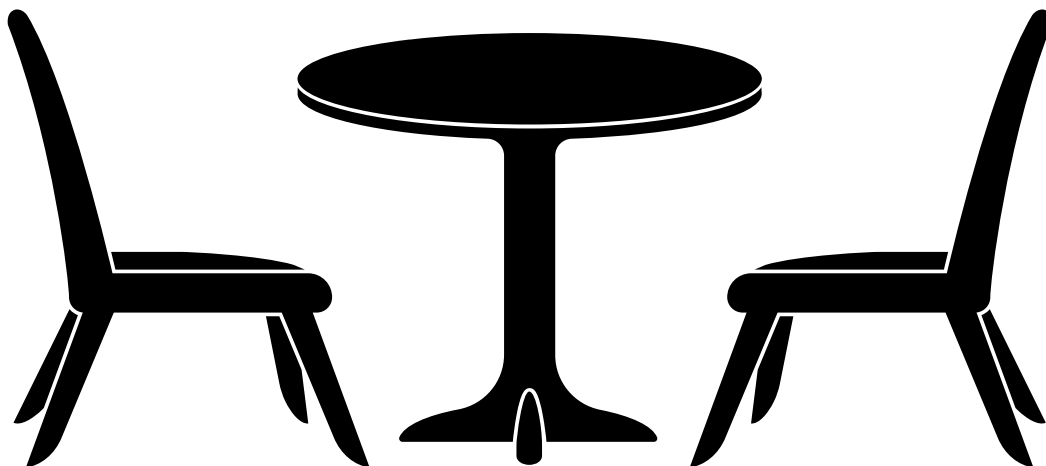




# MARYLAND EMERGENCY PREPAREDNESS NETWORK

*Helping Maryland's Most Vulnerable*

## **SITS DOWN WITH**



**MARYLAND**  
**Information  
Network**

**2·1·1**

**Maryland**



# WHO IS: 2·1·1

Maryland

**211 Maryland** provides Maryland residents with an easy-to-remember phone number to access essential resources across the state.

This service is both free and confidential, offering individuals with unmet needs a convenient single point of contact, eliminating the complexity of searching through various health and human service agency numbers, websites, and community resources.

Support is accessible in both English and Spanish around the clock every day of the year. Translation services are also offered in over 150 languages.

The administration of 211 Maryland falls under the responsibility of the **Maryland Information Network**, a nonprofit organization with 501(c)(3) status.

9770 PATUXENT WOODS DRIVE, SUITE 334,  
COLUMBIA, MD 21046

# HOW WAS 211 BORN?

**In the 1960's** - Efforts began to develop a central information and referral service in Maryland.

**In 2000** -the Federal Communications Commission (FCC) designated 211 as the national 3-digit access code for health and human services information and referral.

**In 2004** -the Maryland state legislature established 211 as the primary information and referral telephone number for health and human services, and four call centers participated in the Pilot Project.

211 Maryland is supported by our 211 Call Center Network, which includes the United Way of Central Maryland, Mental Health Association of Frederick County, Community Crisis Services, Inc., and Life Crisis Center, Inc.

**In 2010** - the Maryland Information Network (MIN) was incorporated. MIN is a 501(c)(3) nonprofit that powers 211 Maryland.

*Learn more about MIN [here](#).*

# WHAT IS THE *MISSION* OF MIN

The **mission** of the **Maryland Information Network (MIN)**, which powers 211, is *to connect Marylanders to the health and human services they need to achieve a more stable life for themselves and their families.*

The **Maryland Information Network's (MIN) vision** is that *all Marylanders have the resources and services they need to thrive.*

## WHAT IS THE *VISION* OF MIN:



# What is the *why* behind the work?

In every community, individuals and families face challenges. The needs are vast and varied, whether its finding affordable housing, seeking mental health support, securing a job, or simply accessing food.

But while many organizations and services exist to address these challenges, connecting those in need to the right services can be overwhelming. That's where 211 comes in.

**The "why" behind 211 is grounded in a few core beliefs:**

**Simplicity:** One easily remembered number can bridge the gap between myriad services and those who desperately need them. By dialing 211, individuals have a single point of contact to access a multitude of resources.

**Accessibility:** Everyone, regardless of their background, income, or situation, should have a straightforward way to access essential services. 211 ensures that support is just a phone call away, 24/7.

**Empathy:** Behind every call is a human being seeking understanding and help. 211 prioritizes a compassionate response, ensuring callers are heard and supported.

**Efficiency:** By centralizing resources and information, 211 reduces the time and effort people spend searching for help, enabling faster, more effective interventions.

