Thirty-four I&R programs are recognized with an award of AIRS Accreditation at the AIRS 2014 Conference

Congratulations on this outstanding achievement!
### List of Accredited Agencies

Thirty-four I&R programs received their award of AIRS accreditation or reaccreditation at the AIRS 2014 Conference, bringing the total number of AIRS accredited organizations to 154.

These programs worked very hard for this recognition and AIRS is proud of their achievement and commitment to providing quality I&R services. Those who are recognized for reaccreditation are listed in **green** and those in **blue** are being accredited for the third time.

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Efforts have been made to ensure that the information contained in this yearbook is accurate. We apologize for any unintentional errors or omissions that may occur. All of the above listed accredited agencies were contacted and given the opportunity to be part of the yearbook. Thirty of the thirty-four agencies chose to be included and are featured in the following pages.
AIRS Accreditation is the primary quality assurance mechanism for affirming I&R excellence. It assesses the ability of an Information and Referral program to demonstrate full compliance with AIRS Standards.

Accreditation is a multi-phase process that assesses more than 200 distinct components of an I&R services operation and culminates in a detailed onsite review.

AIRS Accreditation is endorsed by national, state and provincial entities as a benchmark for all I&R providers. For 2-1-1 services in particular, it has been designated as a requirement for funding in most states.

Agencies that have been accredited feel that it is well worth the time and cost involved as it allows for review of current I&R center operations and gives them the opportunity to make improvements that benefit both the organization and those it serves.

More than 140 organizations in the United States and Canada have successfully attained AIRS Accreditation and yours can too. It is suitable for organizations of all sizes - some accredited agencies have less than 5 full-time staff.

Whether an I&R program is national or local in scope, comprehensive or specialized in nature, or offered in a nonprofit or government setting, AIRS Accreditation is the best way to demonstrate the overall quality and effectiveness of an I&R service.

AIRS Accreditation benefits the organization, the public, and the human services sector.

For the agency:

- Builds staff confidence because their skills have been validated by an external body.
- Enhances quality assurance and consistency of service levels within your own I&R.
- Helps stakeholders understand and appreciate the professionalism required for I&R.
- Serves as an important criterion in securing and maintaining funding.
- Enables people to reflect on and understand their I&R role and skills during the study process.
- Encourages alignment of staff training resources with the AIRS Standards and Certification process to provide continual service enhancement.

For the public & human services sector:

- Enhances agency quality assurance and service consistency between different I&Rs.
- Improves customer service with increases to staff knowledge and skills.

Contact:

www.airs.org/accreditation
charlenehipes@airs.org
Need more reasons why your agency should be AIRS Accredited?

AIRS Accreditation provides:

- Objective evidence of achievement in the areas of service quality and effectiveness, community involvement and organizational stability.
- Demonstrated commitment on the part of your leadership to meeting the highest standards in the field.
- Enhanced credibility in the eyes of the public and your other stakeholders.
- A stronger position in what is emerging as a competitive field. Some funders are requiring national accreditation.
- Expanded access to new markets, government funding and foundation grants.
- Improved protection against legal challenges.
- International recognition by your peers in the I&R sector.
- The AIRS Accreditation Program is operated in alignment with the standards developed by the Institute of Credentialing Excellence.

AIRS Accreditation involves a three-phase process:

- A Remote Database Review to ensure that the resource database meets minimum requirements.
- A Consultation Phase during which the I&R service completes and submits required documentation in consultation with a liaison assigned by AIRS.
- An On-Site Review during which a review team is able to see the agency in operation and verify that its practices are consistent with the accreditation criteria. At a minimum, the site visit includes a tour of the facility, a meeting with the agency’s volunteer leadership, and interviews with key I&R staff.
- Following the site visit, a report with a recommendation from the review team is completed and submitted to the chair of the AIRS Accreditation Program for approval and a letter is sent to notify the agency of the results.

Go to www.airs.org/accreditation to get started.

It is important that you first review your operation against the AIRS Standards and make sure that you have a majority of components already in place because an organization has 10 months from the date of their application to submit their initial documentation. The cost of accreditation is a non-refundable fee of $6,000 USD for AIRS members or $9,000 USD for non-members. These fees include all of the costs of a site visit and may be paid in 2 installments.

But don’t just take our word for it!

