NEW! Text 2-1-1

TEXT 2-1-1, 8:00 a.m. - 5:00 p.m. Monday - Friday!

Text your ZIP CODE to 898-211 to connect to 2-1-1

Standard message and data rates may apply. Text STOP to opt out.

2-1-1

A free community service of United Way of Northeast Louisiana

Alternate Numbers: (800) 594 - 8911 | (318) 322 - 0400

Texting (Monday - Friday, 8am - 5pm): Text your zip code to 898-211

unitedwayne.la/211

For emergencies, please dial 9-1-1.

2-1-1 is your Convenient Community Connection to information and resources, a free, confidential service, available 24 hours a day, 7 days a week, 365 days a year.
About 2-1-1

United Way of Northeast Louisiana 2-1-1 is a free, confidential community service that connects people to a wide-range of community services so people can get the help they need or find out how to help others.

2-1-1’s trained, experienced, caring staff is available 24 hours a day, 7 days a week, 365 days a year ...even holidays.

Dial 2-1-1 to be connected to information and resources in Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, and West Carroll Parishes.

Contacting 2-1-1 is quick (the average call time in 2017 was 4 minutes, 24 seconds, with an average hold time of 26 seconds), easy, and can save you time and energy when seeking help or information.

How 2-1-1 Can Help

United Way of Northeast Louisiana 2-1-1 can help connect you to:

**Information:** Addresses, simple requests for information like phone numbers, addresses, hours of operation, and more

**Referrals:** 2-1-1 staff will assess your needs to connect you to appropriate, available services

**Advocacy:** 2-1-1 can communicate on behalf of callers to ensure that they receive services

**Crisis:** 2-1-1 staff can help deescalate crisis situations and provide warm connections to crisis counselors

**Language Translation Calls:** Non-English speakers can be helped through the use of telephone translators, available for more than 150 languages

Reasons to Call 2-1-1

Here are just a few of the topics callers contact United Way of Northeast Louisiana 2-1-1 about:

- Basic needs (food, clothing, housing)
- Consumer Information
- Criminal & Legal Services
- Education
- Environmental & Public Health/Safety
- Health Care
- Income Support & Employment
- Individual & Family Life
- Leisure Activities & Recreation
- Mental Health & Substance Abuse Services
- Organizational & Community Services
- Many more!

What our callers have to say about their experience connecting with United Way of Northeast Louisiana 2-1-1:

“2-1-1 staff was very patient and directed me to the right services.”

“2-1-1 staff was kind and understanding. I cried when I hung up because someone had cared for me.”

“In this complex world, I found 2-1-1 to be top notch service!”