



**FOR IMMEDIATE RELEASE**

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**New York State Funding Will Enhance Information and Referral Services  
Across New York State: Honorable Susan V. John Recognized for  
Support and Advocacy of 2-1-1 Initiative**

Rochester, NY (September 28) – A New York State grant of \$6.9 million included in the 2007-2008 state budget moves millions of New Yorkers one step closer to having their human service questions answered with the ease of dialing 2-1-1.

The new 2-1-1 service, which will be available across the state over the next three years, comes after a difficult budget process and years of behind the scenes work by United Way of New York State, local United Ways across the state, New York State Alliance of Information and Referral System, and many local partner agencies, including ABVI-Goodwill. 2-1-1 services are funded through a public-private partnership, which includes United Way, foundation, and local government funds in addition to the new state funding, which will play a critical role in 2-1-1 development and services.

“We are deeply appreciative of the bipartisan support shown by the Senate and Assembly in providing state funding in the new budget,” said Susan Hager, President of United Way of New York State.

United Way of New York State will serve as the statewide fiscal agent for distribution of the 2-1-1 state funds to the following regional 2-1-1 initiatives:

Capital Region - \$237,500; planning, capital, and operating support  
Eastern Southern Tier - \$25,000; planning  
Finger Lakes 2-1-1 - \$941,000; planning, capital and operating support  
Hudson Valley 2-1-1 - \$690,000; capital and operating support  
Long Island - \$25,000; planning  
New York City - \$3,878,640; planning and capital support  
Northern New York - \$25,000; planning  
Western New York 2-1-1 - \$845,288; capital and operating support

One of the key legislators involved in that bipartisan support of 2-1-1 funding was the Honorable Susan V. John, member of the New York State Assembly. Assemblymember John helped guide the proposal before the joint Human Services Labor Subcommittee, and joined other Senate and Assembly members in advocating for the proposal and for enhancing the 2-1-1 program across the State. Assemblymember John's efforts on behalf of the 2-1-1 program were recognized at a special ceremony and reception held at the Finger Lakes 2-1-1 Call Center in Rochester on Thursday, September 28, 2006.

"Rochester is blessed with so many not-for-profit organizations that can help families in need," said Assemblymember John. "A simple call to the 2-1-1 system has been able to help seniors stay in their homes, assisted young people with the adolescent support they need when facing peer pressures, lend a hand to a new mother seeking information to help her family when times are tough, and makes ours a much better community to live. I applaud the United Way of New York State and their community partners for working with the legislature ensuring that this successful program is now offered to all New Yorkers."

Every hour of every day, someone in New York needs essential services - from finding substance abuse assistance to securing adequate care for a child or an aging parent. While New York State is blessed with a rich infrastructure of services, finding out about those services can be a challenge for the average resident. Faced with a dramatic increase in the number of agencies and help lines, people often don't know where to turn. In many cases, people end up going without these necessary and readily available services.

With 2-1-1, an easily remembered telephone number already "live" in 11 counties of New York State, they will gain access to human services information and referrals to local programs and services to help meet their needs.

Eight regional 2-1-1 call centers will provide callers with information about and referrals to human services for every day needs and in times of crisis. 2-1-1 services will be available all day, every day, responding to callers in person, with language translation services available.

In New York State there are two regions with 2-1-1 service. Our local Finger Lakes 2-1-1 program was established throughout the Greater Rochester and Finger Lakes region in January 2005 and was the first community in New York State to implement this service. The Hudson Valley 2-1-1 program became operational in September 2005. The new state funding will allow for expanded service to the other eight counties in the region.

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