Here’s what others are saying:

Being accredited I&R has been a tremendous selling point in many presentations and outreach efforts, including those for fundraising purposes. It has put us in the spotlight positively from local board level on up to state level. I highly encourage accreditation. - Jan Wawrzyniak, United Way 2-1-1 Director, Monroe, LA

Just DO IT! The benefits far outweigh the time invested. Having all required elements in place offers ease in training new staff. In addition it is a great opportunity to engage I&R staff, board/advisory and the community in what we do and how others view us. - Vicki Mize, United Way of Tarrant County, Arlington, TX

This process required staff to make quality assurance a priority, which is essential to our growth as a 2-1-1 center and as professionals as well. We are a higher quality service because of our participation in the accreditation process. - Burrie Williams, Asst. Director, United Way 2-1-1 & Volunteer Center, United Way of Dane County, Madison, WI

AIRS Accreditation gave our staff and board of directors a feeling of pride and accomplishment and the process resulted in better services for the community we serve. - Karen Zangerle, Exec. Director, PATH Inc., Bloomington, IL

The process allows I&R organizations a systematic way of analyzing and evaluating their operations in ways that they have not previously thought of. - Faed Hendry, Manager of Training & Outreach, Findhelp Information Services, Toronto, ON
Interface Children & Family Services has provided information and referral services for nearly 40 years in Ventura County, California, beginning as the HelpLine program and evolving into 2-1-1 Ventura County, the first 2-1-1 to launch in California in 2005. 2-1-1 services are available 24 hours a day, 7 days a week, with assistance available in five languages through bilingual 2-1-1 Call Specialists, and an additional 140 languages through tele-interpretation.

2-1-1 Ventura County has steadily developed services to provide the best possible assistance to callers in need, ranging from VITA appointment setting in order to maximize Earned Income Tax Credits for local families to providing incident specific information during disaster. 2-1-1 Ventura County is also proud to support multiple fellow 2-1-1 services through call handling, currently providing 24/7 call handling for 14 counties and after hours call handling to three additional counties. In 2013, 2-1-1 Ventura linked approximately 20,000 Ventura residents and 120,000 residents in other counties with services to meet their needs.

2-1-1 Ventura County is a program of Interface Children & Family Services in partnership with United Way of Ventura County and First 5 Ventura County. Interface Children & Family Services is a multi-service organization addressing the needs of families through five core program areas: mental health, youth and family strengthening, family violence intervention, 2-1-1 information and referral, training and technical assistance.
In 1982, a public-private partnership was formed by the Volunteer Center of Sonoma County, United Way of the Wine Country, and the County of Sonoma Human Services Department to establish a county-wide Information and Referral call center. After 27 years of increasing demand, the “211” service model was adopted in 2009. With the launch of 211 Sonoma County, call volumes increased 33% that year and this rate of increase has remained constant.

Last year 211 Sonoma County responded to 13,528 Information and Referral calls and delivered 17,182 referrals. The www.211wc.org website, which provides direct access to the underlying service and referral database, hosts more than 84,000 visits and data searches by the public annually. The bilingual Call Center staff assists families in applying for SNAP food benefits, connects callers with volunteer Tax Assistance appointments and serves as website navigators for other services.

211 Sonoma County is the area’s “go-to” resource when people require compassionate help. Individuals receive rapid, high-quality needs assessments and referrals for services. Organizations provide services more efficiently and use 211’s rich data sets for effective and targeted planning. In Sonoma County, 211 links people in need with solutions.

We are thrilled to have achieved our very first AIRS Accreditation in July 2013!
As with most 211s across North America, we began as a small resource for information and referral within our county. In 1941 a Directory of Social and Health Agencies was first published, providing a list of Sacramento services. This continued on until the 1970’s when a comprehensive information call center was established to handle increasing phone requests. Our name progressed from Community Information Center to River City Information Center to InfoLine Sacramento in the 1990’s. In 2008, we officially became 2-1-1 Sacramento.

In July 2013, 211 Sacramento – Community Link Capital Region received AIRS Accreditation!
The Crisis Center of Tampa Bay (CCTB) is a private non-profit agency in Tampa Florida that has been providing social, medical and behavioral health services to residents of Hillsborough County and the surrounding area for over forty years. A significant hallmark of the agency’s mission is to bring help, hope and healing to people facing serious life challenges or trauma through effective intervention, treatment and postvention services.

In keeping with the Crisis Center of Tampa Bay’s mission and vision and its emphasis on trauma-informed, client centered care, 2-1-1 & Suicide Prevention Services (2-1-1) has enhanced its service platform and supports a full-service contact center. Most markedly over the last six years, clients have been presenting needs that are more complex requiring more care and attention from our 2-1-1 Intervention Specialists. Unresolved trauma issues are the root causes of many adverse situations our clients find themselves in. After identifying and substantiating the need to enhance our services, 2-1-1 expanded the ways in which people in need can connect to services. In addition to calling 2-1-1 24/7, persons in crisis can connect via Instant Messaging/Chat, Text Messaging as well as email. Clients requiring more care are referred to one of our specialized 2-1-1 Care Coordination services (Telephone Reassurance, early childhood development, and suicide prevention) for short-term care management including an opportunity to complete a face-to-face action plan.

