

## AS A PUBLIC HEALTH NURSE, I HELP MY PATIENTS WITH A WIDE RANGE OF NEEDS.

Today, I was looking for free window air conditioners or fans to alleviate my patient's concerns with heat stroke. When I called Delaware 2-1-1, I was assisted by a friendly representative who was able to set my patients up with free window air conditioners through New Castle County's Summer Cooling Program.

—Becky, New Castle

## AT 23 WEEKS PREGNANT, I WAS WORRIED ABOUT BEING ABLE TO PROVIDE THE BEST HOME FOR MY BABY.

When I called Delaware 2-1-1, the representative I spoke with referred me to public assistance programs such as Medicaid, WIC and SNAP. She also put me in touch with the Nurse-Family Partnership, where I enrolled and am receiving regular visits from a nurse who has helped me with breastfeeding and educated me about my baby's developmental milestones.

—Catelyn, Delaware City

## MY 8-YEAR-OLD SON IS AUTISTIC.

I contacted Delaware 2-1-1 trying to find a way to help my son improve his speech skills. Delaware 2-1-1 referred me to Easter Seals, who not only helped my son with his speech, but also with his social integration skills. I am so thankful for the extra help and support that I have received for my son.

—Nasir, Millsboro

## HELP IS JUST A CALL—OR CLICK—AWAY!

 DIAL 2-1-1

 VISIT [DELAWARE211.ORG](http://DELAWARE211.ORG)



# CONTACT

## DELAWARE 2-1-1 IS PART OF A NATIONAL 2-1-1 SYSTEM COVERING 90% OF THE UNITED STATES POPULATION.

Locally, Delaware 2-1-1 is led by United Way of Delaware, whose mission is to improve the quality of life for all Delawareans by ensuring all children start school prepared to learn, adolescents do well in school and in life, everyone has access to healthcare and both individuals and families are financially empowered. For more information, visit [uwde.org](http://uwde.org).

Nationally, United Way Worldwide (UWW) and the Alliance for Information and Referral Systems (AIRS) are committed to providing leadership so that every American has access to 2-1-1, an essential service.

 DIAL 2-1-1

MONDAY THROUGH FRIDAY FROM 8 AM–9 PM

 VISIT [DELAWARE211.ORG](http://DELAWARE211.ORG)

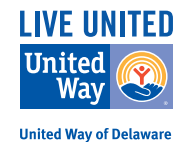
ANY TIME, DAY OR NIGHT

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# DELAWARE 2-1-1 CONNECTING YOU TO COMMUNITY RESOURCES



DIAL  
2-1-1

VISIT  
[DELAWARE211.ORG](http://DELAWARE211.ORG)

EMAIL  
[INFO@DELAWARE211.ORG](mailto:INFO@DELAWARE211.ORG)



## IN TIMES OF NEED, IT CAN BE HARD TO KNOW WHERE TO TURN FOR HELP.

Delaware 2-1-1 is here for you. With one call, you can talk to a trained information and referral specialist who will listen to your concerns and guide you to local agencies and services that can help.

Are you behind in your rent or mortgage payment? Are you looking for childcare or help with an aging relative? Do you need help finding low-income housing or need food to feed your family? Are you a new mother and concerned about how best to care for your baby? Do you need assistance with a utility bill?

You are not alone. More than 115,000 people talk to us each year with these needs and more. Our service is free, fast, confidential and available statewide Monday through Friday from 8 AM–9 PM. Get the answers you need today by dialing 2-1-1 from any mobile or landline phone or by visiting us on our website at [delaware211.org](http://delaware211.org).

## GET CONNECTED. GET ANSWERS.

 DIAL 2-1-1

 VISIT [DELAWARE211.ORG](http://DELAWARE211.ORG)

 EMAIL [INFO@DELAWARE211.ORG](mailto:INFO@DELAWARE211.ORG)

English- and Spanish-speaking specialists available.  
Remember: Dial 9-1-1 for life-threatening emergencies.



