Why it should not be 211.

 Not all 211 lines are up 24/7, 365 days a year.

 Only 25% of 211 lines are members of the Lifeline network. Callers reaching the other 75% would not receive adequate care.

 In 2012, the U.S. Steering Committee (United Way – AIRS) report, Transitioning 2-1-1 for a sustainable future noted a number of challenges with 211 lines.

o No administrative body oversees all 211 lines.

o 211 is for external needs, not psychological needs; only 7 % were categorized as mental health calls.

o Only 51% were accredited—and accreditation would not be specifically for suicide prevention.

o “While progress has been made towards national standards, quality assurance reviews are inconsistent.”

Please consider using a 988 or 611 number solely for suicide prevention assistance to make sure callers are receiving adequate care.