The AIRS Accreditation Program is the only credential specifically geared for programs engaged in the specialized field of I&R. It measures a program’s organizational compliance with expected practices within the field as defined by the AIRS Standards and Quality Indicators for Professional Information and Referral.
# AIRS ACCREDITATION YEARBOOK

## 211 Arizona
- 211 Arizona
- Solari, Inc.

## 211 Brevard
- 211 Brevard

## 211 Gateway Services
- 211 Gateway Services
- Crisis Center of Tampa Bay

## 211 Helplink
- 211 Helplink
- United Way of Greater Cleveland

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## 211 Texas Permian Basin
- 211 Texas Permian Basin
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## Heart of Texas 211
- Heart of Texas 211
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The 211 Arizona Information and Referral Services program was founded in 1964 as Community Information and Referral Services and incorporated as a private, nonprofit 501(c)(3) organization in 1979. In 2017, Solari, Inc. acquired the program.

211 Arizona Information and Referral Service operates 24 hours per day, seven days per week and every day of the year. Live-operator service is available at all times in English, Spanish and assistance is available in other languages via an interpreter service.

211 Arizona operators will help individuals and families find resources that are available to them locally, throughout the state, and provide connections to critical services that can improve — and save — lives.
From hello to help, 211 Brevard provides immediate assistance and connects people to community resources in times of personal, financial and community crisis. Serving a community of more than 600,000 residents, trained specialists are available 24/7 when people call or text. In the most recent fiscal year, they managed almost 65,000 calls and more than 7,000 text encounters. In addition to the helpline, 211 Brevard has programs that serve veterans, families with young children, people who are homeless are at risk of homelessness, people with addictions and people with medically related needs.

The nonprofit traces its roots to the early 1960s and has provided telephone-based support since 1968. About 20 years ago, 211 Brevard became the first agency in Florida and the seventh in the United States to adopt the 211 dialing code after its approval by the Federal Communications Commission.
Formerly known as 211/Suicide Prevention, Gateway is the sole provider of suicide hotline services in Hillsborough County and 24/7/365 crisis intervention and Information and Referral (I&R). Gateway provides information through phone, web, and text/IM Chat. Intervention Specialists are educated on servicing community needs by developing skills that meet agency standards to address the diverse needs of callers. Specialists provide immediate and confidential short-term crisis and suicide intervention, and (I&R) to over 2,600 human services available in Hillsborough County and surrounding areas. Including resources for housing needs, health, substance abuse issues, depression, suicide, teenage issues, veterans issues, parenting help, disaster assistance, legal affairs, and financial support.

Built on national models, the Crisis Center utilizes care coordination as the central component of an effective system of care for individuals and families with complex needs.

Gateway also addresses callers in high levels of crises and suicidal behaviors using standardized practices established nationwide by Living Works, Inc. The Crisis Center is licensed by the Department of Children and Families (DCF) as a service provider for substance abuse. The National Clearinghouse for Alcohol and Drug Information (NCADI) selected the Crisis Center via the Gateway as the statewide access point for information and referrals for callers in need of alcohol and/or drug treatment.
United Way of Greater Cleveland’s 211Helplink serves four counties and covers 1.5 million people in Ohio. 211Helplink provides free and confidential 24-hour access to compassionate professionals who will review options for help, develop a plan and act as advocates if there are barriers to services. 211Helplink even has dedicated phones inside local libraries so that patrons have access to 211HelpLink.

211Helplink’s Accountable Health Communities program screens patients at several partner clinical sites in Cuyahoga County to identify and address social needs in specific patient populations. 211Helplink’s Clinic to Community Linkage built interoperability between electronic health record systems and 211Helplink software, enabling clinical providers to send diagnosis-based patient referrals directly to 211Helplink.

Cuyahoga County Board of Health and 211Helplink partnered together during the Covid-19 pandemic to provide vaccine access information to residents. 211Helplink also has a partnership with the Cleveland Department of Public Health providing their patrons with community resource navigation. The Problem Gambling Helpline for the State of Ohio is answered by 211Helplink Community Resource Navigators. Navigators provide encouragement, support and connection to treatment options. Service is available by phone or chat 24 hours a day, every day.
211 Miami is a program of Jewish Community Services and is the leading expert in suicide prevention and I&R in Miami Dade and Monroe counties. 211 Miami consists of a team of over 50 staff, interns, and volunteers of all diverse backgrounds that mirrors the diversity seen in South Florida. 211 Miami is a 24/7 contact center that primarily answers calls in English, Spanish, and Creole. In 2020, 211 Miami answered 141,504 calls, texts, and chats.