2-1-1 is currently handling around 120,000 contacts/year connecting the majority of the inquirers to one or more of the over 3,500 community resources listed in the comprehensive database. Additionally, 2-1-1’s Care Coordination programs provide care management services to close to a thousand households each year.
Switchboard of Miami is a private nonprofit organization that counsels, connects and empowers people in need. The organization provides comprehensive telephone crisis counseling, suicide prevention and information and referral services 24 hours a day, 7 days a week, and 365 days a year. The agency, in operation since 1968, also offers counseling services, developmental screenings for children and development programs for high-risk youth and their families. Switchboard also provides a telephone reassurance program for seniors to prevent loneliness and maintain their well-being.

**HELPline Contact Center:** With more than 15 specialty lines, last year Switchboard answered nearly 163,000 phone calls and provided more than 152,000 referrals to help individuals connect to local organizations, and provided counseling more than 47,000 times to those seeking support or dealing with a crisis.

**Seniors Never Alone Program:** Reaching nearly 900 seniors annually, this telephone reassurance program promotes mental health for seniors in Miami-Dade and Monroe Counties.

**Suicide Prevention Department:** Switchboard offers various levels of suicide prevention and intervention training to the public and professionals.

**Youth Development:** We provide a variety of evidence-based programs designed to help youth make better life choices to prevent drug abuse, early pregnancies, sexually transmitted diseases, teen violence and more.

**Help Me Grow:** This program is designed to identify children at risk for developmental or behavioral concerns, and connect them with community-based programs for health and developmental services.

**Family Counseling Services:** This division provides specialized mental health services in areas including infant mental health, sexual violence intervention, violence prevention education, care coordination and family therapy. We also offer individual, group and/or family therapy, children’s case management, outreach education as well as psychological testing and evaluation.

**2-1-1 Helpline of the Keys:** This confidential 24-hour information, referral and crisis intervention hotline, is available for Monroe County residents by dialing (305) 296-HELP (4357) or 2-1-1.
United Way 2-1-1 of Greater Atlanta

United Way of Greater Atlanta started and pioneered the very first 2-1-1 Information & Referral service in 1997. We are often called to help with training and logistics from other 2-1-1’s nationwide. As a result there are now 243, 2-1-1 centers nationwide. We offer superior I&R services to Metropolitan Atlanta, surrounding counties, as well as after-hour service for other I&R services and 2-1-1’s in Georgia.

United Way 2-1-1 of Greater Atlanta transformed within the last three years from an Information and Referral Call Center to a full service Contact Center. Leadership moved our Contact Center to the forefront by interfacing with citizens through current and multiple social media methods, which include Facebook, Twitter, Pinterest, and Google Plus. Our service features individualized web searching, the ability to email and text referrals, Live Chat and a 2-1-1 Contact Center App for public use through smart phones. Our E-Service component has helped us communicate with millennials and the disabled population.

United Way 2-1-1 of Greater Atlanta is continuously invited to the table for possible collaborative and or partnership opportunities. Our ability to offer first class case management services is a uniqueness on its own. We teamed up with the corporate, government and non-profit sectors on multiple projects that have helped strengthen our community.

The Atlanta 2-1-1 staff has a wealth of experience and talent among our team members and has been noted as “Working well together to achieve a common goal”. What is even more remarkable is the fact that 99% of our team, started out as a Call Center Agent. Our team supports each other through challenging times. We are viewed as an icon that saves lives! 2-1-1 of Atlanta has been quoted as the team that "Walks the Talk" with the great work that we are doing!
United Way 2-1-1 South Central Indiana is the 2-1-1 service provider for 9 counties in South Central Indiana. UW2-1-1SCI has been offering I&R services since the early 1980’s and has serviced the community with the 2-1-1 dialing code since 2001. In addition, UW2-1-1SCI schedules VITA appointments and School Supply registrations through our 2-1-1 line. We also oversee the collaborative Holiday Registrations through a different line.

In partnership with the Indiana 211 Partnership, we have secured an IN211 statewide contract to conduct pre-screenings for eligibility of SNAP benefits as well as Health Insurance.
211 United Way of Howard County in Indiana has been providing Information and Referral services to area residents for over 40 years and officially became the regional 211 provider 12 years ago. Serving 5 counties, our center of 5 dedicated staff members handled 18,000 calls and 1700 walk in clients in 2013. We also had our share of disaster response with a flood in June, a tornado that affected over 400 buildings in November and a blizzard in December 2013. Somehow we managed to help steer our community through to recovery. We remain involved in our Long Term Tornado Recovery Committee daily working to find ways to meet extraordinary needs created by the disaster. Our client focused approach gives us a reputation for bringing hope to our clients and helps to achieve our mission of increasing the capacity of people to care for one another.

