

# 211 Information Services

The Federal Communication Commission has designated the three-digit telephone number 2-1-1 for community information and referral services, just as 9-1-1 is set aside for emergency services. 2-1-1 utilizes both bilingual resource specialists and a phone-based translation service to offer 2-1-1 information and referrals in over 180 languages. **Note:** *Do not dial 2-1-1 to report emergency situations! Emergency situations are best handled by dialing 9-1-1 for assistance.*

While most people know to call 9-1-1 when they're having a medical emergency, who does one call when they need assistance from health and human services agencies? 2-1-1 is a free service that connects Michigan residents with assistance from thousands of health and human services agencies and resources right in their own communities. The service is quick, easy, and confidential.

With seven regional call centers, Michigan 2-1-1 provides 100% coverage throughout the State of Michigan, allowing you to get the assistance you need no matter where you're located in the state.

*Some examples of the types of referral assistance 2-1-1 can provide include:*

- Assistance with utility bills and housing expenses,
- Food programs and benefits,
- Health care expenses, and
- Assistance with local disaster recovery, including shelter and other resources.

While 2-1-1 staff are not counselors or therapists, they are trained to refer crisis calls to appropriate resources such as crisis centers, clinicians, or 9-1-1 rescue services in life-threatening cases. In a life-threatening emergency, always dial 9-1-1 first.

You can also reach the National Suicide and Crisis Hotline directly by dialing 9-8-8 during a mental health crisis.

2-1-1 service is available by dialing 2-1-1 from any phone 24 hours a day, seven days a week. You can also reach assistance by dialing the universal toll-free number at 1-844-875-9211. Additionally, Michigan 2-1-1's website allows you to conduct your own custom search for assistance at <https://mi211.org/>.

If you have any questions or comments regarding 2-1-1 service in your area, please contact Michigan 2-1-1 for additional information.

Source: <https://mi211.org/about-2-1-1>