



Supporting Successful Returns: 211 NY Launches Reentry Services Hotline & Resource Guide

Albany, NY – 2-1-1 New York, Inc. (211 NY) is proud to announce the Reentry Services Hotline, funded by NYS Office of Mental Health (NYS OMH). This initiative aims to provide access to crucial support services for individuals returning to communities following incarceration.

Streamlined Access Through 211 Hotline:

To simplify access to help, NYS OMH decided that the Reentry Services Hotline be integrated directly into the 211 system rather than establishing a new 800 number. For reentry services available in their community individuals can simply dial **211**.

211 is the easy to remember number designated to connect people to health and human services nationwide. In New York State, 211 is available in over 170 languages, 24 hours a day, 7 days a week statewide through a network of local providers overseen by 211 NY, which includes community information & referral services, United Ways, and NYC 311.

211 community resource specialists will utilize active listening and problem-solving skills to identify justice-involved callers, identifying needs, problem-solving, exploring natural supports, and provide tailored referrals to relevant services, and offer a follow up call.

Comprehensive Community Resource Directory:

Leveraging its database of community services, 211 NY developed county-specific resource guides. These guides offer a curated collection of local resources relevant to individuals returning to communities after incarceration. These guides can be downloaded from the 211 NY website at <https://www.211newyork.org/reentry-resource-directory>.

Guides will be available to OMH Division of Forensic Service staff working with individuals preparing for release. 211 NY will engage county departments of mental health, social services agencies, and local reentry taskforces to identify any gaps in the directory.

By providing accessible information and connecting individuals with local services, this initiative aims to foster safer, more resilient communities across New York State.