

What do you need help with?

Search resources in Connecticut

To find resources outside Connecticut, use your state's 211. [Find your local 211](#)

🏠 COVID-19

Looking for COVID-19 test sites or vaccine clinics?

Need help over the phone to book your appointment? Click [here for more info](#)



Lisa Tepper Bates, President & CEO
Tanya Barrett, Senior Vice President for 211
Health & Human Services



Helping CT Residents, Every Day



In 2020, 211 CT responded to more than **3 million** assistance inquires – ***connecting CT residents to the help they need***

211 Connecticut, Statewide 2020	
<u>Top Inquires (Website & Phone)</u>	
Healthcare (COVID-19)	2,186,440
Housing & Shelter	248,238
Food	228,375
Utilities	131,079
Mental Health & Addictions	113,875
Employment & Income	109,547
Government & Legal	36,918
Transportation Assistance	29,903



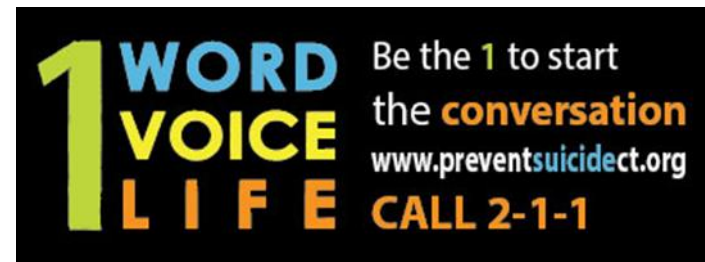


211 CT Specialized Crisis Intervention Services

United Way of Connecticut 211 serves as the central intake for youth and adult mobile crisis services across Connecticut

The 211 Contact Center is accredited by AIRS (Alliance for Information and Referral Services) and AAS (American Association of Suicidology)

- 211 Contact Specialists are qualified in the areas of suicide assessment, prevention and intervention that meet AAS requirements.
- 211 contact specialists respond to calls from individuals in emotional distress/suicidal by providing telephone crisis intervention and connecting them to supports and services to address their needs and help them stabilize.
- 211 responds to calls from Connecticut residents and also serves as a point of contact for the National Suicide Prevention Lifeline (NSPL) and 1-800-SUICIDE.



In 2020, 211 and CT Department of Mental Health and Addiction Services (DMHAS) established the ACTION Line.

- Adults 18 and up who are in the midst of a psychiatric or emotional crisis can dial 211 (or 1-800-HOPE-135) to connect with a 211 Contact Specialist.
- 211 Contact Specialists provide: **telephone support, information and referrals to community resources; warm transfer to Mobile Crisis Teams; and when necessary, direct connection to 911.**
- The ACTION line operates 24/7/365 with multilingual staff or interpreters available as needed.
- **Learn more: <https://portal.ct.gov/DMHAS/Programs-and-Services/Finding-Services/Crisis-Services>**



