



What is 2-1-1?

2-1-1 NENY: Need Help? Get Answers.

Dial 2-1-1 for free, 24-hour information on community, health and social services. 2-1-1 is a one-stop source of information for people looking for community services and resources, especially for those who need essential services, such as food, shelter, counseling, employment assistance, and more. Callers receive personalized information from a live resource specialist. 2-1-1 is confidential and available in more than 200 languages.

Like 9-1-1 for emergency services, 2-1-1 has been set aside nationally by the Federal Communications Commission for the public to more easily access community information. 2-1-1 is also a central resource for community information during and in recovery from disasters.

2-1-1 NENY is for everyone

- Families seeking services for their children
- Seniors seeking legal assistance, benefits help, volunteer opportunities
- Business executive helping an employee find resources for aging parents
- Laid-off workers struggling to feed their families
- Disaster victims seeking loved ones, housing, food, counseling
- Teachers, clergy, and agency staff seeking help for their clients

Who answers 2-1-1 calls?

2-1-1 calls are answered by an Information and Referral Specialist. Specialists are trained in navigating the maze of human service agencies and programs. Non-English speaking callers are assisted by a bilingual Specialist or seamlessly through a telephone interpreting service with access to interpreters in more than 200 languages.

Number of health and human services in 2-1-1 NENY database

Over 1,600 programs and services.

What are the benefits of 2-1-1?

2-1-1 creates the community infrastructure for linking the array of services of nonprofit and public agencies into a more efficient, coordinated network. Government, nonprofits and service organizations will receive fewer inappropriate requests for help, and their dollars can be focused on providing services.



Do other regions in NYS and other states have 2-1-1?

2-1-1 is available throughout New York State. Each regional 2-1-1 call center's operators can give callers the 1-800 number for 2-1-1 regional call centers in NYS or in other parts of the country.

What's the difference between 2-1-1, 3-1-1, 9-1-1, and other N-1-1 numbers?

- 2-1-1: Community services and information
- 3-1-1: Municipal government services, non-emergency
- 4-1-1: Directory assistance
- 5-1-1: Traffic and transit
- 6-1-1: Telephone company customer service and repair
- 7-1-1: TDD and Relay Services for the deaf and hard of hearing
- 8-1-1: Underground public utility location; "Call before you dig"
- 9-1-1: Emergency services (police, fire, ambulance/rescue)

2-1-1's role in disaster response and recovery

While initially developed to access human services day-to-day, 2-1-1 has proven critical in disaster response and long-term recovery; snow and ice storms, flooding as well as Hurricane Irene, Tropical Storm Lee and Super Storm Sandy.

- Connects public to real-time information about disaster related services
- Provides situational reports to OEM, FEMA, county governments, elected officials, other NFPs (i.e., Red Cross, Salvation Army, Catholic Charities)
- Maintains and distributes disaster assistance guides
- Manages call surges via expansion of call stations and remote access

Cell phone coverage

2-1-1 is available on all service carriers.



Albany • Columbia • Fulton • Greene
Hamilton • Montgomery • Rensselaer
Saratoga • Schenectady • Schoharie
Warren • Washington



All-new website
www.211neny.org