211 Miami is proud to be a part of the 211 family and continues to raise awareness and help those in need. 211 Miami is happy to have completed their third AIRS re-accreditation this past year.
211 Northwest Florida originated from a “First Call For Help” resource established by what was then United Way of Escambia County in September 2004. United Way of Escambia County recognized the value of a dedicated human services resource line and therefore plans to develop a 211 began. Expanding to serve eight counties in Northwest Florida, 211NWFL achieved its first AIRS accreditation in 2012. Small but vigorous, the team has persevered through multiple hurricanes, tornadoes, floods and a pandemic to serve the citizens of Northwest Florida.

United Way of Escambia County became United Way of West Florida in 2019 and continues to host 211NWFL, along with financial support from United Way of Northwest Florida.
211 Sacramento, a program of Community Link Capital Region, is a free confidential information and referral service that is available 24 hours a day, seven days a week.

Assistance is available in multiple languages, and services are accessible to people with disabilities. Call Specialists speak: Spanish, Hmong, Thai, Lao, Mien and English. Over 200+ additional languages can be assisted 24 hours a day via tele-interpretation. Utilizing a comprehensive computerized database of more than 1,600 nonprofit and public agency programs, trained information and referral specialists give personalized attention to each caller. Specialists can refer callers to a variety of service that best meet their needs.

211 Sacramento is funded by First 5 Sacramento Commission, Sacramento County Office of Emergency Services, Agency on Aging | Area 4, Goodwill Industries of Sacramento Valley & Northern Nevada, Sacramento Superior Court, Sacramento County Department of Human Assistance, Kaiser and generous contributions from the community.
For over 18 years, United Way of Laredo has been partnering with the Texas Health and Human Service to coordinate the 211 South Texas Region services as one of Texas’s 25 regional Area Information Centers (AIC).

The 211 Call Center is located in the United Way of Laredo, staffed with eight Community Resource Specialists who are committed to helping citizens connect with services they need. In the midst of providing comprehensive I&R services, South Texas Region has endured several disaster events like flooding, hurricanes, H1N1 and currently the worldwide COVID-19 pandemic.

United Way of Laredo/211 South Texas Region has been Re-Accredited twice through AIRS and would like to thank the Texas Information and Referral Network (TIRN), AIRS, their board of directors, and staff for their support.
Permian Basin Workforce Development Board (PBWDB) is the parent agency for the 211 Texas Permian Basin program and has provided oversight for the 211 program since 2007.

PBWDB and 211 Texas Permian Basin serve the seventeen counties of the Permian Basin.

211 Permian Basin has been very involved with the community by sharing up-to-date resources by phone, chat, website and events information through the 211 Community Calendar.

211 Permian Basin has been accredited by AIRS since 2009.
In 2001, the Texas Information & Referral Network (TIRN) designated the Heart of Texas 211 (formerly CareLink) as one of the 25 regional Area Information Centers (AICs). Heart of Texas 211 (HT211) covers the counties of Bosque, Falls, Freestone, Hill, Limestone, and McLennan. HT 211 is committed to improving the quality of life for those in need by providing advocacy, assistance, and access to appropriate resources like food, clothing, shelter, utility bill payment assistance, medical assistance, affordable childcare, eldercare, disaster relief, etc.

HT211 answers between 45,000 and 50,000 calls per year. HT211 maintains a public presence by attending many health fairs, general community meetings and routinely making public presentations to help educate the public and other agencies about 211.
CANHelp, (formally known as Hopkins County Community Action Network) a faith-based non-profit organization, was established in 2000 to provide assistance to Sulphur Springs, Hopkins County, and the Northeast Texas Region.

For nearly 20 years, CANHelp has provided I&R and advocacy services. Annually, they answer an average of 35,000 calls. In the height of the COVID-19 pandemic, they answered close to 60,000 calls.

Every service CANHelp provides upholds their core values of people, faith, integrity, excellence, and partnerships. CANHelp strives to change lives in their communities and to help guide people toward self-sufficiency.
211 Ventura County is a program of Interface Children & Family Services, a comprehensive social services nonprofit organization in Ventura County, California. Interface provides services in the following program areas: Domestic Violence and Child Abuse Prevention, Human Trafficking, Mental Health & Trauma Treatment, Justice Services, Youth Crisis & Homeless Services, and 211 Information and Assistance.

Interface has provided information and referral services since its inception in 1973 and launched 211 Ventura in 2005, making it the first 211 service to go live in the state of California.

Interface 211 also provides 211 contact center and/or 211 database management services to 39 additional counties.
211 VIRGINIA Central Region
United Way of Central Virginia
Lynchburg, Virginia

211 Virginia is a public-private partnership between the Virginia Department of Social Services and the Council of Community Services, United Way of Central Virginia, United Way of Greater Richmond and Petersburg and the Planning Council of Norfolk.

