



- Available 24 hours a day, 7 days a week
- Able to answer inquiries in multiple languages
- TDD/TTY accessible
- Adheres to national standards with certified staff available
- Maintains comprehensive database of community resources
- Vital component of Governor Perry's Homeland Security Plan for Texas

What is 2-1-1 Texas?

2-1-1 is the new abbreviated dialing code for **FREE** information and referrals about community organizations and resources.

2-1-1 serves as the first number to call linking individuals and families to appropriate resources and information.

People calling 2-1-1 in Texas are connected directly to the 2-1-1 Area Information Center (AIC) for their community. The AIC maintains a comprehensive regional database of resources including federal, state, and local government agencies, community based organizations, and qualified private businesses.

When to Call 2-1-1?

When you have questions about community resources such as...

- | | |
|----------------------------|------------------------------------|
| • Social Services | • Dental, Medical & Legal Services |
| • Counseling | |
| • Senior Services | • Volunteer Opportunities |
| • Youth Services | • Other information needs |
| • State & Federal Agencies | |

2-1-1 is **NOT** accessible by cell phone at this time. Callers from cell phones may call (432)682-HELP (4357)

Pay phone access is directly available by dialing 2-1-1 at the cost of a local call.

When NOT to Call 2-1-1?

- When you need directory assistance... *that's 4-1-1.*
- When there is a medical emergency...*that's 9-1-1.*
- When you need police services...*that's 9-1-1.*
- When you need the fire department...*that's 9-1-1.*
- When you need emergency services for other reasons...*that's 9-1-1.*

Local match provided by:

Permian Basin Area Agency on Aging.
Permian Basin Workforce Development Board
United Way of Midland

A public/private partnership of Information & Referral
Permian Basin and the Texas Health and Human Services
Commission.



