



## *Four Locations Close to Home.*

*Fairbanks • Fallbrook • Greenspoint • Victory*

### **211 Texas/United Way HELPLINE**

If you or someone you know needs help, dial 211. Help 24/7 in many languages.

#### **IN-TAKE PROCESS**

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##### **Student calling:**

1. Dial 211
2. Select the language preference
3. Provide your age and zip code
4. They may ask additional questions, but you do not have to disclose if you prefer
5. Be ready to provide the basic needs you are seeking e.g.: food, rent, shelter etc.
6. Agent will either email you the resources or give them directly over the phone (Make sure you have pen and paper ready.)
7. Inquire to get up to three sources per need (Sometimes they offer more.)

##### **Calling on behalf of students:**

1. Dial 211
2. Select the language preference
3. Need the student's age and zip code
4. Know if the student is a veteran or not
5. Be ready to provide the basic needs student is seeking e.g.: food, rent, shelter etc.
6. Agent will either email you the resources or give them directly on the phone (Make sure you have pen and paper ready.)
7. Inquire to get up to three sources per need (Sometimes they offer more.)

##### **Website: (If you choose to search online, please visit [UnitedWayHouston.org](https://UnitedWayHouston.org))**

1. On the top left-hand side click "need help."
2. Scroll down and choose to "email the helpline", "search online", or "dial 211."
3. If you choose search online, you will be taken into another website where you can search by type of services, zip codes, or keywords to find resources.
4. If the student chooses to email the helpline, please provide the email address [help@unitedwayhouston.org](mailto:help@unitedwayhouston.org)

*Disclaimer: This flowchart is for basic needs crisis, but not mental health crisis. For mental health crises, call/text 9-8-8 or call The Harris Center at 713-970-7000 option 1. For emergencies, contact 911.*