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**FOR IMMEDIATE RELEASE**

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## **Feb. 11 is National 2-1-1 Day**

**Hotline is the hub for Nevadans who need information about  
essential health and human services**

**Carson City, NV** — February 11 is National 2-1-1 Day, an annual acknowledgement of 2-1-1's role in connecting individuals to information and referrals on community programs. Nationwide, 2-1-1 is a free, confidential, easy-to-remember phone number that connects local residents to essential health and human services such as housing, food pantries, and community health clinics.

"Nevada 2-1-1 is a proven resource for Nevadans, demonstrated by the fact that more than 10,000 incoming calls are received each month from those seeking information and referrals," said Michele Johnson, president and CEO of Financial Guidance Center (FGC), which administers the statewide Nevada 2-1-1 program. "To ensure the known resource list is as comprehensive as possible, FGC has been making a concerted effort to reach out to Nevada service providers."

In Nevada, individuals can dial 2-1-1, text 898-211, or look up information on the 2-1-1 website (<http://www.nevada211.org>). Individuals who dial 2-1-1 will be connected with call specialists who care deeply about helping callers find the right information, often going to extraordinary lengths to connect individuals with critical resources, as illustrated in the following two examples:

*A woman called because her husband had just died and she was trying to contact their son, to whom she hadn't spoken in more than three years. A Nevada 2-1-1 call specialist researched the question, as she remembered that there was an agency that assisted with reuniting families. With 1,600 agencies in the database, the call specialist struggled to remember the name, but then it came her: International Soundex Reunion Registry, which helps adults reunite with their*

*next of kin through voluntary registration. The caller was extremely happy that Nevada 2-1-1 was able to help her locate this little-known resource.*

*Another caller had reached out to many agencies for help in completing her Energy Assistance Program (EAP) application. She said it was more complicated than in prior years and she had not found anyone willing to help; in fact, she had difficulty even getting through to speak with someone directly. She called Nevada 2-1-1 and was very pleased that a call specialist immediately answered the phone. After receiving three referrals to EAP intake organizations that could help her, she was ecstatic. Nevada 2-1-1 learned during a follow-up call that the help she needed was received within the week.*

As part of the annual National 2-1-1 Day awareness, agencies that provide these types of services are encouraged to update their listing with 2-1-1. Agencies receiving grant funds from the Grants Management Unit of the Nevada Department of Health and Human Services are required to submit their 2-1-1 program update with their second quarter program report. Agencies can update their information by emailing [Nevada211@financialguidancecenter.org](mailto:Nevada211@financialguidancecenter.org).

“The success and effectiveness of 2-1-1 relies on the accuracy of referrals listed in their database,” said 2-1-1 statewide coordinator Jennifer White.

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Nevada Department of Health and Human Services  
Helping People – It's Who We Are and What We Do