connect with 211 Maryland to learn more about the ways you can support the organization's mission.

ARE DONATIONS TAX-DEDUCTIBLE?

Yes. 211 Maryland is a 501(c)(3) nonprofit organization. [Donate today.](#)

HOW DO I CONTACT 211 MARYLAND?



EMAIL

info@211md.org



CALL

Quinton Askew, CEO and president, at 443-721-3860



MAIL

1800 Washington Blvd, Suite 340,
Baltimore, MD 21230