We maintain many partnerships with community organizations and screen for private funders that allow us to fill gaps in services. Our screening service helps with unmet needs such as utility deposits, prescriptions, gasoline, work equipment and educational expenses. We coordinate our local Food Pantry Network, the Letter Carrier’s Food Drive and participate in the statewide initiatives for health care, housing and SNAP outreach. We hope to establish a special diet section in all area pantries to meet the needs of pantry users and improve the health of the community at large by the end of 2014. In 2013, we screened over 9,000 callers for food stamp eligibility and made referrals to SNAP helping our most vulnerable citizens become food secure. Our efforts address the need for food and respond to the #1 need expressed by our callers. We also act as a volunteer information center, brokering workplaces, families, schools and individuals that want to volunteer with agencies looking for volunteers. We also coordinate the area’s largest volunteer effort “Day of Caring” that completes 30 projects and involves 400 plus volunteers annually.
Connect2Help was the eighth agency accredited by AIRS and now provides 2-1-1 services for 24 Central Indiana counties stretching between the Ohio and Illinois state borders. In 2013 we answered over 279,000 calls and we take pride in how these calls change lives and promote self-sufficiency. Our documented outcomes show that, of those who followed up on the referrals they received from our Specialists, 77% reported that their situations had improved. In 2013, Connect2Help joined forces with 2-1-1 agencies throughout the state of Indiana to survey and assess our callers for SNAP (food stamp) eligibility and to clarify health insurance options during the open enrollment period of the Affordable Care Act. We believe that both ensuring that our callers are aware of their options, and educated on accessing benefits for which they may be eligible is a part of our mission.

Connect2Help, located in Indianapolis, was first accredited by AIRS in 2002 and is the largest 2-1-1 in the state of Indiana. Our agency also answers calls for an additional 6 other Indiana 2-1-1 centers, comprised of 54 counties, during weekends, holidays and overnights. We offer new Specialists an initial 200 hours of training, which is a mix of lecture, classroom work, roll play, and closely supervised call taking along with monthly continuing education.
United Way 211 of Central Iowa provides information and referral to all community, government, and social services in the Central Iowa area.

Service is provided 24 hours a day, 7 days a week, by trained and certified staff with support in multiple languages available.

United Way 211 is a partnership of the United Way of Central Iowa and the American Red Cross of Iowa, with the goal of ensuring that all residents of Central Iowa have easy access to information and referral services. The service makes it easy for callers to find assistance, guidance, details and other detailed information regarding the services they need.
Founded in 1970, Gryphon Place has a long history of serving people in need in South West Michigan. Lead by Executive Director Maricela Acala, Gryphon Place provides information and referral services, crisis intervention, suicide prevention and mediation services. In 2003, Gryphon Place first partnered with our local United Way to provide 211 services to Kalamazoo County. Gryphon Place received our initial accreditation from the Alliance of Information and Referral Specialists in 2006.

An experienced and dedicated staff oversees the call center operations at Gryphon Place. The call center management staff includes; Bob Tonander 211 Program Manager, David Grooves Technology Resource Data Manager, Sarah Mann Resource Specialist, and Linda Tokarski 211 Resource Data State Support. We are proud to be an AIRS accredited agency and look forward to continuing our work as part of this important organization.
Heart of West Michigan United Way 2-1-1 is a free health and human service “hotline” that connects callers to more than 2,900 distinct services (food, housing, utilities, health care and many more services) in Kent County.

2-1-1’s extensively trained and certified staff members offer help to people in need 24 hours a day, 7 days a week. Started in 1965 as First Call for Help. In 2002 the name was changed to 2-1-1 and has been accredited by Alliance of Information and Referral Systems (AIRS) since 2005.

In 2013, United Way 2-1-1 answered over 63,000 calls with more than 35% of these calls being for basic needs:

- 13,759 housing and utility
- 4,874 food assistance
- 2,646 health care
- 747 transportation assistance
- In 2013 our online resource database received over 7,000 visits.
- There are 2,243 programs listed in the community resource database.

Heart of West Michigan United Way 2-1-1 staff works to define the community’s greatest needs and works with other nonprofits to fill gaps in services. The Kent County Basic Needs Report provides agencies and elected officials a snapshot of the requests received by United Way’s 2-1-1 Program for food, health, housing and utilities.
United Way for Southeastern Michigan 2-1-1 is committed to demonstrating CARE, providing HELP, and offering HOPE to people who come to us for assistance. Our Community Care Advocates respond to callers with compassion, connecting them with people and resources to build healthy, safe communities. Through the process of finding solutions, we empower individuals with knowledge and the assurance that there is hope and help for people in need.

