



## Frequently Asked Questions

### ? What is 2-1-1 Mid-York?

2-1-1 is an easy-to-remember telephone number that connects people with community resources and volunteer opportunities, 24/7. It's confidential and free, and multilingual service is available.

### ? Where is 2-1-1 available?

2-1-1 Mid-York covers Madison, Oneida and Herkimer counties via landline or cell phone. 2-1-1 is available throughout New York State and the U.S.

### ? How do I access this service?

Simply dial 2-1-1 or 1-844-342-5211, or visit [www.211midyork.org](http://www.211midyork.org).

### ? How does 2-1-1 benefit the community?

2-1-1 maximizes community resources by:

- Linking callers to resources quickly with one call.
- Providing one up-to-date database.
- Relieving the 9-1-1 system of non-emergency calls.

### ? Who uses 2-1-1?

**Everyone** — for everyday needs and critical information during and after a local or national crisis, disaster or tragedy.

### ? What services can 2-1-1 connect me with?

2-1-1 Mid-York provides information about:

- **Basic needs:** food, clothing, shelter
- **Consumer services:** education, protection, managing finances, making informed decisions
- **Criminal justice and legal:** crime prevention, witness and victim support, legal services connections
- **Disaster management:** storm and shelter information, emergency resources, evacuations
- **Education:** skills, behavior and character building, general competencies
- **Environment:** environmental preservation and protection, accident prevention, public health and safety
- **Healthcare:** prevention, screening, evaluation, treatment, health and substance abuse
- **Employment:** skills building, finding and sustaining employment
- **Income support:** public assistance and support
- **Lifestyle:** social and spiritual development, volunteer opportunities
- **Mental/emotional health:** preventative, diagnostic, and treatment; community- and hospital-based
- **Community:** new resident settlement, travel and tourism
- **Business support:** meeting space coordination, access to equipment, services management



Get Connected. Get Answers.

Madison • Oneida • Herkimer

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