

### What is PA211?

- PA 211 is a comprehensive information and referral service for all of South Central Pennsylvania.
- Phone lines are answered 24 hours a day, 7 days a week, by trained and certified information and referral specialists.
- All calls are free and confidential.

### What does PA211 Do?

- PA211 maintains information on various health and human service organizations that provide help such as:
  - Basic needs assistance; including food, clothing, diapers, & household items
  - Rental payment assistance
  - Health care; including dental and eye care
  - Employment & job training programs
  - Utility expense assistance
  - Emergency shelter and low-income housing
  - Public welfare benefits
  - Mental health care and counseling
  - Drug and alcohol services
  - Support groups
  - Youth programs
  - Animal services
  - Government and municipal services
  - Special interest clubs and organizations
  - Volunteer opportunities and donation information
- A trained helpline specialist will direct a caller to services in their area.

### Who does PA211 help?

- PA211 serves all of South Central Pennsylvania, Adams, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Juniata, Mifflin, Perry and York Counties
- Mothers looking for food and diapers
- Seniors in need of in-home assistance
- Anyone who needs help finding medical services or signing up for insurance

### How can I contact PA211?

- Call us at the easy to remember phone number 2-1-1.
- Want to search for yourself? Visit our website at <https://pa211.communityos.org>

- 2-1-1 is brought to you by CONTACT Helpline and also offers emotional support and listening by calling 1-800-932-4616.
- All services are 24 hours a day, 7 days a week.

How can I be listed in PA211?

- Providers if you have not joined or need to update your agencies information in the PA211 system, contact the Information & Referral/PA211 Coordinator at Franklin County Human Services.
- There is no fee for being listed and the Franklin County I & R/PA211 coordinator will supply you with the tools to become a member.
- Once your agency is listed in the database, it will be easier to assist those who are in your community.