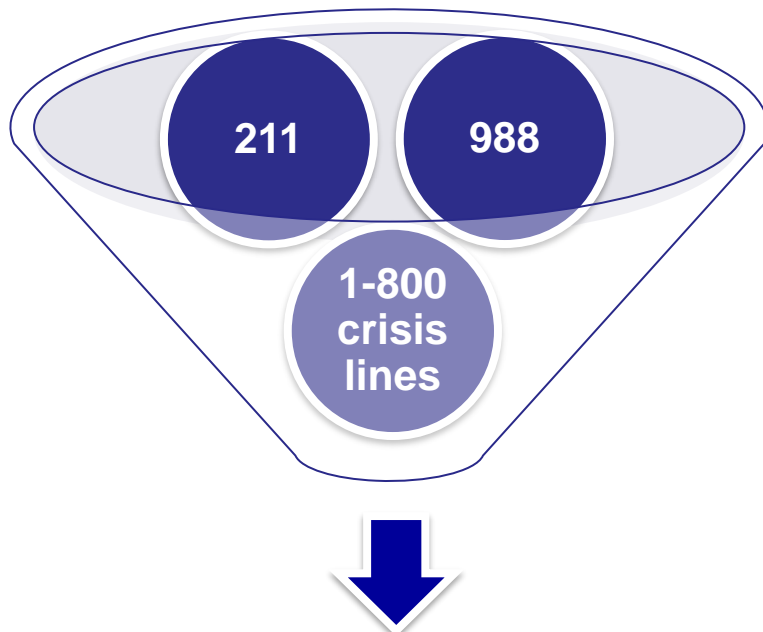
211 CT is a Certified Crisis Line



- In 2020, **33% (122,507)** of calls handled by 211 Contact Specialists were crisis calls.
- During **91%** of crisis calls, the state of the crisis diminished while a 211 contacts specialist was on the phone with the caller in crisis.
- Referrals to basic needs supports (food, housing and utilities), mental health services referrals (assessments, counseling, therapy referrals, testing and screening), and connections to mobile crisis.
- **Only 561 (0.15%)** callers required escalation to Active Rescue/Medical Emergency Response from 911.



- 988 is a new, national three-digit dialing code for accessing the Suicide Prevention Lifeline
 - Calls to 988 in Connecticut will go through to the 211 CT Crisis Services Team
 - The existing Suicide Prevention Lifeline number, 1-800-273-TALK, will also remain active indefinitely
 - Callers can also reach our crisis services by dialing the existing Action Line number (1-800-HOPE-135), 1-800-SUICIDE, or by dialing 211 and choosing the Crisis Services option (Option 1)



211 CT Crisis Services

Crisis calls are our top priority. All crisis calls that come in from any of these numbers are funneled through to our 211 CT Crisis Team for assistance

UWC 211 provides the point of entry and triage for Youth Mobile Crisis Intervention Services in partnership with CT Department of Children and Families (DCF).

- State-wide, community based and family supportive crisis intervention service for children and adolescents (ages <17, and up to 21 if still enrolled in school) experiencing a behavioral or mental health crisis.
- Anyone can call Mobile Crisis services on behalf of a child or youth.
- 211 collects relevant information from the caller, determines the initial response that is needed, and links the caller to the information or service required.
- A team of trained mental health professionals can respond immediately to any safe place where the child is located, or by phone as needed, when a child is experiencing a mental or behavioral health crisis.



When to call 211 for Mobile Crisis Services?

If harm is likely to occur if there is not immediate assistance or
When a child is...

- Behaviorally “acting out” or out of control
- In distress and uncommunicative
- Depressed and you are worried
- Threatens or at risk for suicide
- Threatens or at risk for violence

In FY2020, 16,548 youth mobile crisis callers

- 91% were appropriate by mobile crisis response teams
- 6% were appropriate for 211 traditional info and referral
- *Only 3% required 911 intervention*



CT “211/911 Which/When” Pilot Campaign



- **911** and **211** both offer important assistance to members of the community 24 hours per day, 7 days a week, year-round.
- The “211/911 Which/When” Pilot Campaign will include education and outreach to promote enhanced awareness among Stonington residents of **which** to call, **when** for the services and assistance they need.

The infographic is divided into two main vertical sections: a blue section on the left for '211 WHEN IT'S HELPFUL' and a red section on the right for '911 WHEN IT'S VITAL'. The blue section lists services starting with H, E, L, and P. The red section lists services starting with V, I, T, A, and L. At the bottom, there are two overlapping boxes: an orange one labeled 'WHICH?' and a blue one labeled 'WHEN?'. Logos for the Town of Stonington and United Way Connecticut are at the bottom.

211 WHEN IT'S HELPFUL	911 WHEN IT'S VITAL
H: Health or human services	V: Violence to self or others
E: Energy/heat needs	I: Illegal activity
L: Loss of income or insurance	T: Threat
P: Primary or mental healthcare	A: Ambulance Fire or Police
	L: Lives are at risk

WHICH? **WHEN?**

Town of Stonington

CT “211/911 Which/When” Pilot Campaign



- The campaign will serve to encourage anyone facing mental health issues to engage pro-actively with existing supports through 211 (mental health crisis assistance, emergency food, rental support, and other essential resources).
- **Our goal is to expand the campaign statewide in 2022.**



211 Connecticut also maintains a public database of mental health resources that can be accessed visiting the 211ct.org **Mental Health Category Page**:
<https://uwc.211ct.org/categorysearch/mental-health/>.

Mental Health Resources:

- **Mental Health Care – More than 300 resources**
- **Adult Counseling Services – More than 560 resources**
- **Children/Youth Counseling Services – Nearly 360 resources**
- **Support Groups – Connection to nearly 50 Mental Health Support Groups**

