

2-1-1/LIFE LINE

Celebrating *43 Years* of Community Impact!

We're here when you need us most.

A woman concerned about her brother's mental health. An alcoholic haunted by the thought of another drink. A family in need of warm shelter.



Strengthening our community one life at a time.

2-1-1/LIFE LINE provides 24-hour, 7-day a week access to trained telecounselors who are ready to provide information and referrals to human service agencies and programs throughout the area via phone or live internet chat.

2-1-1/LIFE LINE maintains a database of over 6,000 community resources, enabling us to provide a wealth of information to people in need right here in our community. In the past year alone our skilled telecounselors served over 147,000 people in a thirteen county territory, providing valuable information in a time of need.

With every call our highly trained responders help callers find stability and the tools needed to pursue assistance for their needs. Their diversified backgrounds range from work in the mental health field to teaching and child care.

This service is critical to the overall health and well-being of our community.

The Numbers

- 147,136** Total number of individuals served by phone, chat and email in 2017.
- 55,027** Requests seeking help for suicide and mental health concerns.
- 35,601** Requests for help with basic needs (food, housing/shelter, etc.).
- 6,160** Number of resources listed in the 2-1-1/LIFE LINE community resource database.



When Shirley's furnace stopped working and the landlord refused to fix it, 2-1-1/LIFE LINE was there to help her provide heat for her children.

Offering help in a time of crisis since 1973.

The service we call 2-1-1/LIFE LINE today has been helping people since 1973. For 43 years this vital resource has provided crisis and information referral services to hundreds of thousands of people in need.

In 2005, 2-1-1 dialing access was then added to make the service more accessible to the community. Later that year our organization took over management of the program when it found itself in need of a new home. Today, in order to harness the power of technology and social media, we now connect with people through our website, Facebook, and online chat.

Many things have changed during the 43-year history of the program. One thing that hasn't changed is our commitment to providing the community with a place to turn during a time of crisis.



“I’m concerned about my brother. What can I do?”

When Doris called she was distraught and concerned about her brother. He is mentally ill and she believed he had been off his medications. His behavior had been increasingly erratic and she feared for his welfare. A friend suggested she call 2-1-1/LIFE LINE.

The telecounselor assessed the level of safety involved. The responder described the services of the mobile crisis team to the caller, entailing how they operate and what support they could provide to her brother. After learning more, the caller decided she wanted to make a referral for the team to see her brother for a mental health evaluation.



“My only hope is detox. Who can help me?”

Eric identified himself as an alcoholic and indicated that he needed to detox, but had no insurance to pay for it. He recently left a local program that does not require insurance but felt they were not helpful to him and did not want to return. He had called other programs, but they were not able to accept him. He was willing to go out of the area to find a center that would be able to take him without any insurance.

The telecounselor first tried to locate any resources within the community that would be able to accept him without insurance. Since there were no others in the county the caller was calling from, the responder looked at the available information out of county and was able to provide centers that could detox him from alcohol without insurance coverage.

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A program of Goodwill of the Finger Lakes

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