211 is a one-stop resource for services available to all citizens in all 46 counties. 211 provides a listing of service providers such as food banks and community clinics.

Dial 211 or [www.sc211.org](http://www.sc211.org)

**Some ways 2-1-1 can help**

**Help Through Phone, Website, E-mail, Walk-In**
2-1-1 can be used as an Information and Referral resource regardless of how people choose to connect to help. In today’s Internet service environment, people need the choice of personalized service—especially for those who are not computer literate.

**When Services Don’t Work Out**
Sometimes, people do not get the help they need because, for some reason, things just don’t work out. They may be frightened or may have been sent to the wrong service. Many people then just walk away because they are in an emotional situation and do not know what to do. 2-1-1 provides trained counselors who can review why the help did not work and plan what to do next.

**For Kids**
Parents and educators can teach children and teens to call 2-1-1 when they are faced with confusing, nonemergency situations and do not know where to turn. Connecticut Infoline provides a “Teen Yellow Pages” on its web-site that is just for kids.

**Quality Childcare**
2-1-1 can provide callers with information on childcare options and openings in their locale, and assist them with information to evaluate quality and suitability for their child and family situation.

**Crisis Counseling**
2-1-1 will provide crisis counseling for any crisis. Specialized lines that provide expert help to victims of rape and domestic violence serve most communities.
2-1-1 will connect people in need to these lines and other special crisis lines. For many of life’s crises, however, there are no special telephone lines. 2-1-1 will provide trained crisis counselors to help people regain emotional control and make a plan to defuse a personal crisis.

Housing Assistance
Although some communities provide specialized information and referral to address housing needs, many do not. 2-1-1 can provide housing information so that everyone in need can get appropriate housing assistance and create a better life. During the past 10 years, researchers in the HUD Moving to Opportunity project have found remarkable health improvements in people who have moved from crowded urban conditions. The health improvements include decreased asthma in children, decreased depression in adults, and greater feelings of happiness overall.

Reporting Scams Aimed at the Elderly
There is discussion about using 2-1-1 as a statewide “clearinghouse” to assist senior citizens seeking advice about suspicious services or offers and keep track of potential scams. Neighbors and others could also use the line to discuss concerns about potential elder abuse. Funding such a service through 2-1-1 could possibly come from the Crime Victims’ Compensation Fund.

SC CHIP, Etc.
2-1-1 provides basic information and connection to state-provided income and insurance benefits such as the Children’s Health Insurance Program.

H1N1 Flu


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