



**GET CONNECTED.  
GET HELP.**

**211**

# 211 Maine: An Initiative of United Way

November 2021



United Ways of Maine

# Goals

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- Understand **what** 211 Maine is and how it operates
- Understand **how and why** your community accesses 211 Maine
- Spread the word** about 211 Maine as a useful resource

# The Need

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- Maine has hundreds of helplines and thousands of programs offering all types of health and human services
- Trying to find the right phone number or service can be overwhelming and frustrating
- Sometimes you need more than a search; you need a conversation

Thank you, 211 team members.

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# What is 211?

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- Free, confidential helpline
- 24/7/365 Maine-based
- Available by calling, texting, or searching online
- Initiative of United Way



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# Ways to Contact 211

## 1) Call

Dial 211 or 1-866-811-5695

## 2) Text

Text your zip code to 898-211

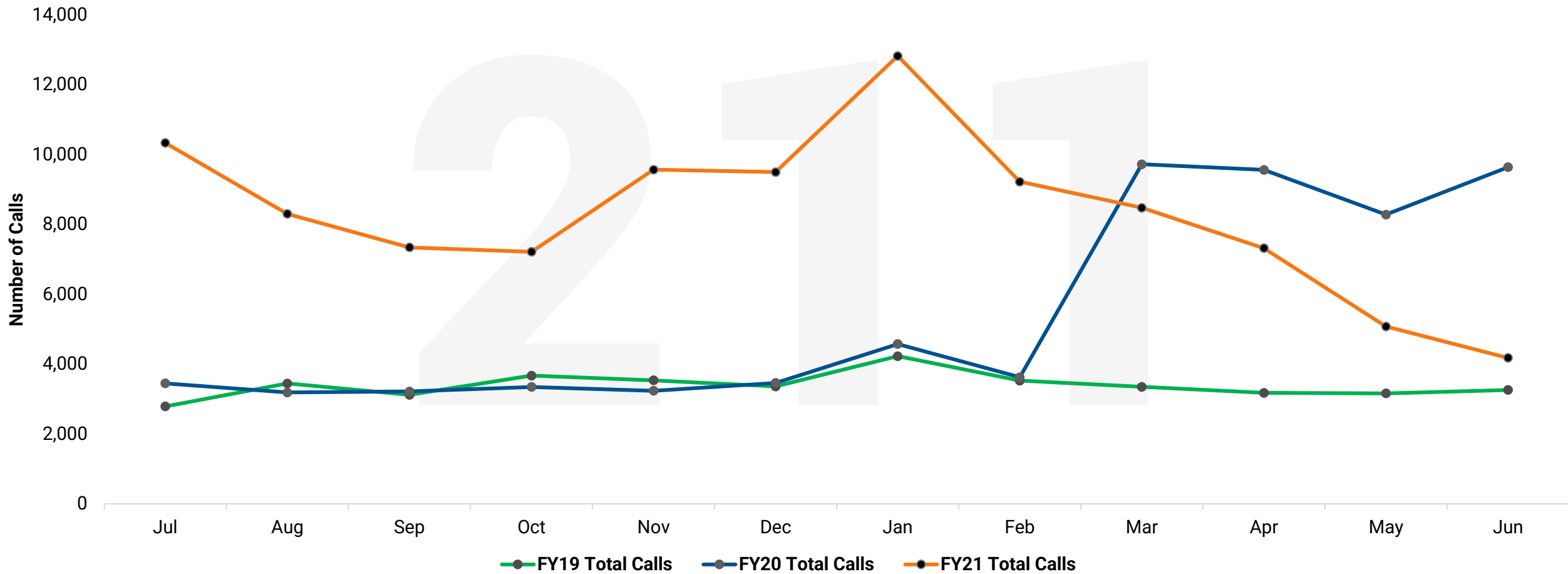
## 3) Online

Visit [211Maine.org](https://211Maine.org)



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# Monthly 211 Maine Calls by Fiscal Year



	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Total</u>
FY19 Total Calls	2,793	3,452	3,124	3,676	3,539	3,364	4,233	3,531	3,353	3,181	3,166	3,263	40,675
FY20 Total Calls	3,454	3,191	3,220	3,351	3,242	3,466	4,579	3,629	9,730	9,568	8,288	9,647	65,365
FY21 Total Calls	10,342	8,308	7,347	7,223	9,574	9,504	12,831	9,231	8,484	7,325	5,081	4,182	99,432



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## 211 Maine: Top 20 Call Categories based on Taxonomy

July 1, 2021 - September 30, 2021

County Name	Number Of Requests	
COVID-19 Control	3,770	
Electric Service Payment Assistance	1,769	
COVID-19 Diagnostic Tests	1,196	
Housing Search Assistance	985	
Heating Fuel Payment Assistance	564	
COVID-19 Immunization Clinics	545	
Rent Payment Assistance	502	
Homeless Motel Vouchers	396	
General Counseling Services	326	
Rent Payment Assistance * COVID-19	300	
Food Pantries	295	
Community Shelters	281	
Inpatient Substance Use Disorder Treatment Facilities	275	
Specialized Information and Referral	250	
Case/Care Management	249	
Medical Information Services * COVID-19	244	
General Relief	219	
Mental Health Crisis Lines	205	
Medication Assisted Maintenance Treatment for Substance Use Disorders	193	
Housing Search and Information	189	



# 211 Relationships/Initiatives

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- **Crisis and 911 Calls:** No Wrong Number
- **Maine Emergency Management Agency:** Emergency Preparedness and Response
- **COVID-19 Contact Support:** Answering FAQ 24/7
- **Maine CDC/Maine Forest Service Insect & Disease Lab:** Browntail Moth FAQ Support
- **Maine Opiate Helpline:** Substance Use Referrals and Follow-up
- **United Ways of Maine Keep ME Warm Fund:** Emergency Heating Assistance
- **Bureau of Veterans' Services:** Getting Help is a Sign of Strength



# Providers' Role

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- Make sure your listing is accurate in the directory**
- Reach out to 211 Maine if you need to make an update**
- Refer individuals you serve to 211 Maine if appropriate**
- Share 211 Maine outreach materials**
- Give us feedback!**

# A Starting Point

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***“After months of searching, my call to 211 gave me information that I had been unable to find on my own. Thank you so much to the wonderful woman who brought hope back into my life!”***

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