



United Way  
of Broome County

United Way of Broome County, Inc.  
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## NEWS MEDIA RELEASE

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### February 11th is National "2-1-1 Day"!

(Vestal, NY) – February 11 (2/11) is United Way’s official "2-1-1 Day" in recognition of the free, confidential, easy to remember phone number that connects local residents to essential community programs and services. The 2-1-1 Susquehanna River Region call center assists residents of Broome, Chenango, Delaware, Otsego and Tioga Counties with a wide range of concerns, including: basic necessities like food and shelter, financial assistance, tax preparation, child care providers, employment services, and mental health assistance. This information is also available online by visiting [www.helpme211.org](http://www.helpme211.org).

Each year, the Susquehanna River Region 2-1-1 call center handles thousands of inquiries from local residents. This is the highest per-capita call volume of any 2-1-1 in New York State, outside of New York City. Candace Gregory, Director of 2-1-1 Susquehanna River Region said “In 2017, 2-1-1 received over 48,000 requests regarding help on urgent issues affecting individuals and families in our communities.” LoriAnne Welch, Interim Executive Director of United Way of Broome County explained “2-1-1 is an incredible one-stop assistance provider in the community helping thousands of people every year and we want to make sure that everyone knows that help is just a phone call away.”

The 2-1-1 call center provides service to local residents 24 hours a day, 7 days a week. 2-1-1 is currently arranging appointments for eligible Broome County residents seeking free tax preparation assistance; people are encouraged to call today to make an appointment and find out if they are eligible for the VITA (Volunteer Income Tax Assistance) program.

Dial 2-1-1 or 1-800-901-2180 - Visit the Website: [www.HelpMe211.org](http://www.HelpMe211.org)

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