

2-1-1

Maryland

FACT SHEET

Our mission is to connect Marylanders to the health and human services they need to achieve a more stable life for themselves and their families.

SNAPSHOT

2003 | Year Established

\$1.4 Million | Operating Budget

501(c)(3) | Nonprofit Status

OUR JOURNEY



2004: State legislation established 2-1-1 as the primary information and referral number.



2018: 211 Maryland integrates the statewide 1-800 crisis hotline into the 211 system to create 211, Press 1.

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Lifting Up Maryland, One Connection At A Time

430K

 Calls, Texts and
Web Chats | FY 2020

70% OF
CONNECTIONS

INFORMATION & REFERRAL

Our professionally trained resource specialists link Marylanders to food, housing, utility assistance and other essential services 24/7/365.

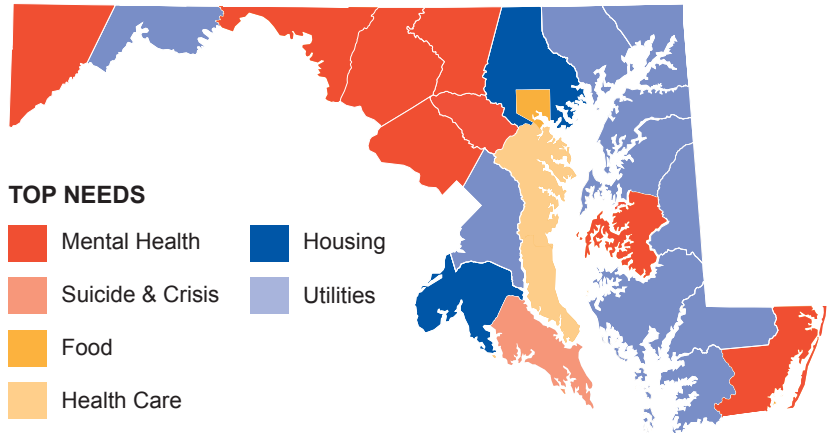


30% OF
CONNECTIONS

CRISIS RESPONSE

211, Press 1 connects individuals to a crisis response specialist for immediate help with substance abuse, mental health and suicide.

DATA THAT DRIVES DECISIONS



251% Increase
Hispanic/Latino
Connections

96K
Text Subscribers
English/Spanish
COVID-19 &
disaster-related
push alerts

TRANSLATION FOR 150+ LANGUAGES

PARTNERSHIPS POWER OUR PURPOSE



Dial 2-1-1



Text Your Zip Code to 898-211

Free. Confidential. 24/7/365

LET'S PARTNER



211MD.org/ partner
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