

Your Gift Helps People Like Sam

Providing information and referrals to help improve lives

When 2-1-1's Montgomery call center took their first call in 2001, they had no idea they were making a lifelong friend.

A stroke more than 20 years ago left Sam Green disabled to the point of seriously affecting his speech and mobility. But his use of 2-1-1 has allowed him to continue to live on his own without 24-hour care.

2-1-1 Connects South Central Alabama, which is operated by River Region United Way affiliate agency HandsOn River Region, is an information and referral source that offers easy access to health and human services resources in the community. Dialing the three-digit phone number provides callers a one-stop shop for these resources.

In 2017, the Center received 20,888 calls and made 31,739 referrals to community resources.

The number one reason people call 2-1-1 is income support – difficulties with paying for housing and utilities, especially.

"Our role is to connect them with the resources to address their immediate need," said Michael Bryant, I&R Specialist/Outreach, HandsOn River Region.

Once their initial need is met, the operator continues talking with the caller to determine why the need occurred in the first place. This helps them make referrals to additional resources that prevent similar situations from cropping up again.

Sam regularly uses the 2-1-1 call center because of its 24-hour accessibility and reliability of its volunteers.

"I can call anytime. I'll tell anybody, if they need something call 2-1-1," Sam said.



Sam Green is one of hundreds of area residents who is regularly helped by volunteers from 2-1-1 Connects South Central Alabama.

South Central Alabama

2-1-1

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River Region United Way

Your gift to the River Region United Way helps
1 in 3 people in our communities every year.

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