2-1-1 Long Island is the number to call when you are looking for health & human service resources in Nassau and Suffolk Counties. The Call Center staffed with trained information specialists is open 24 hours/7 days/365 a year. 2-1-1 LI online database available 24/7 at www.211longisland.org.

### 2017 LONG ISLAND STATS

Whether it’s needing access to programs for elderly parents, healthy recreation for teens, after-school child care, financial counseling, health resources, emergency food or programs for veterans & returning military, 2-1-1 connects Long Islanders with thousands of local services creating healthier, happier families and communities.

At 2-1-1 Long Island, the quality of every call and website interaction is important. We take the time to assess each caller’s situation and refer them to the best possible services to meet their needs. We update the 10,000 program services in the 2-1-1 database throughout the year and each organization listed goes through an annual review.

<table>
<thead>
<tr>
<th>Calls Received</th>
<th>11,129</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website Unique Visitors</td>
<td>274,530</td>
</tr>
<tr>
<td>Number of Website Visits</td>
<td>370,678</td>
</tr>
</tbody>
</table>

### 2-1-1 SERVICE REQUEST CATEGORIES 2017

- Basic Needs: 41%
- Income Support & Employment: 10%
- Consumer Services: 6%
- Education: 1%
- Legal/Criminal Justice: 7%
- Environment & Public Health Safety: >1%
- Health Care: 3%
- Individual & Family Life: 4%
- Mental Health Counseling: 4%
- Organizational/Community Services: 9%
- Other reason for call: 15%

### 2-1-1 CALL CENTER CONTACTS BY TOWNSHIP

#### Calls Received
- Hempstead: 27%
- Babylon: 12%
- Brookhaven: 22%
- Babylon: 7%
- Hempstead: 6%
- Southampton: 2%
- Shelter Island: <1%
- Southampton: 2%
- Islip: 14%
- East Hampton: 0%
- Long Island: <1%
- Smithtown: 2%
- N. Hempstead: 7%
- Oyster Bay: 7%
- Islip: 15%

### 2-1-1 TOP SERVICE REQUESTS

- Utility Service Payment Assistance
- Heating Fuel Payment Assistance
- Finding a 2-1-1 Out-of-Area
- Rent Payment Assistance
- Temporary Financial Assistance
- Housing Search Assistance
- Disaster Related Assistance
- Emergency Shelter
- Food Pantries
- Food Stamps/SNAP

### FINANCIAL SUPPORT

- NYS Office of Children & Family Services
- United Way of Long Island
- Middle Country Library Foundation
- Suffolk County Government
- PSEG Long Island

### CONTACT

United Way of Long Island

2-1-1 or 1.888.774.7633

www.211longisland.org

2-1-1 is a partnership project of United Way of Long Island and the Middle Country Public Library