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Working for a Healthy Community

Press Release

New 2-1-1 Information & Referral Service Available to the Cortland Community

Cortland, N.Y., August 3, 2012: Jackie Carlton, Executive Director of Seven Valleys Health Coalition, and Kathleen Schlather, Executive Director of the Human Services Coalition of Tompkins County, are pleased to announce the launch of a new service: **2-1-1 Cortland Information & Referral System!** This system combines 24-hour telephone service with a comprehensive online directory, effectively connecting users with local health and human service resources in the Cortland community.

Any time of day, from anywhere in the county, an individual may simply dial “2-1-1” to be connected with a live community services specialist who will help the caller prioritize his or her needs, search the comprehensive database of information and services, and make referrals to the most appropriate resources. Users may call for themselves or on behalf of another person in the area.

Types of 2-1-1 referrals include:

- basic human needs resources
- physical and mental health resources
- work and employment support
- support for elderly and the disabled
- children, youth, and family support
- volunteer opportunities and donations
- transportation and mobility needs

The 2-1-1 Cortland Information & Referral service represents a community-wide collaboration. Seven Valleys Health Coalition has contracted with the Human Services Coalition of Tompkins County, expanding the existing 2-1-1 Tompkins service to now cover Cortland County. The expansion is sponsored locally by Seven Valleys Health Coalition and the Cortland County Mental Health Department, and is endorsed by the United Way for Cortland County.

The Tompkins-Cortland 2-1-1 collaborative service is part of the national 2-1-1 network providing a health and human services help-line and web information systems. With this partnership Cortland joins the regional Finger Lakes 2-1-1 network, which effectively provides free and confidential services to thirteen counties in Central New York and the Southern Tier.

Local and regional agencies have been overwhelmingly enthusiastic about the project. Hundreds of programs have been added to the database. After months of hard work throughout the community, the Ithaca-based call center is now fielding calls from both counties. Development of the Cortland database owes much to AmeriCorps volunteer Janeille Franzenburg at Seven Valleys Health Coalition.

Those who live or work in Cortland County are encouraged to call 2-1-1 (or 1-877-211-8667), search the database, or chat online Monday-Friday 8:30 am to 5 pm, at 211Cortland.org. Community services specialists, trained to national standards, are available 24 hours a day, seven days a week, 365 days a year to respond to needs large and small.

For more information about the 2-1-1 Cortland Information and Referral system, to donate to the cause, or to find out how you can get involved, contact Seven Valleys Health Coalition at 607-756-4198.