



- ▢ Home
- ▢ Who We Are
- ▢ Information
- ▢ Frequently Asked Questions
- ▢ Benefits
- ▢ Privacy Policy
- ▢ CHILDREN/PREGNANT WOMEN: Free medical insurance eligibility
- ▢ NE FL Information Network (NEFIN)
- ▢ Refugees
- ▢ Suicide/Crisis Helpline
- ▢ Printed Resource Directories
- ▢ Monthly Reports to the Community
- ▢ Press Releases
- ▢ Community Links
- ▢ Area United Ways
- ▢ Contact Us

FREQUENTLY ASKED QUESTIONS

SEARCH FOR HELP

1. What exactly is United Way 2-1-1?

2-1-1 is the easy to remember, three-digit telephone number that enables people in need of services with the most appropriate community and human resources. By simply dialing 2-1-1 callers are able to be connected with specially trained information and referral (I&R) call center specialists from their community who can assist them with finding solutions to the problems and issues that are troubling them. The idea is simple, instead of dialing seven and 10 digit telephone numbers for I&R, you can simply dial 2-1-1.

2. What is Information and Referral (I&R)?

Information and Referral (I&R) is a service which helps people understand their problems, provides information to help them make informed decisions regarding possible solutions, and links those people in need of services with appropriate service providers in the community who can meet their needs. Highly trained staff provides these services and also maintain a large community resource database that adheres to state and national standards.

3. Who calls United Way 2-1-1?

Each year, more than 50 million people use I&R services nationwide. In Florida alone, more than 1.5 million people and 69,000 in the Northeast Florida area dialed an I&R for help. Callers are:

- single parents trying to make it on their own
- parents struggling with out-of-control kids
- adult children concerned about their aging parents
- the elderly trying to retain their independence
- the depressed trying to keep their lives together
- young children alone or afraid
- teens struggling with adolescence
- the financially disadvantaged of all ages who are on the verge of being evicted or losing their electricity or water
- teachers, social workers, judges, nurses and other human service and medical professionals working to meet the complex needs of their clients.

4. Someone calling from a telephone outside of the geographic calling boundaries of the 10 counties served by United Way 2-1-1 (as established by BellSouth, Alltel and phone service providers) cannot, at this time, dial 2-1-1?

This is true. United Way 2-1-1 serves residents in a 10-county region that includes Duval, Clay, Nassau, St. Johns, Baker, Bradford, Putnam, Suwannee, Columbia and Hamilton counties. If a caller from the region cannot access 2-1-1, the caller can dial 1-904-632-0600 or 1-866-318-0211.

5. Someone says they cannot dial 2-1-1 on a business or commercial phone line. What can be done?

Companies with existing blocks in place that will prevent outgoing 2-1-1 calls can contact their telecom vendor to have the PBX switch reprogrammed to accommodate 2-1-1 calls from their place of business. Business phones that require that you dial a "9" for outgoing calls will need to have their phones reprogrammed to allow for 2-1-1 calls. Also, if there is a "block" or

three-digit calls, they will need to have their phone system reprogrammed. You can always get through by dialing 1-904-632-0600 or 1-866-318-0211.

6. Someone says they cannot dial 2-1-1 from their cell phone. Can I not get through to 2-1-1 on a cell phone?

Most cell phones will not dial 2-1-1 at this time. The wireless technology specialists are working on a solution, but we do not know when the service will become available. Cell phones can get through by dialing 1-904-632-0600.

7. Someone calling from a pay phone cannot dial 2-1-1. Can I not get through to 2-1-1 on a pay phone?

This may be true. Most pay phones will not allow outgoing calls to 2-1-1. Technology specialists are also working on a solution.



[Home](#) | [Search For Help](#) | [Privacy Policy](#) | [Contact Us](#)