Our 2-1-1 is a multi-lingual, comprehensive information and referral service available 24 hours a day, 7 days a week, 365 days a year. The coverage area includes the counties of Lapeer, Macomb, Monroe, Oakland, Washtenaw and Wayne, which represent just under 50% of the population of the state of Michigan.

Our database contains more than 1,500 distinct services provided by 2,000 agencies. Those agencies offer access to more than 12,000 programs, including housing and utility assistance, school-related programs, senior care services, medical and prescription assistance, credit counseling and mortgage foreclosure assistance.

We are incredibly proud of our staff and our ability to represent and care for the community of Greater Detroit and the southeastern Michigan region!
United Way 2-1-1™ in Minneapolis is a service delivered by Greater Twin Cities United Way (GTCUW), covering 39 counties in Minnesota, 3 counties in western Wisconsin and 1 county in South Dakota. This contact center covers all but 11 of 91 counties after-hours and weekends. The contact center operations are delivered by Ceridian, as a vendor for GTCUW.

It is a comprehensive I&R 2-1-1 service, 24/7 and multi-lingual. GTCUW has been delivering I&R services since 1948, became First Call for Help in 1977 and became 2-1-1 in 2002. In 2013 United Way 2-1-1 answered over 280,000 calls and made over 350,000 referrals.
The Mississippi Department of Mental Health (DMH) certifies, provides and/or financially supports a network of services for people with mental illness, intellectual/developmental disabilities, substance abuse problems, and Alzheimer’s disease and/or other dementia. It is our goal to improve the lives of Mississippians by supporting a better tomorrow...today. The mental health service delivery system is comprised of three major components: 1) state-operated programs, 2) regional community mental health centers, and 3) other nonprofit/profit service agencies/organizations. DMH directly operates four behavioral health programs, one mental health community living center, one specialized program that serves adolescents with mental illness, five programs for persons with intellectual and developmental disabilities, and one specialized program that serves adolescents with intellectual and developmental disabilities. The programs serve designated counties or service areas and offer community living and/or community services.

The Office of Consumer Support (OCS) is responsible for providing assistance to individuals receiving services and their families to resolve grievances related to access to services and service provision, providing education regarding the rights of individuals receiving services, and responding to general questions concerning services for individuals with serious mental illness, intellectual/developmental disabilities, and substance use disorders. OCS can provide information about services offered by DMH and DMH certified community service providers. Information is available 24 hours a day, 7 days a week.
2-1-1 WNY is an accredited 2-1-1 providing Information & Referral to 7 counties of WNY. We are available 24/7 and are always prepared to “ramp up” and handle calls during a disaster/emergency.

2-1-1 WNY is the entry point for multiple hotlines including The Holiday Partnership where people call 2-1-1 to find out where to get toys for their children at Christmas. We provide after hours services for a variety of agencies, as well.

Specialized databases are one of our areas of expertise. We currently have developed and maintain a database/website with information specifically for people with a developmental disability DD InfoLink (www.ddinfolink.org), WNY New Start (www.WNYNewStart.org) which is information specifically for people who have recently been or are about to be released from prison as well as the Pregnancy and Early Parenting Directory for people who are pregnant or have recently had a baby. These can all be accessed by going to our main website www.211wny.org.

2-1-1 WNY is a program of The Olmsted Center for Sight which is located in Buffalo, NY. We also have an additional location in Batavia, NY.
2-1-1/LIFE LINE provides 24 hour information & referral and crisis/suicide intervention services to the Finger Lakes community in New York State and has been in operation since 1973. Dialing access for 2-1-1 was implemented in 2005, making 2-1-1/LIFE LINE the first operating 2-1-1 center in NYS. Located in Rochester NY, 2-1-1/LIFE LINE serves as the hub site for the 2-1-1 Finger Lakes Region, providing coverage to 13 total counties with a population of over 1.5 million people.

We maintain a database of over 6,000 community programs, enabling us to provide a wealth of information to people in our community in need of connections to health and human services organizations. In 2013 alone, our highly trained professional staff responded to over 131,000 contacts via telephone, live chat, and email.

In addition to AIRS Accreditation, 2-1-1/LIFE LINE is also accredited by the American Association of Suicidology as a crisis center, and our Live Chat service is accredited by Contact USA.
The NC 2-1-1 Asheville Center, a program of United Way of Asheville and Buncombe County, received its third consecutive award of accreditation from AIRS. The NC 2-1-1 Asheville Center provides information and referrals to nonprofit and governmental health and human service organizations in Buncombe, Henderson, Madison, McDowell, Polk, Rutherford, and Transylvania counties in North Carolina.

