

Mass 2-1-1 Community Resource Guide



LIVE UNITED

**United
Way**



United Way
of Greater Attleboro/Taunton



Get Connected To The Answers You Need

- ◇ Basic Needs: Food, Clothing, Shelter
 - ◇ Childcare
 - ◇ Coordinated Family and Community Centers
 - ◇ Counseling
 - ◇ Crisis Intervention
 - ◇ Disability, Veterans, Child and Senior Services
 - ◇ Domestic Violence Services
 - ◇ Emergency Shelter
 - ◇ Financial and Legal Assistance
 - ◇ Healthcare
 - ◇ Heating/Fuel Assistance
 - ◇ Housing Assistance
 - ◇ Job Searches
 - ◇ Literacy Classes
 - ◇ Mental Health Services
 - ◇ Official State of Emergency Information
 - ◇ Parenting Programs
 - ◇ Substance Abuse Programs
 - ◇ Suicide Prevention
 - ◇ Transportation
 - ◇ Volunteer Opportunities
- and so much more!

| Free | Available 24/7 | Confidential | Multilingual | TTY |



2-1-1 Works For Your Organization

Benefits for your Clients

Easy access to thousands of services:

2-1-1 helps Massachusetts residents navigate the region's complicated web of health and human services to find the necessary help they require.

A sense of hope:

2-1-1 gives callers a sense of confidence by educating them about their options. These benefits are spread throughout the community, as callers share this information with their friends and families.

Confidential:

2-1-1 Provides confidential and anonymous help for any situation.

Independence:

2-1-1 helps people maintain their independence while using government and nonprofit resources more efficiently to meet their needs.

Help in many languages:

2-1-1 is staffed with multilingual operators ready and available 24/7. There is also a TTY number for the hearing impaired at (508)-370-4890.

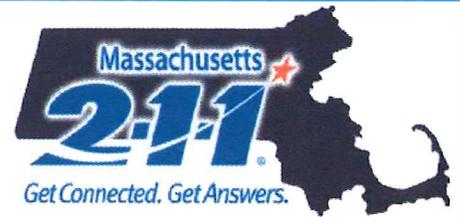
Community Benefits

Official Emergency Information:

Mass 2-1-1 is the primary information call center during times of emergency for the Commonwealth of Massachusetts. They have vital information during an emergency or crisis. Citizens are urged to call Mass 2-1-1 for up to date emergency information, as well as information about emergency shelters.

Relief for 9-1-1

2-1-1 reduces non-emergency calls to 9-1-1, saving vital community resources for life-and-death emergencies.



2-1-1 Works For Your Organization

Benefits for You

Help For Helpers:

2-1-1 is a great resource for your staff. Up to 20% of the calls 2-1-1 receives nationally, comes from human services professionals who call for information and help for their clients.

Information At Your Fingertips:

Search the 2-1-1 database online to find information about all of the community services available in Massachusetts. Log on to Mass211Help.org to get started.

Extend your reach:

Mass 2-1-1 handles around 5,000 calls a month from Massachusetts residents who need help. We ask you to help us direct prospective clients to your organization by updating your records in the database at least once a year to ensure that all referrals are accurate.

Current, Accurate information:

Mass 2-1-1 has a staff dedicated to maintaining the 2-1-1 database.

First Call For Help:

Mass 2-1-1 serves as the primary client contact number for all of Massachusetts. You can focus on service delivery instead of fielding phone calls.

Learn More:

Inform your staff on how to effectively utilize 2-1-1 by visiting www.Mass211Help.org.

Helpful hint: You can create a free "My Mass 2-1-1 account" to save your searches



Online Instructions

MASS211HELP.ORG

Start a Search: Click on the search tab you would like to use.

- ◇ Search By Topic
 - ◇ Enter a key word that addresses the topics of need to view the services offered under each category
 - ◇ Select the subsection that best fits your needs
 - ◇ Under the topic area “food” there are 10 options to chose from.
(Ex: Drinking water, milk and ice; food for charities, food stamps, free food and meals; groceries, growing food, etc.)
- ◇ Search By Keyword
 - ◇ Enter key word or phrase that addresses topic of need (i.e.: homelessness, housing, police departments, volunteer opportunities, veterans services, etc.)
 - ◇ Location (zip code, county, address)
 - ◇ Click “Search” and a list of matching topics will pop up on the screen
 - ◇ Click on any of the topics to view the resources available

This will produce a list of services. Click on the link for a description of the agency and to be directed to their website.

HELPFUL HINT: YOU CAN CREATE A FREE “MY MASS 2-1-1 ACCOUNT” TO SAVE YOUR SEARCHES



Runaway Assistance Program (RAP)

RUNAWAY ASSISTANCE PROGRAM (RAPLINE):

1-800-292-4517

What is RAP?

- ◇ RAP is a program to assist Police Officers who are dealing with runaways during the hours that juvenile court is closed, (evenings, weekends and holidays). RAP provides a safe place where police can bring a runaway child, age 17 and under.

RAP is a collaborative program with three primary components:

- ◇ Emergency Service Programs (ESPs): ESPs provide a safe location where a police officer can bring a runaway child. The ESP will conduct an assessment of the child. EOHHS has identified 21 ESP community based locations for the Runaway Assistance Program.
- ◇ Non-secure Alternative Lock-up Programs (ALPs) ALPs will provide a placement, (foster home or group home), for a runaway child during the hours that juvenile court is closed, (evenings weekends and holidays).
 - ◆ ALPs will transport a runaway child to court on the next working day that court is open. Four ALP providers cover all geographic regions of the state.
- ◇ Mass211 acts as the “dispatcher” for the Runaway Assistance Program. When Mass211 receives a call from a Police Officer regarding a runaway, a Mass211 Runaway Assistance Specialist will direct the Officer to the nearest participating ESP location, and will contact the ESP, as well as the ALP that is responsible for providing services to the runaway.
 - ◆ Mass211 acts as a clearinghouse for information related to a particular case. Police, ESPs and ALPs may contact Mass211 at any time to inquire about the status of a child who has been referred to the Runaway Assistance Program. If anyone has questions related to the Runaway Assistance Program, Mass211 can provide answers directly, or coordinate a response to the question.