

In Madison, Oneida and Herkimer Counties there is now a new way to connect with up-to-date information about health and human services programs called 2-1-1 Mid-York. The service is free, confidential and multi-lingual. 2-1-1 Mid-York provides a staffed contact center where trained call specialists are available to speak with callers 24 hours a day, seven days a week, 365 days a year. Callers can learn about many different resources, a small sample of which are listed here: food, housing, health services, managing finances, job assistance, care for a child or elderly person, mental health or substance abuse issues, tax help, transportation, education and volunteer opportunities. 2-1-1 Mid-York call specialists use a database that has been developed by surveying local agencies, government offices and hospitals. On a call, call specialists locate the best service matches to the needs that are identified in the course of the phone call and give that contact information to the caller. 2-1-1 Mid-York's contact center started answering calls on January 1, 2015. Later this year a website will provide internet access to the 2-1-1 Mid-York database.

2-1-1 Mid-York is a program of the United Way of the Valley and Greater Utica Area, which is proud to bring this critically important service to Madison, Oneida and Herkimer Counties through a partnership with NYS government, 2-1-1 NY, United Way of NYS and the New York State Alliance of Information and Referral Systems.

2-1-1 provides significant benefits to a community. By streamlining access and referral inquiries, 2-1-1 reduces the time it takes for individuals to find the information and assistance they are seeking. Consequently, needs are met more quickly. 2-1-1 also reduces the costs incurred in staff time that agencies and government offices spend redirecting inappropriate referrals. It takes the burden of non-emergency calls from 9-1-1 call centers. During times of disaster 2-1-1 partners with 9-1-1 to provide critical information about recovery. As of January 1, 2015, 100% of New York State has 2-1-1 coverage. Even without 100% coverage, calls to 2-1-1 from NYS residents exceeded 2.1 million calls in 2014, making it clear that callers find 2-1-1 a valuable resource. Questions about the 2-1-1 Mid-York program can be directed to info@211midyork.org, or call 315-733-4691 x 225.

2-1-1 call specialists can be reached by dialing 2-1-1 or 844-DIAL-211. Both numbers are toll free. If you have a burning building...call 9-1-1, if you have a burning question....call 2-1-1.