



Massachusetts 
2-1-1TM
Get Connected. Get Answers.
A Partnership of United Way and MAIRS



Massachusetts 2-1-1

www.mass211help.org

What is Mass 2-1-1?



- 2-1-1 is an easy to remember phone number that links people who *need help* to people who can *give help*.
- 2-1-1 connects you to important community services - from food, clothing, and shelter assistance to counseling, legal and financial services.
- The mission of 2-1-1 is to build Massachusetts capacity to strengthen the way people access help for every day needs and in times of crisis.



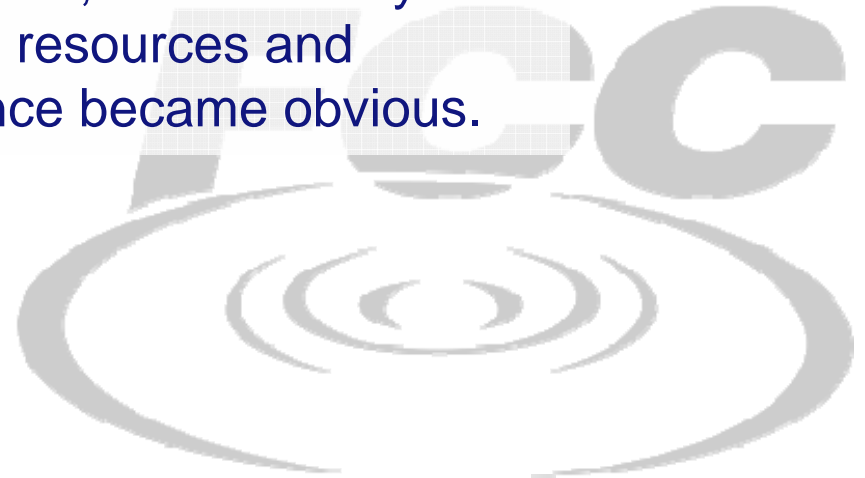
How did 2-1-1 happen?



- The Federal Communications Commission (FCC) assigned 2-1-1 on July 21, 2000, stating:

"We find that the Information & Referral Petitioners have demonstrated sufficient public benefits to justify use of a scarce public resource and we therefore assign 2-1-1 to be used for access to community information and referral services."

- Following the September 11 attacks, the necessity for 2-1-1 as a means of aggregating resources and enhancing post-disaster assistance became obvious.



The Calling for 2-1-1 Act:



“ SENATORS ELIZABETH DOLE AND HILLARY CLINTON JOINED BY GEORGE CLOONEY AND BRIAN GALLAGHER - AT INTRODUCTION OF THE 2-1-1 ACT.



- In January 2007, both houses of the 110th Congress re-introduced the *Calling for 2-1-1 Act*, which, if passed, will provide financial support to designated 2-1-1 state entities.
- The bill authorizes \$150 million for years 1 & 2 and \$100 million for years 3-5 through the U.S. Department of Health and Human Services (HHS) to help implement and sustain 2-1-1 nationwide. States would be required to provide a 50% match in order to draw down the federal dollars.

“ We need this in New York. We need this everywhere.”

— Senator Hillary Rodham Clinton

How is Mass 2-1-1 Funded?

Mass 2-1-1 is currently funded by:

- 19 local United Ways
- Massachusetts Emergency Management Agency (MEMA)
- Executive Office of Health & Human Services (EOHHS)

Operating Budget - \$730,000

- Lowest operating budget of any 2-1-1 service in the country



The Cost Savings of 2-1-1:

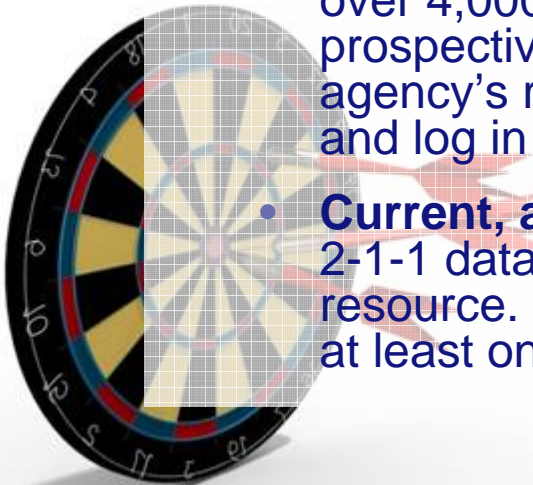


- A national cost/benefit analysis conducted by the University of Texas estimates a net value to society of a national 2-1-1 system approaching *\$130 million in the first year alone and a conservative estimate of \$1.1 billion over ten years.*
- There is greater opportunity to maximize resources as the 2-1-1 call centers — and the public and nonprofit agencies to which they make referrals — recognize the complementary features of their service delivery systems.

