



How does 2-1-1 work?

2-1-1 is a phone number that people in need of social service assistance can call to get connected to available resources, such as food, rent or utility assistance, health care, job training, mental health services, transportation, etc. Their call is answered by a trained specialist who collects information and makes a referral based on their need(s), eligibility, and proximity.

Who answers the calls?

The call center is located in Chattanooga and is staffed by call specialists from 8-5 each day. This call center serves a 9 county area, including McMinn & Meigs Counties. The client's data will be entered into Service Point, and anyone (such as Coordinated Charities) who subscribes to this service will have ability to retrieve that data. It will also track how many times a client has been served and which agency(s) served them.

How are local resources kept up to date?

2-1-1 is only as good as the resources our community submits in the system. If changes occur in the services offered by an agency, simply contact the call center and they will update your profile.

How can 2-1-1 help United Way and other community groups see the top needs in their local communities?

2-1-1 serves as an excellent way to get a pulse of current top needs in our community. Once calls start coming into the center from our area, they will be able to produce customized reports for us showing the most pressing needs, geographic locations where the calls are coming from, etc.

How can I add my agency/organization to 2-1-1?

You can enter the data online at www.211tn.org, or if you prefer, we can put you in touch with a call center representative and they will enter it for you.
