

2-1-1 Works

For Your Nonprofit Organization

Benefits for your Organization

Help for helpers:

2-1-1 is a great resource for your staff. Nationally, 15 to 20% of 2-1-1 calls come from human-service professionals who call to get information to help their clients. 2-1-1 is a free, time-saving tool for social workers, clergy, doctors, legislators and others trying to help people.

Information at your fingertips:

Search the 2-1-1 database online to find information about all of our community services in Massachusetts. Visit www.mass211.org

Extend your reach:

Every month, the Mass 2-1-1 call center receives as many as 5,000* calls from Massachusetts 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 www.mass211help.org and log in or create a new account.

* Projected for end of 2009.

Current, accurate information:

Mass 2-1-1 dedicates staff to maintain the 2-1-1 database as a comprehensive, continuously updated resource. We work with you to update each nonprofit record in our database at least once a year to ensure our referrals are accurate.

First call for help:

2-1-1 serves as the primary client contact number for all Massachusetts nonprofits. As a result, nonprofits can focus on service delivery instead of fielding phone calls. For example, any Massachusetts Food Bank can direct all people seeking food to 2-1-1, where clients are directed to a food distribution site that best meets their needs and location.

Learn More:

Inform your staff how to effectively use 2-1-1, by visiting our website www.mass211.org. Download 2-1-1 information sheets, posters, and other information for your organization.

2-1-1 is an easy to remember, three digit, telephone number that connects callers to information about critical health and human services available throughout Massachusetts.

2-1-1 is free, confidential, multilingual, and available 24 hours a day, 7 days a week.
TTY: 508-370-4890

2-1-1 operators are trained Information & Referral Specialists, highly skilled in making assessments & matching needs with appropriate referrals.

2-1-1 is available from any land line and major cell phone provider in Massachusetts. If you can't dial 2-1-1, call 1-877-211-MASS.



*This service has been provided
by your local United Way.*



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Benefits for your Clients

Easy access to thousands of services:

2-1-1 helps Massachusetts residents navigate the region's complicated web of health and human services. Services include basic needs such as food, clothing, shelter, as well as childcare, opportunities to volunteer or donate, physical and mental health resources, employment, support for seniors and persons with disabilities, assistance for utilities and more!

A sense of hope:

In addition to providing referrals, 2-1-1 gives callers a sense of confidence by educating them about their options. These benefits are spread exponentially as callers share this information with other friends and family.

Confidential:

2-1-1 provides confidential and anonymous help for any situation.

Independence:

2-1-1 helps people maintain their independence while using government and nonprofit resources more efficiently to meet their needs.

Help in many languages:

2-1-1 helps non-English speaking people get comprehensive health and human service information.

Community Benefits

Official Emergency Information:

Mass 2-1-1 has been designated as an official number for receiving vital information in time of emergency or crisis by the Massachusetts Emergency Management Agency (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.



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