

## Frequently Asked Questions

### What is Eastern Washington 2-1-1?

2-1-1 is a community hotline that helps callers connect to agencies and organizations that provide to human services in times of crisis and for every day needs .

### Why is 2-1-1 so important?

2-1-1 provides simple access to a variety of essential services helping people lead healthier, more productive lives. Providing real-time tracking of community needs and caller demographics allows policy makers and investors to make informed decisions about resource allocation. 2-1-1 helps build the community by connecting people with the programs and agencies who can put their donations and volunteer time to good use.

### Is there a charge?

No 2-1-1 is a free service for both callers and service providers to list with 2-1-1!

### Will I talk to a live person?

Live Referral Specialists are available Monday-Friday to answer your questions and help connect you with community providers . We have 24-hour texting and we search options to assist you no matter what day or time you need assistance.

### How can I stay updated?

2-1-1 offers a monthly newsletter that includes new resources, local events, and highlights providers. Call us today to get signed up!

### What kind of services does 2-1-1 refer to?

There are many services that 2-1-1 can refer callers to based on their needs, such as:

- **Basic Human Needs Resources:**  
Food banks, clothing, shelters, housing and utility assistance
- **Physical and Mental Health Resources:**  
Medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention, rehabilitation, health insurance programs, Medicaid and Medicare, maternal health and children's health insurance programs
- **Support for Older Americans and Persons with Disabilities:**  
Home health care, adult day care, congregate meals, Meals on Wheels, respite care, transportation and homemaker services
- **Support for Youth and Families:**  
Quality childcare, after school programs, Head Start, family resource centers, summer camps and recreation programs and protective services
- **Volunteer opportunities and donations:**  
Want to give back to the community? Find local organizations that need your help to continue to provide assistance.



#### CALL

Dial **2-1-1**  
 Dial Toll-Free **866-904-9060**



#### TEXT

"EW211" to **898-211**



#### SEARCH

24/7 resources at  
[www.wa211.org](http://www.wa211.org)