In addition to this latest certification, the NC 2-1-1 Asheville Center was recognized for best practices in the three areas listed below. These will be added to the AIRS I&R ToolKit, a resource that features Best Practices from AIRS accredited agencies.

• A form to record success stories allows referral specialists, with a caller’s permission, to capture call details for use in future training and referrals.

• The center’s Performance Evaluation Form was recognized as well-organized and providing means for qualitative measures including professional development goals.

• The advisory board, which includes representatives from the seven counties served, participates in mystery calls to 2-1-1 agents. The mystery calls provide the advisory board a better sense of services provided and feedback from the calls help to improve services.
First Call For Help, Inc. began services in 1984 and became incorporated and a 501©3 in 1987. Since 1987 we have expanded our service area and the services we provide many times. Our Mission: To promote health and wellness in people and the community by providing exceptional behavioral healthcare and information and referral services.

FCFH currently offers the following services:
- 211 - Information and Referral (I&R)
- Crisis Hotline
- Emergency Mental Health Assessments
- Crisis Stabilization Unit (CSU)
- Outpatient Psychiatric & Substance Abuse Services
- Teen Line
- Ohio Problem Gambling Helpline

We employ 48 professionals, such as LSW, LPCC, RN, LPN, SWA, 4 psychiatrists, and 1 psychologist. Thirteen staff hold CIRS certification and above. FCFH holds accreditations by AIRS, CARF, and ODMH/ODADAS.
In 2013, our 30 Information and Referral Specialists responded to nearly 280,000 calls, and our 5 Community Resource Specialists maintained a database of than 3,000 agencies. United Way of Greater Cleveland’s 2-1-1 services are now available to more than 2 million people living in a nine-county area (expanding to a 15-county area by the end of 2014).

Our 2-1-1 is proud to serve as the central point of information for health care, tax preparation assistance and the ADRN (Aging and Disability Resource Network) and we partner with a number of organizations to provide specialized assistance on educational initiatives, fatherhood and re-entry services. In November of 2013, we launched our Help2Veterans line, employing veterans to help veterans navigate community services.

- 18,000 tax assistance calls handled during the 2014 season. 9,000 tax appointments scheduled.
- More than 6,000 veterans assisted since our Help2Veterans programs launched in November, 2013.
- In 2013:
  - Nearly 60,000 calls for housing.
  - Nearly 17,000 calls for health care.
  - Nearly 30,000 residents age 60 and older served: a 12% increase from the prior year.
United Way of Greater Cincinnati 211 has operated as a full service 211 connecting people to needed services 24 hours a day, 7 days a week since launch in February of 2003. Our 211 service received original national accreditation through AIRS in 2007. This year marks our 11th Anniversary as a comprehensive 211. United Way of Greater Cincinnati has had a help-line service since 1976 and has been in the I&R industry serving community needs for 37 plus years. We have grown through the years and currently reach 25 counties across 3 states (Kentucky, Ohio and Indiana) serving a total population of over 3,171,789.

Counties covered include in Ohio: Butler, Brown, Clermont and Hamilton. Kentucky: Boone, Bullitt, Campbell, Carroll, Grant, Henry, Jefferson, Kenton Nelson, Shelby, Spencer, Oldham and Trimble. Indiana: Clark, Dearborn, Floyd, Harrison, Ohio, Ripley and Switzerland. A vendor partnership was established in 2010 with Metro United Way Louisville. Under this partnership, United Way of Greater Cincinnati 211 is a full service 211 (24/7) for their designated 13 counties (9-Ky, 3-Indiana).

United Way of Greater Cincinnati 211 is a well known and credible primary connection for information and referral. We continue to work closely with numerous community partners on many fronts to help ensure consumer connection to needed human services, while focusing on improving the quality of lives and our community and increasing efficiency within the human delivery system. We help people learn, grow, aspire, and live their best lives and work to achieve BOLD GOALS in our region in the areas of education, income and health that will advance the common good for all in our community.
Scioto Paint Valley Mental Health Center is a private, non-profit organization certified by the Ohio Department of Mental Health and selected programs are accredited by CARF and ODADAS (Ohio Department of Alcohol and Drug Addiction Services). We have an Executive Director, Matt Markley, and a governing Board that consists of members from each county we serve in our catchment area—Fayette, Ross, Pickaway, Pike and Highland. We also have our Leadership Team that consists of 2 Associate Directors, Compliance Officer, Financial Officer and our Technician Specialist.

Our staff of over 200 plus contracted personnel is comprised of psychiatrists, social workers, counselors, nurses, mental health technicians, Crisis Center/2-1-1 paid staff, volunteers, students, and support staff.

