



United Way  
of Broome County

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## NEWS MEDIA RELEASE

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### 2-1-1 Susquehanna River Region Secures Prestigious Accreditation

United Way of Broome County's 2-1-1 Susquehanna River Region Information & Referral Contact Center is among a select group of organizations to be accredited by the Alliance of Information and Referral Systems (AIRS), in recognition of the quality of information and referral services it provides to the Broome, Chenango, Delaware, Otsego, and Tioga County communities.

2-1-1 Susquehanna River Region has demonstrated excellence in the information and referral services field by successfully completing a detailed professional accreditation process administered by the Alliance of Information and Referral Systems (AIRS). AIRS is an international non-profit professional association with a membership of more than 1,200 public and private organizations that bring people and services together through information and referral (I&R). I&R organizations create and maintain databases of agencies and programs that offer services, and disseminate that information through a variety of channels to individuals and communities.

The AIRS Accreditation Program is a multi-phase process that assesses more than 200 distinct components of an I&R service's operation and includes an expert review of the agency's resource database, a "secret shopper" monitoring of service delivery, and culminates in a detailed onsite review.

2-1-1 Susquehanna River Region provides I&R services to 5 counties and can be reached by dialing 2-1-1 or 1-800-901-2180. A new texting service, available to individuals, was also recently announced by 2-1-1 Susquehanna River Region. By texting your Zip Code to 898211, individuals will be immediately connected to an Information & Referral Specialist that can assist with a variety of needs, including: housing, utilities, food, elder services, and other critical needs. Texting is available Monday – Friday from 9 am to 4 pm. The service is available in English.

2-1-1 Susquehanna River Region joins more than 140 organizations in the United States and Canada to have successfully attained AIRS Accreditation. "2-1-1 has always been a one-stop resource for obtaining information and referring people to state and local health and human service programs," said Jacqueline Gerchman, Executive Director, United Way of Broome County. "It is a critical resource for thousands of families every year, and we are extremely proud of attaining AIRS Accreditation, as 2-1-1 continues to do extremely valuable work in our communities."

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*2-1-1 is a free, 24-hour resource that helps people find critical assistance with most any health and human service need.*

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