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Mass 2-1-1

Get Connected. Get Answers



Mass 2-1-1 Call Center

Dial 2-1-1 from any phone or (877) 211-MASS(6277)
24 hours a day / 7 days a week / 365 days a year

- Free
- Anonymous/Confidential
- Multilingual (over 150 languages)
- Chat services
- Online at Mass211.org
- 211HELPSsteps App

The Front Door to Services Connecting Callers to:



Resources

- Child Care
- Transportation
- Aging & Youth Services
- Disaster Response
- Housing/Shelter
- Transportation
- Utility Assistance

Services

- Health Resources: physical & mental health services
- Employment Supports
- Disaster Related Services: State and Local
- Support for children, youth, families, seniors, disabled persons
- Emotional Support services
- Advocacy

Emergency Services Information

Massachusetts' call center during times of statewide or local emergency

Provides up-to-date disaster information to the public

Weather emergencies including hurricanes and snow storms

Public Health and Safety Information

- Covid-19

Referrals to post-disaster programs and services



Housing Assistance

Types of Assistance:

Financial

- Regional Administering Agencies-RAFT
 - Rent, Mortgage, Utilities
- HomeBASE
- Community-based Assistance
 - City of Boston
 - Town-specific
 - Non-profit agencies
- Application Assistance

Legal

- Mediation
- Landlord/Tenant Assistance
- Health and Safety Concerns
- Fair Housing Issues
- Tenancy Preservation Programs (TPP)
- Domestic Violence Services
- Housing Courts and Court Services Information
 - Trial Court Law Libraries
 - Court Service Centers
- Self Help Options
 - www.masslrf.org

Shelter

- Shelter placement/process
 - Emergency Assistance(EA) -HomeBASE
 - Individual Shelter
- Transitional or Permanent Subsidized Housing
 - Programs, wait times, application process
- Continuum of Care resources
- Housing Counseling
- Housing Search Assistance
 - www.affordablehousing.com
 - www.housingnavigatorma.org
 - Community /locally based housing search and counseling programs



Child Care Assistance

Trained Information & Referral Specialists offer:

Child Care Referrals

- Help locating child care providers
- Summer Camps
- Extended Care
- School Closure Options



Family Support Referrals

- Coordinated Family Community Engagement programs
- Early Intervention
- Head Start and Early Head Start
- Family Resource Centers-FRC



Child Care Financial Assistance

- Access to the state's subsidy wait list
- Affordable Child Care Options



Other Referrals

- Food
- Housing
- Legal Aid
- Employment Supports
- Mental Health
- And More

Child Requiring Assistance

At Risk Youth Supports



Common youth behavior challenges: compliance issues, substance abuse, mental health issues, truancy, risky behavior, running away

Help parents/guardians/school staff find resources for youth

Intended to limit exposure of young people to the court system and divert youth and families into supportive services

Parents/Guardians feel heard and supported

Call2Talk



- A certified 988 center
- A mental health, emotional support, and suicide prevention program
- Staffed by highly-trained call takers
- Confidential mental health & emotional support
- Helps despondent and suicidal callers and others who are overwhelmed, sad or lonely
- Offering prevention, intervention and postvention services



Mass 211's Public Portal

Public Access to our
database (40,000+
resources)

- Guided search capabilities with ability to share
- Keyword & advanced search capabilities
- www.mass211.org
- Download Mass211 brochures and materials:
 - <https://mass211.org/materials/>
 - 211HELPSteps App

Partnerships



Massachusetts Emergency Management Agency (MEMA)

Preparing the state to respond to and recover from all types of emergencies and disasters



Department of Early Education and Care (EEC)

Supporting the healthy growth and development of all children by providing high-quality programs and resources for families and communities



Commonwealth of Massachusetts
Executive Office of Health and
Human Services

Executive Office of Health and Human Services (EOHHS)

Aiming to improve the health and quality of life for the state's residents.



Executive Office of Housing and Livable Communities (EOHLC)

Offering programs to help prevent homelessness and to help people afford housing.



Department of Public Health (DPH)

Protecting and promoting the health and wellness of all people in the state.



Department of Mental Health (DMH)

Providing mental health services to all residents of the state



Massachusetts Department of Transportation (MassDOT)

Providing a safe, reliable, and efficient transportation system that improves quality of life and strengthens the state's economy

Find Us on Social Media!



United Way of Tri-County
Mass 211



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