



2-1-1 Maryland Service Snapshot April 1 – September 30, 2009

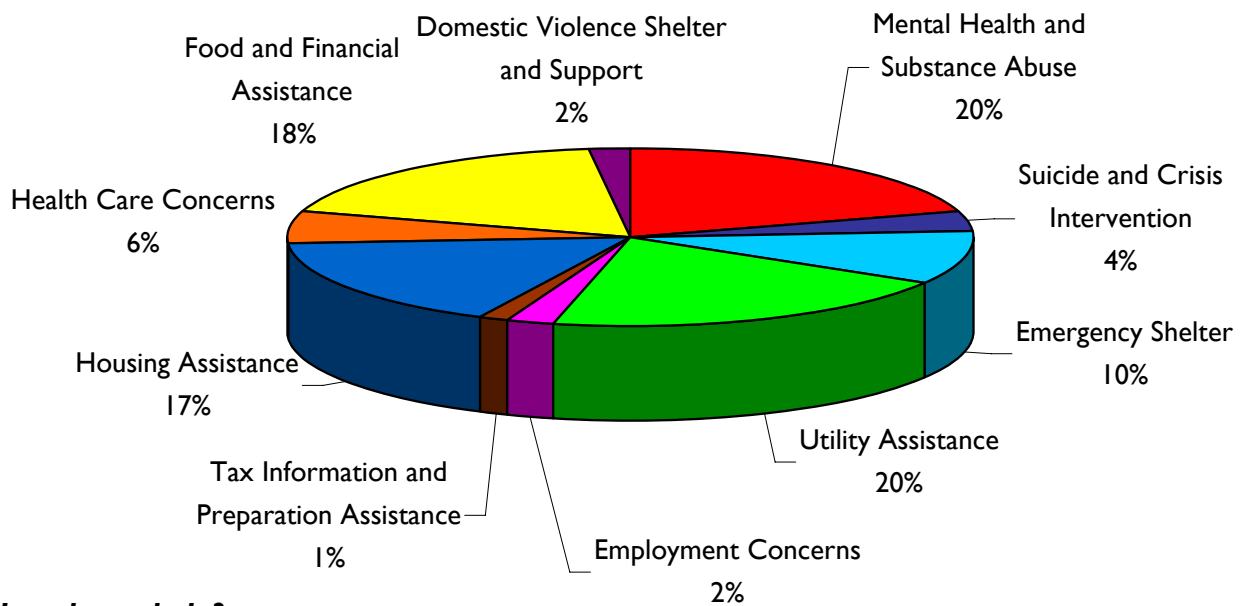
Who are we?

2-1-1 is an easily remembered phone number available 24 hours a day to connect Maryland residents with community resources.

Calls Answered: 114,151

Why Do People Call?

People all across Maryland call 2-1-1 with many different needs. The most common inquiries from April through September 2009 were:



How do we help?

Here are just a few examples* of how 2-1-1 can assist...

“A 25 year old man was recently laid off from his job. His wife’s income is not enough to support them and their young children. The 2-1-1 Call Specialist was able to direct the caller to his local employment resource center where he can search for job opportunities and get assistance updating his résumé.”

“A mother calls about her 13 year old son. He skips school, comes home late at night or sometimes not at all, is disrespectful and verbally abusive to her. Most recently she found alcohol and stolen prescription drugs in his dresser. The 2-1-1 Call Specialist was able to provide the caller with referrals to counseling and other community programs designed to help parents and children.”

“A 32 year old mother of three is trying to make ends meet but just got a notice that her electricity is about to be cut off, and her family also has no money for groceries this week. A 2-1-1 Call Specialist helped direct the caller to local agencies that assist with energy cut-off notices, as well as a food pantry where she can go to make sure her children don’t go hungry.”

* Identifying information has been changed to protect callers’ confidentiality

Who is Calling?

People of all genders, ages, and ethnic backgrounds use 2-1-1 to find the resources they need:

Data based on callers who were willing to provide their demographic information

