Finger Lakes Region 2-1-1 HELPLINE manages a database of community resources consisting of health and human service providers, nonprofits, educational programs, support & civic groups, and local, city, and county services for a five-county area that includes Allegany, Steuben, Chemung, Schuyler and Yates Counties. 2-1-1 HELPLINE serves as a hub for thriving human services partnerships that are accessible to the public 24-hours a day, 7-days a week.

2-1-1 HELPLINE 2020 IMPACT

37,391 PHONE REQUESTS FOR HELP

10,040 WEBSITE SEARCHES FOR HELP

7,549 TEXT REQUESTS FOR HELP

174 WEB CHAT REQUESTS FOR HELP

Making Connections for Healthier Communities

19,243 Connections to Income Support, Housing and Utilities Assistance

4,207 COVID-19 Related Calls

3,373 Connections to Physical or Mental Health Resources

2,602 Connections to Legal and Information Services

1,491 Connections to Transportation Services

Unmet Needs Data

4.3% = “I NOW HAVE HOPE. I CALLED 2-1-1 AND A RESOURCE SPECIALIST LED ME TO THE RESOURCES I NEEDED.”