



2-1-1 Frequently Asked Questions

What is 2-1-1?

2-1-1 is an easy-to-remember number that connects individuals to services in their area. It also provides information and referral to human service agencies for basic everyday needs as well as crisis intervention and assistance. For example, 2-1-1 can connect individuals with the following services:

- Resources for basic needs: information on food pantries, clothes, shelters and rent assistance
- Resources for mental and physical health: health insurance programs, prenatal health, health insurance plans for children, medical information lines, support groups, counseling, and intervention and rehabilitation for alcohol and drugs
- Information on employment programs
- Information for older adults
- Information for children, youth, and their families

What is Information and Referral?

Information and Referral (I&R) agencies exist to provide linkages between the individual and the services available in their community. Information and Referral is what brings individuals together with health and human service agencies.

Information and Referral Specialists evaluate the needs of the person calling and determine what is the most appropriate referral(s) for the caller. I&R specialists are also trained to help determine if the caller may be eligible for other programs. The I&R agency maintains a database with information about non-profit organizations as well as government programs.

Where is 2-1-1?

LIFE LINE of Rochester launched 2-1-1 in February of 2005. As of January 2004, 30% of the US population has access to 2-1-1 services. For more information on 2-1-1 locally, go to the website www.211fingerlakes.org.

What does the ruling of the FCC mean?

On Friday, July 21, 2000, the FCC assigned 2-1-1 for information and referral. This number would be available to communities nationwide.

In what way is LIFE LINE involved?

LIFE LINE, a program of ABVI-Goodwill, has maintained a promise to the community to provide information and referral. LIFE LINE is the main answering point for 2-1-1 in the Finger Lakes region of New York State. United Way of America has worked with the Alliance of Information and Referral Systems (AIRS – www.AIRS.org) to implement 2-1-1 nationwide.

Who provides the funds for 2-1-1?

In general, the funds for 2-1-1 come from United Way of Greater Rochester, the Finger Lakes 2-1-1 Collaborative, and LIFE LINE. 2-1-1 call centers are most successful when public and private sectors cooperate.

Where can I obtain more information on 2-1-1?

For local information, visit the Internet site www.211fingerlakes.org; for statewide information, see www.211ny.org; for national 211 information, visit www.211.org.