



# 211 in 2022

## Get Connected. Get Help.



From Hello to Help, 211 is Here.



### 190K

connections via phone call



### 192K

total referrals made

**211 IS A VITAL SERVICE AND HAS RESPONDED TO MORE THAN 21 MILLION REQUESTS FOR HELP ACROSS TENNESSEE AND NORTH AMERICA.** 24/7 clients can contact 211 to access free and confidential community health and human services. 211 provides expert, caring help in more than 180 languages – no matter the situation, the specialists at 211 listen, identify problems, and connect people in need with resources and services in their community that improve their lives. 211 tackles underlying root causes – 211 does more than “patch people through” to agencies. Instead, 211 specialists are trained to identify and address root causes of a client’s problem and connect them with a wide range of available resources that meet all the underlying needs. There is no other network in the country that has a similar pulse on America’s needs. 211 makes the social services ecosystem more efficient by ensuring people in need are connected to agencies that can help them.



### .7K

requests for COVID-19 information, testing, or vaccines

### 20.1K

connections made to address housing insecurity and homelessness



### 33.2K

connections to assistance paying utility bills

### 1K

connections to disaster services like shelter and emergency food



### 8K

connections to financial assistance and coaching

### 8.5K

connections to mental health and health care resources