



PA 211 Informational Newsletter Article

The PA 211 system is a free, confidential dialing code to help connect Pennsylvanians to health and human service needs. Through 211 people connect to a wide range of services from disaster relief to utility assistance, senior citizen programs, emergency food, job counseling, youth programs and much more. It is the one-stop-shop for services available in communities across Pennsylvania.

211 is like 411, but for health, human services and disaster relief. 211 was designated for nationwide use as an information and referral phone line by the Federal Communications Commission in 2000. Since then, Pennsylvania has joined with the rest of the nation to provide this service to our communities, and have expanded 211 connectivity through text and chat availability. 211 is designed to serve three major objectives:

1. Connect people in need to health and human service assistance available through government programs and private nonprofit organizations in their communities;
2. Provide assistance to communities in time of disaster, allowing 911 to work primarily with first responders; and
3. Connect volunteers and donors with organizations who can leverage these resources to meet the needs of the community.

Currently, the PA 211 system is funded by a combination of United Way support, state funding, grants and private contributions, and contracts. United Way of Pennsylvania and the nonprofit, PA 211, are partners and leaders in supporting this community-strengthening service. Presently, there are seven regions throughout the Commonwealth providing the 211 service through five call centers, with 97% of Pennsylvanians able to connect to 211. PA 211 has 24/7 phone coverage, as well as texting during some or all hours of the day. To text 211, simply text your zip code to 898-211. These features provide easy access to services for varying needs and at times convenient for those looking for information.

To learn more about the PA 211 system, please visit

<https://www.pa211.org/211-overview/> or <https://www.pa211.org/for-stakeholders/>.



PA 211 Informational Email Blast

Dear (Insert Name)

I am writing to inform you of a service available in your community that helps connect citizens in need with information and referrals to health and human service needs. PA 211 is a free and confidential dialing code used to quickly connect those in need with the services they are looking for, whether public or private. It is a one-stop shop, for help with rent or utility bills, to summer camps or learning opportunities available for your children.

211 is like 411, but for health and human services information. In other states, 211 is also activated for disaster response. 211 was designated for nationwide use as an information and referral phone line by the Federal Communications Commission in 2000. Since then, Pennsylvania has joined with the rest of the nation to provide this service to our communities, and have expanded 211 connectivity through text availability. 211 is designed to serve three major objectives:

1. Connect people in need to health and human service assistance available through government programs and private non-profit organizations in their communities;
2. Provide assistance to communities in time of disaster, allowing 911 to work primarily with first responders; and
3. Connect volunteers and donors with organizations who can leverage these resources to meet the needs of the community.

Through 211, people can connect to a wide range of services from disaster relief to utility assistance, senior citizen programs, emergency food, job counseling, youth programs, and much more. The information provided comes from the 211 statewide resource database, which is the most comprehensive source of assistance and volunteer information covering all sectors of service both private and public. I wanted to bring this service to your attention, as it may be of use to you or your community partners. PA 211 is a service provided by United Ways across the Commonwealth with support from other private funders. To learn more about the service, please visit <https://www.pa211.org/211-overview/> or <https://www.pa211.org/for-stakeholders/>.

Sincerely,