



**COLORADO**

State Emergency  
Operations Center

For Immediate Release  
Thursday, March 26, 2020

COVID-19 MEDIA LINE | 303-900-2849 | [media\\_info@state.co.us](mailto:media_info@state.co.us)

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## State of Colorado Activates 2-1-1 Colorado to Connect Coloradans with Human Services Resources During COVID-19 Pandemic

**CENTENNIAL (March 26):** Today, in partnership with Mile High United Way, the Colorado State Emergency Operations Center activated 2-1-1 Colorado to connect Coloradans with human service resources statewide. Coloradans can reach 2-1-1 Colorado online at [211Colorado.org](https://211Colorado.org), by dialing 2-1-1 or texting your Zip Code to 898-211. Do not call 911 for COVID-19 questions unless it is a medical emergency.

2-1-1 Colorado is a confidential and multilingual service connecting people across the State of Colorado to vital resources in their local community. 2-1-1 serves as one central location where people can access over 7,500 health and human service resources.

**Callers may experience long wait times, as demand for information is high. 2-1-1 Colorado is hiring in order to reduce wait times and meet Coloradans' needs. Coloradans can also reach 2-1-1 Colorado online at [211Colorado.org](https://211Colorado.org).**

2-1-1 provides navigation services to resources such as:

- Housing, including shelters and transitional services.
- Rent and utility assistance.
- Applying for SNAP benefits by phone.
- Childcare.
- Food/meals.
- Transportation.
- Clothing/personal/household needs.
- Mental health and substance use disorders.
- Employment.
- Education.
- Medical clinics.
- Dental clinic.
- Other government/economic services.

2-1-1 will work in conjunction with The Colorado Health Emergency Line for the Public (CO HELP), a toll-free hotline for the latest public health information. If Coloradans are looking for general information about COVID-19, such as the number of cases in Colorado, the list of symptoms, or how you can protect yourself, they can call CO HELP by dialing 303-389-1687 or 1-877-462-2911.

**"2-1-1 Colorado provides an invaluable service to thousands of individuals and families across Colorado. 2-1-1 is committed to meeting the growing needs of our community**

members impacted by the outbreak, and we are expanding our capacity to reach more people in need of support. We encourage all of our neighbors in need of immediate resources to connect with 2-1-1 Colorado to get help. We are grateful to the State of Colorado for their support and all the volunteers and donors who are supporting us to be able to answer the call,” said Christine Benero, President and CEO, Mile High United Way.

2-1-1 Resource Navigators are available to help by phone, Monday - Friday from 8 a.m. - 5 p.m. and have access to a language translation service to accommodate over 170 languages. Coloradans can also reach 2-1-1 toll-free by dialing 866-760-6489.

2-1-1 and CO HELP cannot offer medical advice or assistance. If you are having a medical emergency, call 911.