

Connecting Communities:

How 211 Helps Communities Prepare,
Respond, & Recover

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Manager*



Lifelines Counseling Services

Take the First Step.



United Ways of
Alabama



What is 211?

A free, confidential place to start when you need help.

- ✿ Trained specialists are available 24/7
- ✿ Call 211 or 888-421-1266, text your ZIP code to 898-211, or search online.
- ✿ Trained specialists help identify local programs and services.
- ✿ Referrals may include food, housing, utility assistance, health care, mental health services, child and family support, transportation, employment resources, and disaster recovery.

211 provides information and referrals. Program availability and eligibility vary.





What happens when you call 211?

We learn about your needs

A specialist asks a few questions to understand your situation, location, and the type of support you are seeking.

We search for available options

The specialist searches for local programs that may fit your circumstances.

You receive referral information

You may receive contact information, eligibility guidelines, hours, and instructions for applying.

You decide what comes next

The specialist can help you determine where to begin, but each organization sets its own eligibility requirements and availability.

A blue speech bubble with a yellow and red tail, containing the white text "211".

211



How 211 Helps During a Disaster

Shares current information

211 provides up-to-date information as it received from local officials, agencies, and community partners.

Helps explore possible options

Specialists search for programs that may address needs such as shelter, food, transportation, temporary housing, and disaster recovery.

Updates information as conditions change

Resource details are updated as locations, hours, capacity, funding, and services change.

Helps identify community needs

Call data can show which needs are increasing and where gaps in assistance may exist.

The 211 logo is displayed in white text inside a blue speech bubble with a yellow and red tail.



Prepare Before Disaster Strikes

Know how you will receive alerts

- Sign-up for local notifications
- Weather Radio

Make a household plan

- Where will you go?
- How will you communicate?
- Who might need extra assistance?

Gather essential information

- Identification
- Insurance documents
- Medication lists
- Emergency contacts

Plan for individual needs

- Consider transportation, medical equipment, mobility needs, children, older adults, & pets

Save important numbers now

- Store 911, 988, 211, and the Disaster Distress Helpline before an emergency occurs.

211



211 Disaster Guide

Scan the QR code to view or save the guide. Inside you'll find:

- Emergency contacts and alerts
- Shelters and evacuation information
- Food, housing, and recovery resources
- Planning checklists
- Resources for families, older adults, and pets



211

Thank You!

*211: Your first call for help,
your bridge to hope.*

211's website:

<https://www.211connectsalabama.org/>



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