

Get Connected. Get Answers.



Finger Lakes Region, New York

Frequently Asked Questions

Can 211 help me pay my rent, mortgage, or utility bills?

No. Unfortunately, 211 does not provide direct help, but we can provide guidance.

Connect with us today by dialing 211, 1-800-346-2211 or texting your ZIP Code to 898211 to speak to a live specialist or help yourself by searching the 211 Service Directory. <https://search.211helpline.org/>

Do I call 211 for crisis or emergency help?

No. 211 is not a crisis line and does not provide emergency services.

For crisis or emergency help like needing the police, an ambulance, or for a fire, call 911.

For a mental health crisis or suicide help, call:

- National Suicide Hotline by dialing 988, or use one of the numbers below:
 - 1-800-273-TALK (1-800-273-8255)
 - 1-800-SUICIDE (1-800-784-2433)
 - 1-888-SUICIDE (1-888-784-2433)
 - 1-877-SUICIDA (1-877-784-2432) (Spanish)
- Allegany County: 888-448-3367, 24/7 Crisis Line
- Chemung County: 607-442-6900, 24/7 Crisis Line
- Schuyler County: 607-535-8282, After hours: 607-442-6900
- Steuben County: 607-664-2255, After hours: 607-937-7800
- Yates County: 315-531-2400, After hours: 315-531-2000

I've never heard of a 3-digit phone number.

A 3-digit phone number is a special phone number set up by the government for a specific use. It is sometimes called a N-1-1 code or N-1-1 number.

What are the N-1-1 numbers?

211 – Community services information and referrals

311 – City or other local governmental services, non-emergency (not available in our area)

411 – Directory assistance

511 – Traffic and travel information

611 – Telephone customer service and repair

711 – TDD and relay services for deaf and hard of hearing people

811 – “Call before you dig” – locate underground public utility locations

911 – Emergency services – police, fire, ambulance, and rescue services

988 – Suicide Crisis Hotline

How is 211 funded?

Every 211 is funded a little differently. 211 Helpline of the Finger Lakes receives funding from state and local governments, United Way, and fee-for-service contracts.

What is 211 Teen Helpline? How does it differ from 211?

The problems youth and teens face today are more challenging than ever before. 211 Teen Helpline was created to provide a safe place for youth and teens to reach out and receive confidential support and information and referrals. 211 Teen Helpline is built upon the existing structure of 211. 211 contact staff receive additional training to be able to listen to and hear youth and teens and offer them referrals to programs and services that can support them.