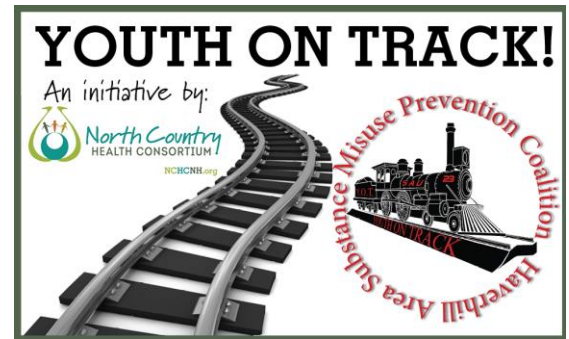


## Resources at Your Fingertips – Call 211 Today!

By: Mariah Coulstring



At times, living in the North Country can feel extremely isolating and like there is “nothing here.” Although it might feel like that sometimes, there are lots of valuable resources right here in our backyard if we only know where to look. One resource is as simple to access as picking up any phone in the state of New Hampshire and dialing 2-1-1. Like many other informational or resources lines, such as 9-1-1 or 4-1-1, 211 is a simple three-digit number that is easy to remember.

211 is New Hampshire’s first statewide, information and referral service used to support individuals with a mental health or substance misuse crisis, or offer assistance with other health and human services. In light of recent events surrounding the Coronavirus (COVID-19) outbreak, on March 12<sup>th</sup>, the State announced that 211NH is now also handling residents’ calls related to COVID-19 questions or concerns. However, residents should know that the line is still accepting calls for Substance Use Disorder (SUD) referrals and help navigating other health and human services.

Any New Hampshire resident experiencing a crisis should dial 2-1-1 and listen to the options. At the time of writing, instructions were to dial:

- Option #1 for Substance Use Disorders (SUD)
- Option #2 for Homelessness
- Option #3 for Covid-19

When a NH resident dials 2-1-1 and then ‘1,’ they will be connected with trained referral specialists to help them find the SUD services that best meets their needs, completely free of charge. If the caller indicated they need SUD services, the specialist on the other end of the line will try and connect the caller to “the doorway” that is closest to where the caller is located. The Doorway is a program, accessible by calling 211, that is changing how New Hampshire helps people with opioid use disorders (OUD) or other substance use disorders (SUD). There are nine Doorway locations, the two in the North Country are in Littleton and Berlin, which provide single points of entry for people seeking help for substance use, whether they need treatment, support, or resources for prevention and awareness. The regional Doorways ensure that help is always less than an hour away with 24/7 access to all Doorway services available through 211 NH and [thedoortway.nh.gov](http://thedoortway.nh.gov)

During tax season, 211NH offers a special service connecting low-to-middle income individuals and families to assistance with filing taxes. Other services that 211 can connect you with include: food pantries, homeless shelters, rent assistance, gas money, home delivered meals, and a home furnishings donation program. And now,

during the COVID-19 outbreak, 211 can be accessed to learn the latest information on the coronavirus in New Hampshire.

The service is available 365 days a year and 24 hours a day. All calls are confidential and multilingual with 180 languages available. Now available in all 50 states in the US, this service is helping thousands of people every day. To access this resource, simply dial 2-1-1 or visit [www.211nh.org](http://www.211nh.org)

Youth on Track is a column dedicated to youth substance misuse prevention and education in our community and is brought to you by the Haverhill Area Substance Misuse Prevention Coalition (HASMPC). Mariah Coulstring is the Drug-Free Communities (DFC) Program Coordinator for HASMPC and employee of the North Country Health Consortium (NCHC) in Littleton, NH, the hub of the regional public health network that also serves as the fiscal agent for HASMPC.

Please visit us on Facebook by searching [@HASMPC](#) and contact me with questions, comments, or suggestions for topics at: [mcoulstring@nchcnh.org](mailto:mcoulstring@nchcnh.org) or call (603) 259-3700 X251.