

# Critical resources list

## United Way's 211 helpline

The 211 helpline is a 24/7, 365-day, information and referral line staffed by train specialists. You can dial 211 on your phone or text your ZIP code to phone number 898-211 to connect with a specialist and locate critical resources and services such as counseling, food assistance, disaster assistance, healthcare, utility assistance, employment assistance, veteran services, child care, and more.

To browse resources and services by ZIP code or country go to:

<https://team211.communityos.org/homepage-uwgn> or any laptop or any laptop or desktop computer or mobile phone to search on your own.

## National Emergency Number (911)

The 911 National emergency number is used by many countries, state, and city governments across the U.S. to get immediate help for individuals and families to navigate crisis situations. Dial **911** or on any phone to connect with a trained crisis responder.

## National Suicide Prevention lifeline

Phone number: 988.

Website: <https://988lifeline.org/>

988 is a free, 24/7, Lifeline that provides confidential support to people in suicidal crisis or emotional distress.

This service operates with the state of Tennessee. Calls are routed to a local Center managed by the Tennessee Department of Mental Health and Substance Abuse Services. You can text 988 to connect with a trade counselor or visit: <https://chat.988lifeline.org/> to initiate an online conversation.

# 311 Non-Emergency Issues

Non-emergent assistance line that does not require First Responders or police presence. This is for issues or concerns in your community with Metro Nashville Davidson County including:

- Abandoned cars
- burglaries
- roadway and signage issues
- debris removal
- Etc

For locations outside of Metro Nashville, contact your city government to find your local non-emergency number.