



Finger Lakes Region, New York

**2-1-1**

*Get Connected. Get Answers.*

2-1-1 is a program of the Human Services Coalition of Tompkins County



## **2-1-1 TOMPKINS FACT SHEET**

**2-1-1** is a **FREE** service that offers referrals to not-for-profit and government organizations.

**2-1-1** helps callers find health care, services for seniors, programs for people with disabilities, legal services, employment, housing, food resources, financial assistance, consumer information, transportation, day care, youth programs, mental health services, alcohol and substance abuse treatment programs, recreation, volunteer opportunities, and other community services

**2-1-1** is available **24 hours a day, seven days** a week

**2-1-1** is **CONFIDENTIAL**, consumer-focused, non-judgmental, and referrals are based solely on the needs of the caller

### **2-1-1 Tompkins**

- Dial 211 or toll-free (and cell phone users): 877-211-TOMP(8667)
- Online: [www.211tompkins.org](http://www.211tompkins.org)
- Has information on over 650 not-for-profit and government organizations and 1300 programs that provide services in Tompkins County.
- Staffed by trained information and referral specialists
- Interpreter Services available
- Operated by Information & Referral, a program of the Human Services Coalition of Tompkins County
- Funded by Tompkins County, the City of Ithaca, the Town of Ithaca, Town of Groton, New York State Office of Family and Children's Services, Ithaca Urban Renewal Agency Community Development Block Grant, United Way of Tompkins County



*Get Connected. Get Answers.*

2-1-1 is a program of the Human Services Coalition of Tompkins County



**Information and Referral:** a program of the Human Services Coalition

- Began operation in 1978
- Volunteer and other subsidized staffing leveraged 3.2 full time equivalent positions to operate the service as of summer 2007.

**2-1-1 Tompkins** operates as a partner in the **2-1-1 Finger Lakes Region**

- Regional development began in summer 2002
- Covers eleven counties and 1.5 million people
- Lead agencies include:
  - Human Services Coalition of Tompkins County,
  - ABVI Goodwill Lifeline, in Monroe County
  - Institute for Human Services in Bath NY
  - United Ways of :
    - Greater Rochester
    - Southern Tier (Steuben and Chemung counties)
    - Cayuga County
    - Seneca County
    - Tompkins County
- 2-1-1 Hub call center in Rochester and two Partner 2-1-1 call centers – one in Tompkins County and one in Steuben County.

**National 2-1-1**

As of January 1, 2007

- Serves over 190 million Americans -- approximately 65% of the US population
- 209 active 2-1-1 systems In the United States and Canada
- In 41 states, Washington, DC, and Puerto Rico
- Approximately 1.5 million nonprofits and thousands of governmental agencies in US present a challenging, complex, and intimidating community services network for those seeking assistance
- 2004 University of Texas at Austin cost benefit analysis of 2-1-1 estimates net value to society approaching \$130 million in first year and conservative estimate of \$1.1 billion over 10 years
- National 2-1-1 system produces cost savings for tax payers, employers, and government
- Saves time and enhances human services experience for those needing assistance
- Established 2-1-1 Centers are a vital emergency response resource when disaster such as flood or hurricane strikes
- 2-1-1 frees up 9-1-1 operators to handle emergency, life and death situations