Your Guide to Reaching Out for Help

We all need extra support sometimes. It's okay to reach out and ask for help. Use the following tips to help you find and access supports.

Choose how to reach out

- You may need to search the organization online to find the best email address or other ways to contact them.
- Calling may get you the fastest response. If needed, ask someone you trust to help you call.
- If needed, you can dial 711 for a relay service, or use video relay.

Before you reach out

- Find a place free of distractions.
- Choose a time during normal business hours (between 9:00 am and 4:00 pm is usually best) when you have at least one hour of time.
- Have a pen/paper, device, or something/someone to help you take notes. You can use the Resource Contact Log in this document to help.
- Have your personal and contact information ready in case you are asked to provide it. Having your identification cards nearby may be helpful.
- Stay patient. It is normal for programs and services to change. Be prepared to be redirected to another person or program.

What to say or write

Start with this:

"Hi, my name is _____. I need help with _____. What programs can help me?"

Not sure what to ask for? Say or write this:

"I'm not sure exactly what programs or services you may offer. Can you please tell me what options are available?"

Other good questions to ask:

- Can you help with _____?
- Is there a waiting list?
- Do you know of other resources that might help me?

Resource Contact Log

Write down each time you reach out so you remember what was said.

Date	Who I contacted, how, and for what	What I learned	My next step

2-1-1: A Good Place to Start

2-1-1 is a free, confidential helpline that connects you with local help, like food, housing, bills, and health care. It is available in most of the U.S. The staff can listen to what you need and point you to programs near you. Hours and services are a little different in each area.

Ways to reach 2-1-1:

- **Call:** dial 2-1-1.
- **Online:** go to https://www.211.org to find your local 2-1-1.