

An "ABC" sample of information you can get from 2-1-1 Ashtabula County...

- Adoption
- Blood Pressure Screening
- Counseling Centers
- Day Care
- Educational Programs
- Family Relationships
- Gasoline Assistance
- Heating Assistance
- Immunizations
- Job Training
- Kindergartens
- Lamaze Classes
- Mentoring
- Nursing Homes
- Outpatient Medical Care
- Public Housing
- Questions
- Rent Assistance
- Senior Citizens
- Telephone Reassurance
- Utility Assistance
- Voter Registration
- WIC
- X-Ray Facilities

2-1-1 Information & Referral is funded in part by...
United Way of Ashtabula County, Ashtabula County Department of Job and Family Services, TXX, Ohio Development Services Agency-CSBG, and the Ashtabula County Senior Services Levy

Alternate phone- 1-800-874-8545

Email: 211@accaa.org

www.211ashtabula.org

6920 Austinburg Road Ashtabula, Ohio 44004

2-1-1 is a service of...



Visit our website...
www.accaa.org



Now just dial three simple numbers...

2-1-1
Ashtabula County

Celebrating 10 Years of Service

If you need information about a program or service to assist you with a specific problem you are having...

"Where can I get help with my gas and electric bills?"

"Is there a support group for someone who has recently lost a loved one?"

"I am having trouble paying my mortgage, what can I do to stay in my home?"

"Where can I get rent assistance while I am on short-term disability?"

"I was laid off. Are there any job training programs?"

and many other questions...

Proudly serving Ashtabula County for 10 Years!



What is 2-1-1?

2-1-1 is an easy-to-remember three-digit telephone number which can be dialed anywhere in Ashtabula County to connect people in need with community, social, health and human service programs and resources. 2-1-1 Ashtabula is not new. For the past 10 years, Community Action has been providing the vital link connecting people in need to services to assist with practical problems in their lives.

Why do we need 2-1-1?

Most people are not aware that 2-1-1/ information and referral services exist to make their search for assistance easier. There are hundreds of telephone numbers for health and human service programs, government offices and non-profit agencies. Agency names do not indicate all the services an agency provides, or the terms for qualifying and using those services. Calling agencies without knowing their services can be frustrating, and often those most in need give up and never receive the assistance they require. Using the easy access 2-1-1 number will make it more convenient for people to find programs available to assist with their specific problem. By having 2-1-1 match the services to the needs, the individual can get started taking the necessary steps to solve the problem more quickly.

What will 2-1-1 cost?

There will be no charge to the caller for dialing the 2-1-1 number, it will be toll-free from anywhere in Ashtabula County. The service is built on the existing information and referral service funded through local, state, and federal money awarded to Community Action.

What happens when someone calls 2-1-1 Ashtabula?

The Certified Information & Referral Specialist (CIRS) will ask some general questions about the person's situation. Based on the answers they provide, the CIRS will find appropriate resources and refer them to an agency, program or organization to assist them. While talking on the phone, the CIRS gathers important statistical and demographic information. This data helps in two ways. First, it gives a better picture of how to serve the customers. Second, the types of information and services requested provide important statistical data which can help in the development of future programs or the enhancement of services in the community.

2-1-1 Ashtabula County appreciates any information the caller shares, but there is no requirement to answer specific questions in order to access the information and referral services. The caller may remain anonymous and still receive information.

The title "CIRS" means the staff have been nationally certified to provide information & referral services. In order to provide the most current information, the staff continually researches what is available in the community and updates the computer database.

Does 2-1-1 work from all phones?

2-1-1 is available to all residents of Ashtabula County via landline and cell phone. If for some reason you are unable to connect to our service by dialing 2-1-1, call 440-997-5936 or toll free 1-800-874-8545.

More...

2-1-1 is available 24/7. 2-1-1 is also available via the web at www.211ashtabula.org

**For Fire, Medical or Police Emergency
call 9-1-1.**

**For community, social, and health and human service
information call 2-1-1.**