



Background

Every hour of every day, someone in the United States needs essential services – from finding substance abuse assistance to securing adequate care for a child or an aging parent.

Faced with a dramatic increase in the number of agencies and help lines, people often don't know where to turn. In many cases, people end up going without these necessary and readily available services because they do not know where to start.

While services that are offered through 2-1-1 vary from community to community, 2-1-1 provides callers with information about and referrals to human services for every day needs and in times of crisis. For example, 2-1-1 can offer access to the following types of services:

Basic Human Needs Resource:

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.

Employment Supports:

financial assistance, job training, transportation assistance, education programs.

Support for Older Americans and Persons with Disabilities:

adult day care, meals, Meals on Wheels, respite care, home health care, transportation, homemaker services.

Support for Children, Youth and Families:

childcare, after school programs, Head Start, family resource centers, summer camps and recreation programs, mentoring, tutoring, protective services.

Volunteer Opportunities and Donations

To Report Emergencies:

Call 911

Calls to WV211 from mobile phones may count against your monthly minutes.

211 Benefits

One call gives you access to resources across your community. 2-1-1 is efficient, fast and easy use.

No more wrong numbers; no more wasted time trying to find the right resources.

24 hour/7 day a week availability; 211 is always there for you.



Get Connected. Get Answers.

Visit our website
www.wv211.org

email: info@wv211.org



Get Help.
Give Help.

West Virginia

2-1-1

211 is an easy to remember telephone number that connects people with important community services, disaster information and volunteer opportunities.

211 brings together existing information and referral providers and crisis services into one coordinated system.

211 makes it easy for anyone to access that system—24 hours a day and seven days a week.

211 supplies callers with information and referrals to human services for every day needs and in times of crisis.

This program is being presented with financial assistance as a grant from the West Virginia Department of Health and Human Resources.



West Virginia

2-1-1

Linking People to
Community Services
in West Virginia