211 Virginia is a free confidential service available 24/7/365 throughout the Commonwealth of Virginia. Services are available in over 240 languages as well as the Virginia Relay for the Deaf via phone, e-mail, chat, web and text.

211 Virginia maintains a resource database of more than 5,500 agencies, with approximately 19,000 active and seasonal programs.
Missoula 211 is a program of the Human Resource Council, a community action nonprofit, based in Missoula, Montana. The Human Resource Council has been providing information and referrals to callers since 1988.

Missoula 211’s coverage area includes Missoula, Mineral and Ravalli Counties. Missoula 211 provides comprehensive Information & Referral services and also serves as a key access point for the local Continuum of Care (CoC).

Missoula 211 makes their resource database available to the public with the most current and comprehensive listing of community resources available locally.
232-HELP is a single destination agency providing information, education and referral services. Guidance and direct services are rendered as required.

232- HELP/211 exists to help those in crisis return to being healthy and productive members of the community and to empower and strengthen individuals and families by connecting those in need with community and social services that address their needs.
Central Michigan 211 is a comprehensive information and referral line, supporting nine counties in the lower central part of Michigan. Counties include Jackson, Hillsdale, Lenawee, Livingston, Shiawassee, Genesee, Clinton, Eaton, and Ingham.

Central Michigan 211 has been working in the sector of information exchanges and have been an integral part of the Jackson Care HUB CIE work.
Community Connection, founded in 1969, is an independent I&R and registered charity. Their work is focused on assisting vulnerable populations—people impacted by social determinants of health. Community Connection’s Community Navigators also provide homeless services navigation and is leading the implementation of the first Coordinated Access System for Simcoe County.

Community Connection is one of six integrated contact centres for 211 Ontario. While calls/chats/texts flow across multiple contact centres, Community Connection has oversight for data resources and community engagement activities for Central East Ontario, a rural region of 12 counties and 1.3 million residents. Community Connection participates in the 211 Canada Leadership Table, which in partnership with United Way Centraide Canada, successfully expanded 211 service to all of Canada in 2020.
Since 1943, Community Council of Greater Dallas has provided leadership in moving individuals and families from surviving to thriving. The Community Council of Greater Dallas aims to improve the quality of life by alleviating poverty, fostering independence and wellness, and connecting people to the resources they need.

As an integrated health and social services agency, Community Council focuses on individuals, families, older adults and caregivers, health and wellness, and information. Because of its infrastructure, resources, and experience, the Community Council is entrusted in problem-solving multiple socio-economic issues by addressing the community’s needs with efficiency, effectiveness, and innovation. As a result, the Community Council successfully empowers North Texans to attain an improved quality of life and strengthens the Greater Dallas community.
The Community Council was established in 1996 by United Way of South Texas to provide Health and Human Information and Referrals in the Rio Grande Valley. Since 2000, the Community Council of Rio Grande has been the designated Area Information Center (AIC) by the Texas Information and Referral Network, an agency of Health and Human Services in Texas. The mission of the Community Council of the Rio Grande Valley (CCRGV) is to promote the adequate and effective provision of needed health and social services. The Community Council offers a centralized, comprehensive, cross-category set of resources to individuals, families, groups and service organizations in Starr, Hidalgo, Cameron and Willacy Counties.

The vision of CCRGV 211, is to provide the community with trusted, accurate information 24/7 in more than 90 languages via a language line service and chat option since 2020.
FirstLink is a free, confidential service available to anyone 24/7/365 for listening and support, referrals to resources/help, and crisis intervention.

FirstLink answers the 211 helpline, the National Suicide Prevention Lifeline, and communicates via the text line 898-211. FirstLink provides these services across the entire state of North Dakota and parts of Minnesota.

Dial 211 or text your zip code to 898-211 from anywhere in our service area for confidential help and support.
Greater Twin Cities United Way (GTCUW) 211 provides free and confidential information about health and human services and other community resources, 24 hours a day, 7 days a week for 76 counties in Minnesota.

Community members can contact GTCUW 211 through their website, phone or text, and if needed, speak to a multi-lingual staff or utilize a Language Line interpreter. In 2020, GTCUW referred hundreds of thousands of people to critical information & services. GTCUW maintains a shared statewide database containing more than 40,000 resources. GTCUW is the largest of the 211 three contact centers operating in MN and facilitates sharing among these agencies.

In 2020, GTCUW 211 was proud to be accredited by AIRS for the third time.
In 1970, Gryphon Place was incorporated as a non-profit, and started a youth drug drop-in center. A Gryphon is a mythical creature that is often referred to as a “gatekeeper,” which is a person who can recognize when someone may be in crisis.

