



FOR IMMEDIATE RELEASE

CONTACT:  
Brynne H. Moore, 410.749.0632  
Director of Development & Marketing

## ENTIRE SHORE HAS EASY ACCESS TO SERVICES

Salisbury, MD September 25, 2009 — 2-1-1 Maryland, a free confidential information and referral hotline, became accessible in Maryland for all 24 jurisdictions last week.

The Life Crisis Center (LCC) in Salisbury, staffs the hotline for the entire peninsula region. The hotline is available 24 hours/7 days a week, in several languages, and is one of the 4 call centers in the state to house 2-1-1 Maryland.

2-1-1 Maryland is an easy to remember phone number that connects individuals with health and human services resources in their community, providing a broad range of services like rent assistance, food banks, emergency shelter, affordable housing, job training, energy assistance and health resources. Similar to calling the 3 digit 9-1-1 or 4-1-1, dialing 2-1-1 is accessible by landline or wireless. The information provided to callers is from a comprehensive database of regional information from different government agencies, non-profits, civic organizations and state and federal agencies.

Last week marked the final phase of turning the switches on, which granted 11 counties total access; 5 of those are located on the eastern shore, and comprises nearly 50% of the LCC call center coverage area. With all 9 counties on the eastern shore granted access, the LCC is anticipating an increase of calls. Just last year alone, they received over 20,000 referral calls.

The 2-1-1 initiative started over 9 years ago and currently is active in 46 other states, District of Columbia and Puerto Rico. In Maryland, the line is made possible thanks to Constellation Energy, the State of Maryland, United Way of Central Maryland and United Way of the Lower Eastern Shore

### **About the Life Crisis Center:**

The Life Crisis Center, Inc., a local nonprofit 501(c)(3) organization founded in 1976. The Life Crisis Center (LCC) is a 24 hour facility which provides comprehensive support services to victims and child victims of domestic violence, rape, and sexual assault. The LCC also houses the suicide hotline and 2-1-1 Maryland resource hotline. The LCC licensed professional staff uses a national best practice treatment model to serve Wicomico, Worcester and Somerset counties.

Some of the comprehensive support services offered to the community include a 19 bed safe home, intensive case management, supervised visitation, counseling and legal services, victim support and abuser groups and outreach. The LCC is a United Way Agency serving Somerset, Wicomico and Worcester Counties.

For further information, please visit the Life Crisis Center's website at [www.LifeCrisisCenter.org](http://www.LifeCrisisCenter.org). The site offers in-depth information about the agency, resource information and upcoming events.

###