



www.211nd.org

History of 2-1-1 in North Dakota

- **July 2000** – The Federal Communications Commission assigned **2-1-1** as the three digit number for access to health & human service information and referral.
- **September 2003** – The North Dakota Public Service Commission issued an order authorizing the use of **2-1-1** to the Mental Health Association in North Dakota (MHAND) which as now been renamed Mental Health America of North Dakota. MHAND had operated a crisis intervention line since 1971.
- **February 2004** – A **2-1-1** pilot project was launched in the Bismarck area.
- **August 2004** – Statewide implementation of **2-1-1** was completed.
- **January 2007** – The **2-1-1** website, www.211nd.org was activated.
- **May 2007** - **FirstLink** of Fargo subcontracted with **2-1-1** to provide **2-1-1** service for Cass County in North Dakota and Clay County in Minnesota. The **2-1-1** call center in Bismarck now referred to as **2-1-1 ND** and **2-1-1 FirstLink** can quickly redirect calls between call centers in the event of a disaster or other emergency.

Current 2-1-1 ND Contracts

- Temporary Assistance to Needy Family (TANF) – Alternatives to Abortion - ND Department of Human Services
- Senior Health Insurance Counseling – ND Department of Health
- Agriwellness Inc. – Sowing Seeds of Hope Program
- United Ways of North Dakota
- National Suicide Prevention Hotline