Mass211

In Massachusetts, 2-1-1 is the direct link between people who need help and people who can give help. 2-1-1 connects the caller with a friendly, helpful information and Referral Specialist who can put them on the right track with their very first call. 2-1-1 connects you with local services—food, clothing, and shelter assistance to counseling, legal and financial services. 2-1-1 is staffed 24 hours a day, 7 days a week. Multilingual and TTY service is also available. 2-1-1 has developed the state’s most comprehensive database of human service resources available.

The Massachusetts Emergency Management Agency has designated Mass 2-1-1 as the Commonwealth’s primary telephone call center during times of emergency. Citizens can access vital, up-to-date disaster information, numerous post-disaster programs, interpreter services, and call tracking of caller locations, greatly reducing non-emergency calls to 9-1-1. Learn more at www.mass211.org.