

## Sample 2-1-1 Calls and Comments

Below offers a sample of real calls handled by 2-1-1 Information & Referral Specialists.

- A single mother with three children contacted 2-1-1 stating that she lost her job and eventually her home. The family **needed emergency housing** so the 2-1-1 information & referral specialist contacted several agencies seeking emergency housing for the family. A local shelter was able to provide temporary housing and case management services to the family. The mother is currently looking for a new job and hopes to be self-sufficient again soon.
- A client called to get information about **GED classes**. The client was able to enroll and start classes this year.
- A young woman moved to the area from out of state and needed help with **maternity clothing and household goods**. The 2-1-1 call specialist referred the woman to an agency that provided her with the items she needed to care for herself and new baby.
- A husband and wife could not make a payment on their **mortgage**, but a 2-1-1 specialist referred them to an agency that helped keep their home.
- An emotional **mother wrestles with whether to leave her abusive husband** and her home. The I&R Specialist makes sure she is safe, educates about services available and connects her with services.
- A man **whose job was eliminated** asks for help with his **electric bill**. He has a daughter on a **heart monitor**. The Specialist refers to the township trustee, the WorkOne Center, the community action organization and a church in his neighborhood.
- A single mother calls, **overwhelmed with multiple needs**. Her teenage daughter was hospitalized after an accident. The utility, rent and medical bills have stacked up while she has taken off work to be at the hospital. The Specialist explains and prioritizes referral organizations.
- A man asks how to get financial help with his sister's **prescription**. The Specialist connects him with a special local resource that can provide help today and another program that will offer longer term **help for the chronic illness**.
- A single mother contacted 2-1-1 for assistance on buying **formula for her son**, as he had serious allergies and could only drink a certain kind of formula. Her food stamp card had been stolen, and WIC was unable to give her vouchers for another week. The local food pantries did not carry the particular type of formula needed. Since the client was receiving assistance with rent and utilities through the trustee, the 2-1-1 specialist contacted the trustee on the mother's behalf. The mother was provided vouchers and formula that is safe for her baby to eat.
- A caller asks for information about the process for filing for **earned income tax credit**.

### What others are saying about 2-1-1:

- From an **employer**: The other day an **employee stopped me and asked where she could get help for her son**. He was waiting for his disability checks to arrive, was short on cash, had a family, was unable to work due to medical circumstances, and was being evicted from his apartment. His mother (the employee) had helped him and was maxed out. I suggested he call 2-1-1. He called and got the help his family needed...The mother came up to me this morning and thanked me for suggesting that they call 2-1-1....She said 2-1-1 was a Godsend to her family."
- From a **visitor at IN211 booth at Indiana Black Expo**: "My daughter called you and she got help from some places. I am so glad you are there for people. God bless."
- From a **nonprofit director**, explained **how 2-1-1 benefits rural residents in her community**. The Northwest Indiana 2-1-1 Center "had a gentleman on the phone who was inquiring about services in our county and the call center had us in a three-way call to insure a linkage was made. As a result, the gentleman received the information he needed in a very short amount of time, and we were able to assist him with avoiding utility shutoff." She further described 2-1-1 as "an asset to our agency," explaining how it "helps people help themselves."