



**Dial 2-1-1 for FREE, confidential, 24-hour information and referral assistance for:**  
Housing • Shelter • Food • Legal Aid • Clothing Education • Counseling • Utility Assistance  
Health Care • Transportation

***What is 2-1-1?***

2-1-1 is a national dialing code for free access to health and human service information and referral. 2-1-1 is an easy-to-remember number that helps connect individuals and families in need to community-based organizations. Today, 2-1-1 reaches approximately 80 percent of the U.S. population. United Way of Allen County launched the Northeast Indiana 211 Call Center in November of 2003.

***Why 2-1-1?***

2-1-1 is easy to use and helps track gaps, duplication and trends in social services. 2-1-1 is essential in disaster relief, helping reduce non-emergency calls to 911 by connecting victims, donors and volunteers with social service agencies. 2-1-1 can also be good for business because it helps employees through crises.

***Are there charges for calling 2-1-1?***

There are no charges for calls from landline phones; calls are free from most pay phones. However, normal usage minutes and taxes apply to cell phone users.

***Where is 2-1-1 available?***

United Way of Allen County's 2-1-1 call center serves Adams, Allen, DeKalb, Huntington, LaGrange, Noble, Steuben, Wabash, Wells and Whitley counties. For information on call centers in Ohio, visit [www.211ohio.net](http://www.211ohio.net). Currently, approximately 86 percent of all Hoosiers can receive service by dialing 2-1-1.

***What does the system cost?***

It is estimated that 2-1-1 costs communities an average of \$1.50 per person for the area served. Your United Way gift helps support this critical service. United Ways in Indiana are a primary supporter of the Indiana 2-1-1 Partnership and IN211 Centers. All active IN211 Centers rely on United Way support and some receive up to 95 percent of their total annual budget from United Way contributions.

***How many people use 2-1-1?***

The weakening economy has forced more people to seek help. In 2009, United Way of Allen County's 2-1-1 Center took 40,860 calls – an 11 percent increase over 2008. Most of the calls related to basic needs like food, clothing, shelter, and financial assistance for rent and utilities.

[www.211NortheastIndiana.org](http://www.211NortheastIndiana.org)

