

## **PA 2-1-1 Informational Newsletter Article**

The PA 2-1-1 system is a free, confidential dialing code to help connect Pennsylvanians to health and human service needs. Through 2-1-1 people connect to a wide range of services from disaster relief to utility assistance, senior citizen programs, emergency food, job counseling, youth programs and much more. It is the one-stop-shop for services available in communities across Pennsylvania.

2-1-1 is like 4-1-1, but for health, human services and disaster relief. 2-1-1 was designated for nationwide use as an information and referral phone line by the Federal Communications Commission in 2000. Since then, Pennsylvania has joined with the rest of the nation to provide this service to our communities, and have expanded 2-1-1 connectivity through text and chat availability. 2-1-1 is designed to serve three major objectives:

1. Connect people in need to health and human service assistance available through government programs and private nonprofit organizations in their communities;
2. Provide assistance to communities in time of disaster, allowing 9-1-1 to work primarily with first responders; and
3. Connect volunteers and donors with organizations who can leverage these resources to meet the needs of the community.

Currently, the PA 2-1-1 system is funded by a combination of United Way support, grants and private contributions, and contracts. The United Way of Pennsylvania and the nonprofit, PA 2-1-1, are partners and leaders in supporting this community-strengthening service. Presently, there are seven regions throughout the Commonwealth providing the 2-1-1 service and through six call centers, with most counties able to connect to 2-1-1. Most of the regions offer 24/7 phone coverage, as well as texting during some or all hours of the day. To text 2-1-1, simply enter TXT211. These features provide easy-access to services for varying needs and at times convenient for those looking for information.

To learn more about the PA 2-1-1 system, please visit <http://www.uwp.org/what-2-1-1>.

## **PA 2-1-1 Informational Email Blast**

Dear (Insert Name)

I am writing to inform you of a service available in your community that helps connect citizens in need with information and referrals to health and human service needs. PA 2-1-1 is a free and confidential dialing code used to quickly connect those in need with the services they are looking for, whether public or private. It is a one-stop-shop, anything from where you can get rent or utility assistance to what summer camps or learning opportunities are available for your children.

2-1-1 is like 4-1-1, but for health and human services information. In other states, 2-1-1 is also activated for disaster response. 2-1-1 was designated for nationwide use as an information and referral phone line by the Federal Communications Commission in 2000. Since then, Pennsylvania has joined with the rest of the nation to provide this service to our communities, and have expanded 2-1-1 connectivity through text availability. 2-1-1 is designed to serve three major objectives:

1. Connect people in need to health and human service assistance available through government programs and private non-profit organizations in their communities;
2. Provide assistance to communities in time of disaster, allowing 9-1-1 to work primarily with first responders; and
3. Connect volunteers and donors with organizations who can leverage these resources to meet the needs of the community.

Through 2-1-1 people connect to a wide range of services from disaster relief to utility assistance, senior citizen programs, emergency food, job counseling, youth programs and much more. The information provided comes from the 2-1-1 statewide resource database, which is the most comprehensive source of assistance and volunteer information covering all sectors of service both private and public. I wanted to bring this service to your attention, as it may be of use to you or your community partners. PA 2-1-1 is a service provided by United Ways across the commonwealth with support from other private funders. To learn more about the service, please visit <http://www.uwp.org/what-2-1-1>.

Sincerely,