During the 1970s, Gryphon House started its overdose aid drug information line, which later became the helpline for crisis intervention and information & referral services. The helpline is still in use today as the crisis intervention line. and changed its name to Gryphon Place when it became a 24/7 operation.

Between 1980 and 2000, Gryphon Place experienced a significant amount of growth, becoming a suicide prevention center as certified by the American Association of Suicidology and implemented a youth suicide prevention curriculum in schools called The Gatekeeper Program.

Gryphon Place is part of the statewide 211 information & referral system, which connects people to a variety of resources, including housing or utility payment assistance.
Heart of West Michigan United Way’s 211

Heart of West Michigan United Way

Grand Rapids, Michigan

Serving the community for nearly 20 years, Heart of West Michigan United Way’s 211 connects people to thousands of services in 15 counties: Antrim, Barry, Benzie, Grand Traverse, Ionia, Kalkaska, Kent, Lake, Leelanau, Mason, Mecosta, Montcalm, Newaygo, Oceana, and Osceola.

HWMUW’s 211 helpline provides information on more than 1,000 agencies and 12,000 human services. Anyone in need can call to 211, live online chat, email, or text message 24 hours a day, seven days a week. In 2020, the center answered 67,897 calls and nearly 54,000 calls in the first six months of 2021.

The 211 team has been hard at work throughout the pandemic, responding to calls from people struggling with immediate needs—including many who had never sought assistance before. In partnership with the state and local health departments, 211 served as the state of Michigan’s COVID hotline and led the state’s vaccine hotline, answering more than 119,000 vaccine-related calls.

Always willing to lend a helping hand to our neighbors and friends across the country, the 211 team has assisted other call centers during natural disasters and crises, including the Flint Water Crisis, Detroit floods, and Hurricanes Irma, Maria, and Florence.
211 Big Bend is a nonprofit organization that has been serving Tallahassee and the Big Bend area since 1970. 211 Big Bend is available 24 hours a day to listen and provide emotional support, crisis counseling, suicide prevention, and information & referrals. You do not have to be in crisis to call, there is no eligibility criteria, and our services are free. They help you navigate through the maze of community services in a nonjudgmental manner.

Originally established as a program at Florida State University, the agency was incorporated as an independent 501(c)3 agency in 1976. The agency mission is to provide assessment, emotional support, crisis assistance, education, training, and referrals with accurate, up-to-date information.
LSS 211 Central Ohio (formerly HandsOn Central Ohio) serves as the local 211 provider in Central Ohio. For nearly 50 years, LSS 211 has connected people, local resources, volunteers, and service organizations to opportunity. LSS 211 is free, confidential, and available throughout Franklin County 24/7/365. With just one call, text, web chat, or mobile search, 211 provides immediate access to more than 3,000 local programs. Because of the relationships with other agencies, LSS 211 represents the strength of all of our community’s service organizations.

In March 2020, LSS 211 Central Ohio became a wholly owned subsidiary of Lutheran Social Services (LSS) and continues to have a separate tax ID number and budget stream. LSS 211 shares LSS’ mission is “to create a better world by serving people in need” by addressing hunger, housing, healing, and hope.
United Way of Greater Cincinnati 211 (UWGC 211) helpline was officially launched February 11th, 2003. Under United Way of Greater Cincinnati, UWGC 211 has been a nationally accredited 211 center for eighteen years serving the needs of residents of Ohio, Kentucky and at one time Indiana. Their third accreditation was awarded last year. Prior to launching 211, the helpline was known as United Way Helpline and actually started its' existence in 1976.

The current service delivery population is over 1.5 million and covers multiple counties in Ohio (Brown, Clermont, Hamilton and added disaster county coverage for Adams in 2020) and in Kentucky (Boone, Campbell, Kenton and Grant).

Through the years UWGC 211 has evolved from general I&R, to 211, and officially launched Care Coordination/Navigation services for COVID response and recovery which added value and credibility to 211 as a community asset.

UWGC 211 is person-centric and is focused on getting help to the individual in need.
211 Texas, an Area Information Center of the Texas Health and Human Services Commission is operated regionally by United Way (UW) of the Brazos Valley since 2002. 211 Texas/UW of the Brazos Valley is available 24/7 and serves Brazos, Burleson, Grimes, Leon, Madison, Robertson, and Washington Counties.

211 Texas/UW of the Brazos Valley is mobilized in times of disaster for disseminating information and, after a danger has passed to help victims with recovery. They maintain resources in a regional database and direct citizens to resources such as food, shelter, financial assistance, clothing, employment, childcare, health care, voting precincts, counseling, and more.

211 Texas/United Way of the Brazos Valley is a one-stop telephone resource connecting people to services.