

A CALLER'S JOURNEY

2-1-1

Monday through Friday
8:30am to 4:30pm
Calls are Free and Confidential



211 is available throughout the entire US and parts of Canada. Our 211 covers 9 counties throughout Central and Northern NM.



So far in 2023,
6,838 callers have been provided
with **11,868** referrals.

Community members often call for help with rent or utility assistance, help locating food resources, or homeless shelters. A 211 Community Navigator will help support them through any tough situation.



211 helps us better understand community needs and gaps in services by collecting data during calls. Our most common calls are from zip codes **87108, 87121, 87105, 87123, 87505.**



Callers can obtain support in multiple languages thanks to bilingual Community Navigators and a live translation tool.



A 211 Disaster Response Coordinator can help callers in times of disasters, such as wildfires.

When a caller needs help, 211 is there. Help more of our neighbors find assistance and care when they need it – give today!