# DAILY LIFE

21,954 clients received financial assistance through Delaware 2-1-1

5,768 clients received basic needs support through Delaware 2-1-1

All statistics are courtesy of Delaware 2-1-1 and represent data from calls taken in 2012.

## FINANCIAL ASSISTANCE

Delaware 2-1-1 is ready to help you plan for and meet the many costs that come with owning or renting a home, and other ongoing financial needs such as utility payments and medical bills. These expenses can add up quickly—let us connect you to resources that can make them easier for you to manage.

## BASIC NEEDS

We know it can be difficult keeping up with life's everyday needs like food, housing and clothing. By contacting Delaware 2-1-1, you can learn about services available to provide these and other essentials such as household items and even diapers for your baby, whether on a one-time or more frequent basis.

DIAL

# 2-1-1

VISIT

# DELAWARE 211.ORG



# HOME & HEALTH

4,164 clients received housing support through Delaware 2-1-1

8,652 clients received health services through Delaware 2-1-1

## HOUSING

In today's tough economy, many of us are struggling to keep our homes or obtain affordable housing. By calling Delaware 2-1-1, you can speak confidentially to a specialist who will find a local service provider or program to meet your needs like getting you and your family emergency shelter, transitional housing or even critical home repairs so that you are safe.

## HEALTH

When you or a loved one is sick, it can be frightening and overwhelming. With Delaware 2-1-1, you can access local organizations and agencies that are dedicated to rebuilding your health. Guidance is also available to help you make the best decisions regarding health insurance, dental plans, counseling and preventative health care.

LOOKING TO SHARE YOUR TIME AND SERVICES WITH THOSE IN NEED? DELAWARE 2-1-1 CAN ALSO CONNECT YOU TO VOLUNTEER OPPORTUNITIES.



# SPECIAL SERVICES

618 children were supported through Help Me Grow

In addition to referring you to a wide range of existing community-based resources, Delaware 2-1-1 offers several programs focused on specific needs.

## HELP ME GROW

The Help Me Grow program works with you to identify possible behavioral and educational needs with your child from ages 0–8 and connects you with the proper resources to help your child live up to their greatest potential. In addition to calling Delaware 2-1-1, you can reach Help Me Grow by sending a text message to 302-231-1464 between 8 AM–5 PM, Monday through Friday. A Child Development Specialist will respond to questions via text message.



## CANCER HELPLINE

When you or someone you know is diagnosed with cancer, it is normal to have many questions or concerns. Cancer Helpline provides you with the immediate support you need by connecting you to local and national resources to help you make informed decisions. Whether you are a patient, a family member or a friend, our Cancer Helpline is ready to lend a hand.

## CRISIS PREPAREDNESS AND RESPONSE

Natural or man-made, disasters like tornadoes or floods and personal emergencies like house fires are a reality. You need to know where to go and what to do to stay safe during these times. In partnership with the State of Delaware, Delaware 2-1-1 works with state officials to provide residents with accurate and up-to-date information.



# LEARN MORE

2,292 clients received transportation assistance through Delaware 2-1-1

1,267 clients received employment assistance through Delaware 2-1-1

Delaware 2-1-1's trained specialists take the time to listen to your concerns and refer you to programs that offer valuable support.

Call Delaware 2-1-1 to find out how we can help you in these—and many more—areas of need.

- ☉ Employment
- ☉ Job Training
- ☉ Family Issues
- ☉ Volunteer Opportunities
- ☉ Financial Assistance
- ☉ Social Services
- ☉ Public Assistance
- ☉ Mental Health Counseling
- ☉ Emergency Housing
- ☉ Food
- ☉ Transportation
- ☉ Healthcare
- ☉ Senior Services
- ☉ Clothing
- ☉ Affordable Housing
- ☉ Education
- ☉ Legal Services
- ☉ Crisis Preparedness
- ☉ Utility Assistance

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