



**Mass 2-1-1 will connect you to help in your community.**

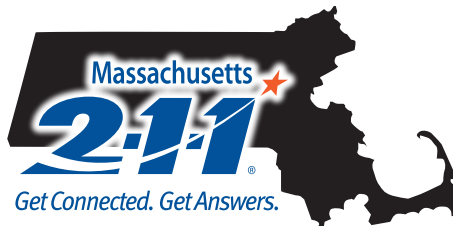
- *Parent Supports*
- *Family Services*
- *Youth Development Programs*
- *Mentoring Programs*
- *Mental Health Services*
- *Family Counseling*
- *Crisis Intervention*
- *Substance Abuse Services*
- *Support Groups*
- *Education Programs*
- *Educational Support Services*
- *And much more*



## What can you expect when you call Mass 2-1-1?

Mass 2-1-1 staff will:

- Listen to your concerns
- Identify resources in your community that may be able to help with your particular problem or situation
- Provide you with information (agency name, address, telephone and/or website) regarding how to contact a resource, and
- If you give permission, follow up with you to see if the resource was actually helpful.



[www.mass211.org](http://www.mass211.org)

**Dial 2-1-1**  
or Toll Free (877) 211-6277  
TTY: 508-370-4890

Funded by  
The Massachusetts Executive Office of  
Health and Human Services



**Mass 2-1-1**  
**is where youth and families**  
**can turn when they need**  
**information to help with**  
**difficult situations.**

**Dial 2-1-1**★

Trained specialists are available to connect you with valuable resources.



A program of your local United Way



# Help For Children & FAMILIES REQUIRING ASSISTANCE



**Are you, or do you know a young person under age 18 who is:**

- Truant from school?
- Having serious behavior problems in school?
- Not following curfews?
- Associating with negative peers?
- Exhibiting dangerous behavior?
- Running away from home?
- Being exploited by other people?
- Living on the streets?



If so, there may be agencies in your community that can help. Mass 2-1-1 is an information and referral service. Trained specialists from Mass 2-1-1 can talk with you about your concerns, and then help connect you to resources in your community.

Mass 2-1-1 does not provide case management services. We will however listen to what you have to say. Then, based on an assessment of the information you provide us, we will refer you to agencies in your community that may be able to help. If you choose, we can follow up with you to see if the agency you were referred to was actually able to help you with your problems and concerns.

**How can Mass 2-1-1 help your family?**



**Y**ou are the parent or guardian of a child under 18 years old and things are not going well. You may suspect problems with substance abuse or mental health. You may be considering a Child Requiring Assistance\* application in your local court. You may feel confused, depressed, frustrated,

angry, worried and hopeless all at the same time. You may be struggling with your own issues. You are at a loss for what to do.

*There are programs and services in your community, or nearby, that may be able to help.*

Mass 2-1-1 is a valuable resource when looking for answers. Mass 2-1-1 can help you get connected to those services that can help you and your family.

**Simply dial 2-1-1.**

**For emergencies, you should always dial 9-1-1.**

For situations that are not emergencies, you can dial 2-1-1 from any phone (cellular or "land line") any time of the day or night, and be connected to a caring person who will talk to you.

\*Chapter 240 of the Acts of 2012, also known as CHILD In NEED of SERVICES (CHINS) reform legislation.



## Dial 2-1-1

Three simple numbers are all you need to be connected to friendly information and referral specialist who will help put you on the right track to finding the help you need.

**Mass 2-1-1 is always home for you.  
24 hours a day/7 days a week.**

- It's free.
- It's anonymous or confidential.
- It's multilingual.
- It's on your phone.
- It's on the web.



**24 Hours  
7 Days**

If you are unable to contact us by dialing 2-1-1, or are calling from out of state, please call us directly at 1-877-211-MASS (6277).