The Crisis Center was operational in 1978 and through the years has always provided information and referral as part of its services. In May 2002 we were designated the 2-1-1 center for our five-county ADAMH Board district. We are the health officer for our five-county catchment area providing 24/7 crisis intervention services with a backup system of licensed therapists. We have walk in and phone services 24/7 for both our information and referral service—2-1-1 and crisis intervention at the Crisis Center in Chillicothe. We have the privilege of working with area universities that allow their students to do their practicum hours and internships at our Crisis 2-1-1 Center. We serve in the rural Appalachian area of Ohio and to assist the goal of Ohio AIRS providing 2-1-1 services in all 88 counties in Ohio we have added Jackson County to our service area.
The Region of Peel is a municipal government serving more than 1.3 million people and approximately 88,000 businesses in the cities of Brampton and Mississauga and the town of Caledon. The Region of Peel has always strived to achieve what is good for our community – delivering services that contribute to the quality of life, health and well-being of our residents.

The Region of Peel takes 211 calls for both Peel Region and Dufferin County. We are part of a province-wide system that makes 211 accessible to all of Ontario; 24 hours a day, 7 days a week, 365 days a year in over 150 languages. As one of seven 211 service providers across Ontario, we are proud to be part of a system that connects not only our residents, but all residents in Ontario, to the resources and services they need.
Established in 1974, Information Niagara is a standalone, non-profit, charitable community information centre serving Niagara. It is governed by a volunteer Board of Directors. Information Niagara is a member of InformCanada and the Alliance of Information and Referral Systems (AIRS).

Information Niagara is a multi-service agency operating three main programs: Information and Referral, Volunteer Connections and Interpreters Niagara/Hamilton.

Information Niagara is one of the seven 211 Service Providers in Ontario who form the backbone of the service delivery system for the entire province. The 211 system in Ontario is governed by the 211 Ontario Services Corporation who is responsible for providing funding to the seven organizations from the Ontario government. We work together to develop and build out the 211 system pieces like common databases etc.

Last year Information Niagara’s 211 program expanded to serve a population of 2.3 million people in eight other communities. It is now the second largest 211 provider in Ontario after Toronto. Today we are the Public Inquiry line for the Niagara Region, Brantford and Wellington County in times of emergencies. Work is ongoing in our other communities to build awareness of who we are and what we can provide.

In our community of Niagara we are the only comprehensive information and referral organization (211). While one can say that every organization does some I&R, they depend on our online database of 3,000 records and programs for their information. We have a good relationship with many organizations in the delivery of information.

In 2013 the organization had a total revenue of 1.2 million to operate its 3 programs. This is done with a total of 12 FTE staff and 2 contract individuals. Funding is received from the Ontario Government, The Ministry of Citizenship and Immigration, Niagara Region, United Ways and Fee for Service activities. Information Niagara has a very strong committed board of 10 individuals and a long serving Executive Director who has worked at the agency for 35 years.
The United Way Association of South Carolina SC 2-1-1 Call Center has been in operation since 2000, and is a proud member of the AIRS family.

2-1-1 is an easy to remember number that connects people with important community services to meet everyday needs and the immediate needs of people in crisis.

All SC 2-1-1 Information & Referral Call Specialists are AIRS CRS and/or CIRS Certified or on track to become certified. Multilingual agents are also available to assist callers that do not speak English.

In addition to being an information and referral resource, SC 2-1-1 operates the DSS Supplemental Nutrition Assistance Program/Family Independence customer service line and the DHHS Medicaid or Healthy Connections customer service line.

SC 2-1-1 is free, confidential and available 24 hours a day, 365 days a year. SC 2-1-1 is also accessible online by visiting www.sc211.org.
Heart of Texas Region 2-1-1
Heart of Texas Council of Governments

Program: 2-1-1 Texas Program, Texas Information and Referral Network

Funded by: Texas Health and Human Services Commission

Heart of Texas Region Staff: 6 (Director, Manager and 4 Information Specialists)

Service Area: Bosque, Falls, Freestone, Hill, Limestone, and McLennan Counties

As a result of our work at the Heart of Texas Region Area Information Center (AIC), more than 57,000 callers receive resources through the 2-1-1 Texas helpline. 2-1-1 is a toll-free number answered by trained professionals who can listen and help. Utilizing a database of regional resources, callers are matched to the appropriate agency that can assist them with solutions to issues before they become overwhelmed. 25 centers make-up the Texas Information and Referral Network and in 2013, the network received more than 3.2 million calls. Heart of Texas Region 2-1-1 answered 57,513 calls in fiscal year 2013. An additional 4,640 “after hour” calls were taken by the Gulf Coast Region AIC, with a total of 62,153 calls from our 6 county region that were handled

Local Products: Guide to Helpful Resources and Information, a resource guide for both social service professionals and the general public.
2-1-1 Texas/United Way Helpline

2-1-1 Texas/United Way Helpline is the largest by call volume information and referral (I&R) service in the nation and provides a critical link to vital social service resources for people throughout the state of Texas. The Helpline began in 1947 and is the oldest helpline continuously operated in the United States. In 1972, a partnership with a local non-profit organization provided 24/7 coverage with services available in more than 140 languages. 2-1-1 Texas/United Way Helpline first obtained its accreditation in 2000 and successfully renewed its accreditation status in 2007 and 2013.

