

WIREGRASS 211

What is 211???

Wiregrass 211 is a FREE program that brings people and services together whether you **need help or want to give help**. 211 provides Information and Referrals for health and human services. We assist individuals in resolving issues and put them in touch with resources from over 900 organizations and initiatives that might be able to assist.

We are powered by people – When someone contacts Wiregrass 211, they speak with a person. Our caring, local experts are available to help and calls to 211 are confidential and can be anonymous.

Wiregrass 211 responds to more than 15,000 requests for help every year. Most calls, web chats, and text messages are from people looking for help meeting basic needs like housing, food, transportation, and health care. Our top requests are for:

- Housing
- Utilities
- Food
- Healthcare
- Volunteer Opportunities
- Donations

We are the boots on the ground, the local experts who make finding help easier. Our team of compassionate, highly trained community specialists who are available to help you access the best local resources and services to address any need.

“211” is the most comprehensive source of information about local resources and services in the country. While 99% of the country has 211 coverage as of 2024, Alabama has 100% coverage and utilizes a shared database to provide 24/7 service to its residents.

The Federal Communications Commission (FCC) designated 211 as the 3-digit number for information and referrals to social services and other assistance in 2000. The 211 service is provided by more than 200 local organizations that are committed to serving their communities. Many different kinds of organizations operate the 211 service, including United Ways, Community Action Partnerships, and local crisis centers.