“ . . . the national 2-1-1 effort is ripe for enhanced public-private sector collaboration. ”

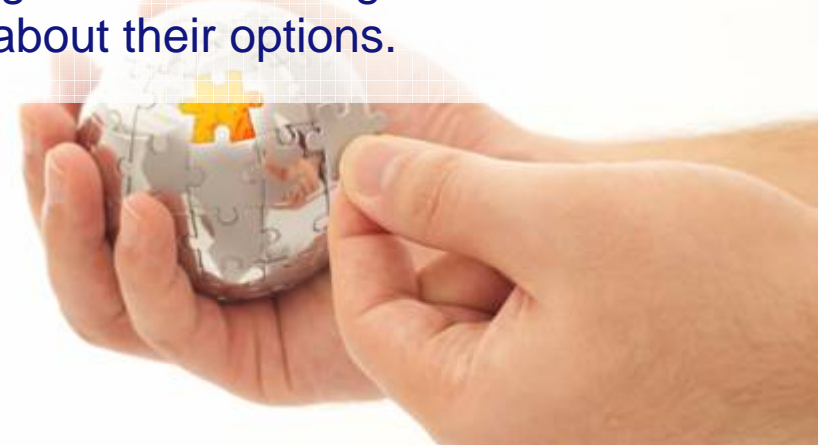
Benefits for Your Organization:

- **Help for helpers:** a great resource for your staff, with 15-20% of human service professionals calling to access information to help their clients. It is a free and time saving tool for those trying to help people.
- **Information at your fingertips:** search the database online to find information about all of our community services in MA by visiting www.mass211help.org
- **Extend your reach:** each month the call center receives over 4,000 calls from residents who need help. Help us direct prospective clients to your organization by updating your agency's record in the 2-1-1 database. Visit mass211help.org and log in or create a new account.
- **Current, accurate information:** Dedicated staff maintain the 2-1-1 database as a comprehensive, continuously updated resource. We work with you to update each non-profit record at least once a year to ensure referrals are accurate.



Benefits for Your Clients:

- **Easy access to thousands of services:** 2-1-1 helps residents navigate the health and human services including basic human needs, childcare, physical and mental health resources, employment, support for seniors assistance for utilities, and more.
- **Confidential:** 2-1-1 provides confidential and anonymous help for any situation.
- **Help in many languages:** 2-1-1 helps non-English speaking people get comprehensive health and human service information.
- **A sense of hope:** In addition to providing referrals 2-1-1 gives callers a sense of confidence by educating them about their options.



Community benefits:

