



84°

(/weather) ☰

NEWS

United Way of Broome County Celebrates 40th Anniversary of 211

Thursday, July 6th 2023, 12:54 PM EDT

Updated: Thursday, July 6th 2023, 10:18 PM EDT

By **Alexis Crandall**

The 211 hotline connects callers with resources in the community, from food to health care.

Candace Gregory, the director of 211 for the Susquehanna Region, says that having the resource means accurate and up-to-date information is readily available.

"We have the most updated information and you can Google all kinds of things, but you never know how updated it is when you call 211. We are actually mandated to update every agency and program once a year. Some of those programs get updated once a month."

During COVID, their call volume increased to their highest numbers.

In 1983, the year the number started, they saw 3,000 calls in the first year. Now they're averaging up to 4,000 a month.

"Housing is a real issue in our area. Our housing-related calls have gone up 141% since pre-COVID," Gregory added. "Problem is, we don't have housing available, and finding funding at this point in time is very, very difficult. So it's really frustrating on our own because we want to help. But there are not the resources."

She stresses they're here to help.

"We are here 24/7. Doesn't matter what your need is. Call us. We've got some really great folks on the phone and they will help you through any process that you're struggling with."

You can also reach 211 at <https://www.helpme211.org/> (<https://www.helpme211.org/>)