




211 Community Services Helpline

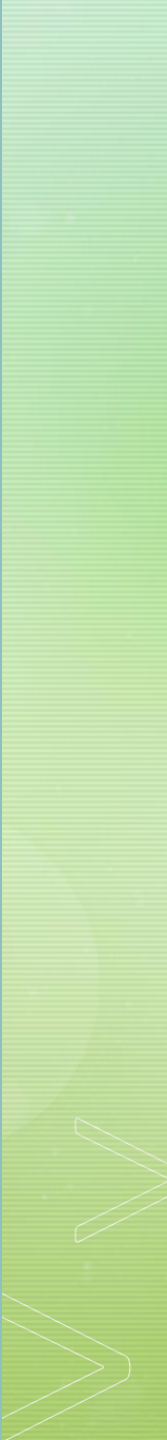
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2-1-1 Tompkins/Cortland



**Human
Services
Coalition**



What is 2-1-1? How does it work?

- 24/7/365 Multilingual Helpline
 - 211 Tompkins/Cortland- Finger Lakes- 211NY Network
 - Call, Text, Chat, Email, In Person
 - Assessment of individual need, simple or complex
 - Database of 1600+ programs, uses a taxonomy system to categorize needs
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Common Needs Referred by 2-1-1

- Housing/Rent Assistance
- Utility Assistance
- Transportation
- Health Care
- Food pantries
- Legal assistance
- Mental health/Substance Use Resources





2-1-1 vs 9-1-1 Burning building vs Burning Question



Call 9-1-1

- Injuries or medical conditions requiring immediate attn.
- Downed trees/power lines that pose danger
- Fire
- Suspicious Activity

Call 2-1-1

Non life threatening information regarding:

- Shelters
- Food
- Warming/Cooling Stations
- Sandbags



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2-1-1 vs 9-8-8



- 2-1-1 protocols for crisis calls
- Handoff to 9-1-1 or 9-8-8 depending on client safety
- Warm transfer, connect caller to appropriate staff via conference call feature. Be sure client and 9-1-1/9-8-8 operator can hear each other before leaving the call



211 Tompkins/Cortland Contract Services

- VITA-income tax assistance
- FISH- Volunteer Driver program for Medical transportation
- NYSOH and CHA- Health insurance and health advocacy
- Food Bank of the Southern Tier-scheduling mobile food distributions, food pantry calendar at hsctc.org/food
- Tompkins County Health Dept- Covid-19 resources, vaccines, testing access
- United Way/211 ALICE program- direct financial assistance for basic needs (rent, utilities, car repair)