The "*why*" behind 211 is about more than just a helpline. It's about a commitment to community, a belief in the power of connection, and an unwavering dedication to helping individuals navigate life's challenges. Whether it's an urgent crisis or a simple question, **211 stands as a beacon of hope and support.**



## WHO SERVES AT 211?

MIN President & CEO Quinton Askew oversees the [MIN Board](#) under the direction of Chair Janice Williams. Askew also oversees several staff members and partners with a statewide 211 Call Center Network.

Learn more about the Staff and its' Board Members [here](#)

## WHO DOES 211 SERVE?

211 serves everyone who needs help or knows someone who needs help finding and connecting with essential resources. Translation is available in 150+ languages.



## WHAT PARTS OF MARYLAND DOES 211 SERVE?

211 serves Marylanders statewide with the state's most comprehensive health and human services database.

## WHERE IS 211 LOCATED?

211's Maryland's administrative office is located in Columbia, Maryland, and provides support statewide through the 211 Call Center Network. When you call 211, you are routed to a local Call Center.



# What services does 211 provide?

211 provides information and **referral services** that are **free** and **confidential** and always available by calling 2-1-1. You can get immediate support with:

1

Aging & Disability

2

Domestic Violence  
/Family Violence

3

Employment

4

Health Care

5

Legal Services

6

Substance Use

7

Utility Assistance

Children and Family

8

Food

9

Housing & Shelter

10

Immigration

11

Mental Health

12

Tax Services

13

Veteran Support

14

**Check out 211's Fact Sheet to learn more!**



# WHAT'S THE 411 ON CALLING:

2-1-1

Maryland

## ● HOW CAN I CONNECT TO 211?

Contact 211 by dialing *2-1-1*.

If you have a problem connecting, you can also call:

- Southern (Capital) Maryland: 1-866-770-1910
- Central Maryland: 1-866-406-8156
- Eastern Shore: 1-866-231-7101
- Western Maryland: 1-866-411-6803

211 can also be reached through Maryland Relay if you are deaf or hard of hearing.

## ● WHEN CAN I CONTACT 211?

Individuals can call 211 for themselves or someone else any time of day or night. We've got your back when you need us most!

## ● WHAT CAN I EXPECT WHEN I CALL?

When you dial 2-1-1, a specialist will:

- Listen to your concerns.
- Identify your unmet needs.
- Ask your location to locate resources in your area.
- Connect you to resources.

## ● DOES A CALL COME AT A COST?

No. Calling 211 is a free service to the caller.

## ● IS MY PRIVACY PROTECTED?

Yes. All calls are 100% confidential.

# How Can I Connect to 211?

## CALL 211:

Contact 211 by dialing 2-1-1. Specialists are available 24/7/365.



## SEARCH THE DATABASE:

Find essential resources using 211's free comprehensive ***database***.

## HAVE A HEALTH CHECK:

***211 Health Check*** is a weekly mental health check-in program with someone who cares

*Learn more [here](#).*



## TEXT FOR ONGOING SUPPORT:

211 offers supportive text messages on specific concerns (kinship, aging, mental health, opioid use, disaster, wellness, hate crimes/incidents, veterans) *Learn more [here](#).*

## FOLLOW 211 ON THEIR SOCIAL CHANNELS:





# How does 211 support my emergency preparedness?

*211 is your connection before, during, and after a health, public safety, or weather emergency.*

Through MdReady (English) and MdListo (Spanish), you'll get rumor-controlled information and support from 211 and our partners with the Maryland Department of Emergency Management.

**Want to Subscribe?** You can sign up anytime by texting MdReady (English) or MdListo (Spanish) to 211MD1. You can learn more about the [MdReady program](#).

**To Unsubscribe :** Text STOP to the same number to unsubscribe.

Full SMS terms at <https://211md.org/sms/> will also apply.

**Want to learn more?** Check out our [MdReady/MdListo Fact Sheet](#)

211 also works with the [Maryland Department of Aging](#) to create a single entry point to aging and disability health and support through [Maryland Access Point](#). You can develop an action plan with your local [MAP office](#) or get information delivered by texting MDAGing to 898211.





# THANK YOU TO OUR CONTRIBUTORS!

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## GRAPHIC DESIGN:

GRAPHIC DESIGN TOOLS USED: CANVA PRO.

GRAPHICS SOURCE: CANVA PRO.

211 PHOTO IMAGES/GRAPHICS PROVIDED BY: JENN STRATHMAN

## ADDITIONAL RESOURCES UTILIZED:

[211MD.ORG](https://www.211md.org)