



United Way of Broome County, Inc.
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MEDIA RELEASE

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Those in need can now text for help through United Way of Broome County's 2-1-1 Susquehanna River Region Contact Center

2-1-1 Susquehanna River Region and United Way of Broome County announce a new texting service available to individuals in Broome, Chenango, Delaware, Otsego & Tioga Counties. 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.

The 2-1-1 Susquehanna River Region text-line also offers immediate help for individuals who are dealing with mental health issues, drug addiction, family violence, or any situation that overwhelms their ability to cope.

Texting is available Monday – Friday from 9 am to 4 pm. The service is available in English.

"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 want to make sure it is available in as many ways as possible."

"The text message service is a way for us to address the needs of our community rapidly," said 2-1-1 Susquehanna River Region Director, Candace Gregory. "We've been anticipating the launch of this service and we are excited to see the impact it makes in our region."

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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.

United Way fights for the health, education, and financial stability of every person in Broome County.

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