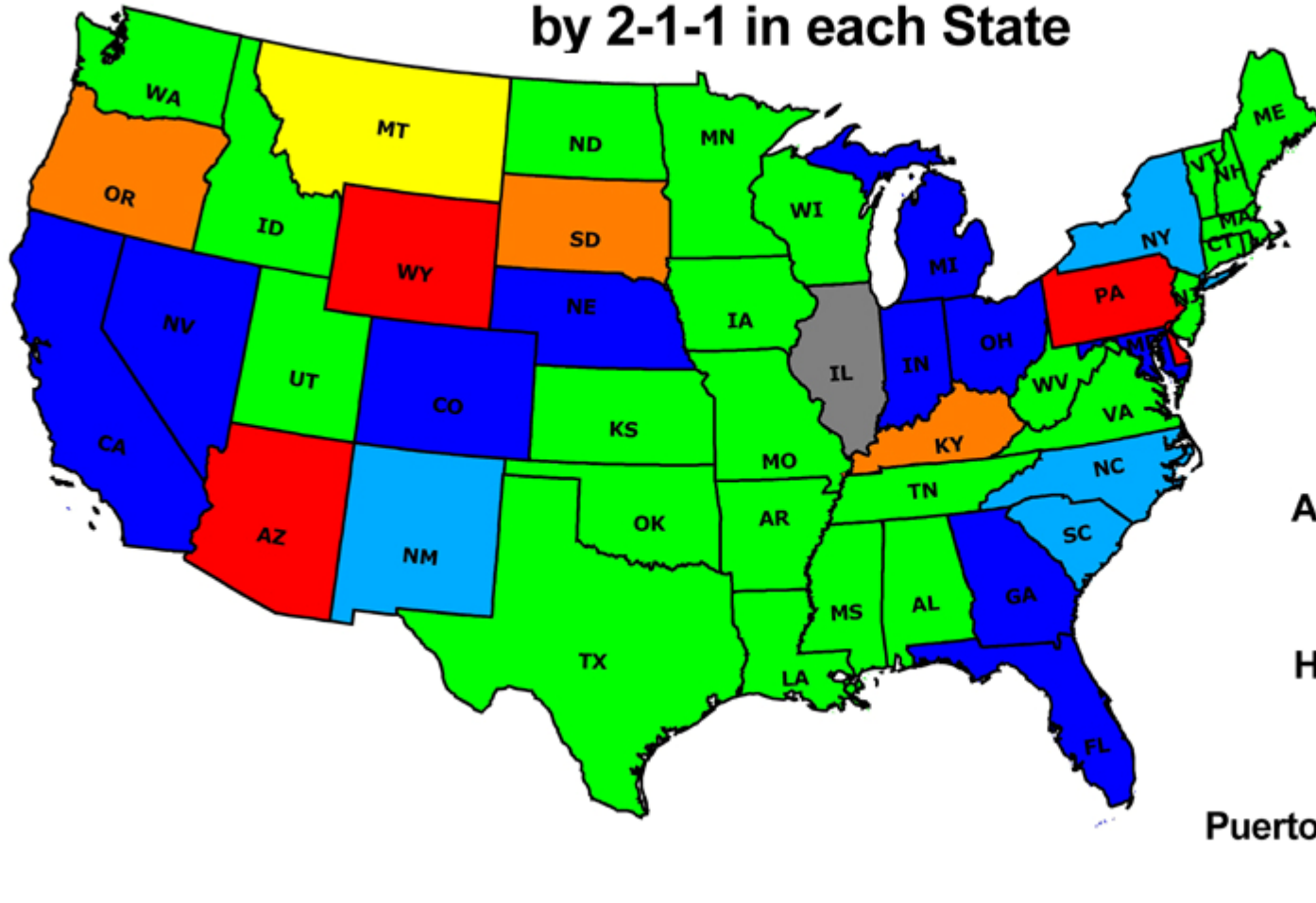


- **Official Emergency Information:** Mass2-1-1 has been designated as the official number for receiving vital information in time of emergency or crisis by MEMA. All residents of the Commonwealth can now call 2-1-1 for critical up-to-date emergency information.
- **Relief for 9-1-1:** 2-1-1 reduces non-emergency calls to 9-1-1, saving that vital community resource for life and death emergencies. Please remember, to save a life, stop a crime, or report a fire, dial 9-1-1.

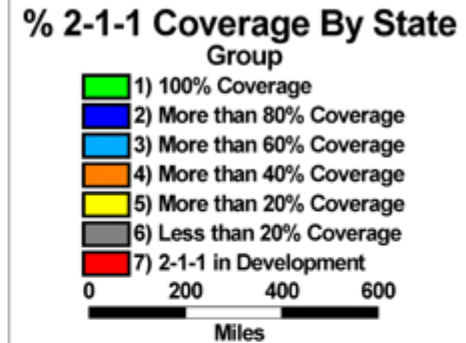


National Status:

% of Population Covered* by 2-1-1 in each State



80% Landline Coverage



* Includes DC & Puerto Rico

Alaska



Hawaii



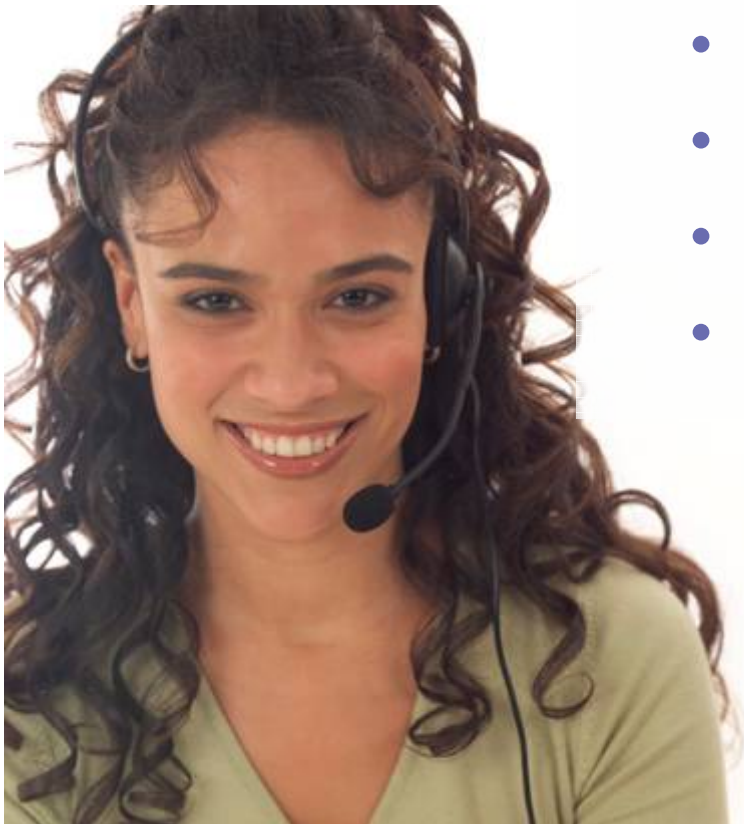
Puerto Rico



Mass 2-1-1 Call Center:



- Available 24 hours a day, 7 days a week
- FREE call
- Confidential call
- Multilingual/TTY services available
- Online at www.mass211help.org



www.mass211help.org

Search by:

- Keyword
- Agency name
- Topic
- Location

Other Features:

- Personalized resource lists (sign in options)
- Online agency updating and statistics (Provider Portal)

Questions/Comments:



- **Web help or account set-up**

- Gary Lever

508.370.4868

garyl@mass211.org

- **Statewide Community Outreach Coordinator**

- Donna Jackson:

508.370.4828

888.811.3291 x4828

donnaj@mass211.org





Thank you,
we look forward to working with you.