



*With Help
Comes Hope.*

211: Not Just a Call Center

November 1, 2019 | Partnering for a Purpose



What is Information & Referral?

- By definition, it is the art, science and practice of bring people and services together.
- People in search of critical services such as financial assistance, food, shelter, child care, jobs, or mental health support often do not know where to begin.

Who We Are

- Our History as First Call For Help
- Creation of 211 Susquehanna River Region
- 211 Susquehanna River Region Contact Center provides information and referrals to agencies and programs in Broome, Chenango, Delaware, Otsego, and Tioga Counties.



**GET CONNECTED.
GET HELP.**

211

- 211 is the CONFIDENTIAL, FREE, easy to remember phone number.
- 24-hours a day, 7 days a week, with help to locate essential community programs and services.
- 211 Specialists can connect you with a wide range of resources and services.
- Expert, caring help with: Food Assistance, Healthcare, Housing, Utilities, Employment, Veteran Services, Childcare, Disaster Assistance, and more.
- No matter the challenge, help is just a phone call away.
- Real people, Real Answers, Real Help.



**GET CONNECTED.
GET HELP.**

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**When you
need help,
211 is here
to assist.**

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Susquehanna River Region



United Way
of Broome County



**GET CONNECTED.
GET HELP.**

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- Agency Referrals
- Database Information
- Be part of the 211 database

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211 staff is *trained, not only to hear what is said, but what is not being said.*



United Way
of Broome County



GET CONNECTED.
GET HELP.

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211 in times of Disaster

- Rescue
- Relief
- Recovery

**GET CONNECTED.
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We can connect you with information and access to:

- **Medical and mental health resources**
- **Employment support services**
- **Programs for children, youth, and families**
- **Food pantries**
- **Community crisis and disaster recovery**
- **Housing information**
- **Utility payment**
- **Support for seniors and persons with disabilities**
- **Many more public services and resources**

Our specialists are available 24-hours a day, 7-days a week with translation services in more than 150 languages.

211 Susquehanna River Region will work to get you the right service, quickly, and with kindness and professionalism.

- COMPLETELY CONFIDENTIAL • FREE •
- ACCESSIBLE 24/7 • 180 LANGUAGES •



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We are here when you need us.

Helpme211.org | 211counts.org



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Thank you.