The Helpline went “live” with the 2-1-1 dialing code in October 2002. Serving the 3rd largest community in the U.S., 2-1-1 Texas/United Way Helpline assisted more than 935,000 people in 2013. Since 2003, 2-1-1 Texas/United Way Helpline has provided resources and information to more than 6,360,000 callers, representing a 1000% increase in calls.

The Community Resource Database contains resources for almost 20,000 services about vital social service resources. The top 5 requests for services have not changed much during the Helpline’s operation. Many callers seek assistance with utility bill payment, rental assistance, health services, homeless shelters/housing, and food programs.

2-1-1 Texas/United Way Helpline strives to implement best practices and consult with many 2-1-1s around the country to improve operations.

2-1-1 Texas/United Way Helpline provides enhanced I&R services for:
• Seniors and/or caregivers of persons 60 years of age and older
• Veterans/Military families
• Family financial security services (THRIVE)

As the needs of the Houston community grow, so does the Helpline’s capacity to serve. In order to effectively meet our goals, United Way of Greater Houston is expanding the current facilities for the 2-1-1 Texas/United Way Helpline. This expansion will ensure that we remain a reliable source of information and referral to safety net social services in the community.
The 2-1-1 Golden Crescent Area Information Center is an Information and Referral program of the Texas Information and Referral Network and the Golden Crescent Regional Planning Commission. The Golden Crescent area is comprised of seven counties in rural southeast Texas. 2-1-1 Texas is a state wide Information and Referral system of the Texas Health and Human Services Commission. Our center was designated as an Area Information Center in January 2001. We became an official 2-1-1 in January 2004 and obtained our first Accreditation in July 2008. We are a small call center with an annual call volume of 33000 in 2013. We are active in our community and strive to help build awareness, encourage, promote and assist in establishing new agency programs and services within our region.

Currently we participate in board memberships of our Homeless Coalition, Disability Coalition, Area Health Alliance and the mental health provider’s advisory committee. We also have relationships with our Veteran Affairs Clinic, Veteran of Foreign Wars, and the Texas Veterans Commission. We work closely with the Emergency Managers for each county in our region as well as participate in the Voluntary Organizations Disaster Group.

The Accreditation process was rigorous and challenging, yet we are grateful for the experience. For us, the Accreditation process was an opportunity to get back to the basics and reorganize the details of our operations to better fit the ever evolving world of Information and Referral.
2-1-1 Southeast TX is Hardin, Jefferson, and Orange Counties' connection to thousands of Community Services -- for possible answers to Life Difficulties.

Dialing the 2-1-1 Help Line is a free, confidential call, available 24/7, all year long, putting you in touch with trained call technicians who help uncover your total needs, and make the most of matching those needs to services available on federal, state, and local levels.

Call 2-1-1 for difficulties in everyday life and in times of disaster. We connect you to services providing possible assistance for everyday basic human needs and thousands of other needs for anyone of any age.
CrisisLink is a local non-profit organization serving Virginia and the DC Metropolitan area since 1969. We provide immediate crisis intervention through our 24/7 crisis, suicide prevention, and information/referral hotline at (703) 527-4077. Our call center is part of the National Suicide Prevention Lifeline Network, answering 1-800-273-TALK as well as 1-800-SUICIDE. We are accredited by the American Association of Suicidology as well as the Alliance of Information and Referral Systems. We handled over 43,000 calls in FY2013 between our inbound and outbound call services. Approximately 15-20% of callers report having thoughts of suicide.

We count on a team of over 100 extensively trained volunteer crisis hotline workers, who assess callers for risk of harm to self or others, deescalate crises, identify callers’ needs, and connect callers with information and referral services. We provide education as to how a caller can help someone else who is in crisis, and we can make outbound calls to those who may need help, including people who request referral advocacy assistance. Through our CareRing program we make free, daily “check-in” phone calls to people who are living alone, aged, disabled, or chronically ill. CareRing keeps minor issues from escalating into major emergencies. CrisisLink’s LOSS Team provides immediate support in the aftermath of a suicide tragedy for survivors on the scene or within days of the occurrence.