



**NEWS RELEASE--FOR IMMEDIATE
RELEASE**

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**Need help? Idahoans can text 2-1-1 Idaho Careline
for resources starting April 1**

It has never been easier for Idahoans seeking information about health and human services to get answers. Starting April 1, 2014, Idahoans can text their inquiries to the 2-1-1 Idaho CareLine at 898211.

"The goal of the Idaho CareLine is to help Idahoans dealing with a crisis to get the resources they need," said Alex Zamora, 2-1-1 Human Services Program Specialist and supervisor. "But trying to make a phone call while dealing with a stressful situation is not always simple or feasible. Our new texting capacity allows patrons to send a text and get a real-time response."

When callers send a text to 898211, they must include their zip code in the body of the message. This allows a 2-1-1 agent to begin searching the database for appropriate local referral information. The texting technology will automatically break up longer messages into multiple texts to make sure all the information is received. Standard text messaging rates may apply and will be based on an individual's cellphone service plan.

In 2013, the Idaho CareLine facilitated more than 150,000 calls, providing information to help Idahoans pay their utility bills and connect those in crisis to an appropriate hotline. 2-1-1 does not provide any direct assistance, but there are thousands of programs throughout Idaho that do, and 2-1-1 is dedicated to connect callers to that information.

2-1-1 Idaho Careline is staffed from 8 a.m. to 6 p.m. Monday through Friday, excluding state holidays, and has a statewide database with more than 4,500 resources.

For information about 2-1-1 Idaho CareLine, dial 2-1-1 on your phone, text your zip code to 898211, or go to 211.idaho.gov. You also can like [211IdahoCareLine](https://www.facebook.com/211IdahoCareLine) on Facebook, or follow [@211Idaho](https://twitter.com/211Idaho) on Twitter.