Tim* contacted 211 seeking help for an emergency tooth extraction.

211 Specialist, Jenny*, provided him resources. Upon follow-up a week later, Tim wanted to express his appreciation for Jenny being so helpful; he was able to get the services he needed and was feeling much better. He said despite the pain he was in at the time of the call, Jenny was able to put a smile on his face.

*Names and events were changed in order to protect client privacy