



The National Text Platform Steering Committee representing 204 211 sites providing information and facts supporting direct service delivery and sharing enormous opportunities for 2-1-1's to gain capacity and relevance while building partnerships and resources.

- Understand comprehensive 2-way encounter based, integrated texting for I&R with complete reporting
- Learn about bulk texting with and for partnering agencies for specific issues like COVID-19, Emergencies and Eminent Needs, Plus other Emerging Issues
- See examples of numerous funded programs and initiatives suited for regional deployment in your area. Some examples include Health Departments, Agencies of Emergency Management, Department of Education, Department of Labor and other social and behavioral health agencies
- See how texting is integrated with CRM and telephony partners like Salesforce, InContact, ReferNet, iCarol, VisionLink and more.
- Learn about automated OnDemand text service delivery and how it can be tailored to help with specific issues, surges in service requests, and give you powerful controls all while increasing your encounters both automated and live.
- Find out how to build immense listservs of local residents that can be the centerpiece of efficient and funded programs

New 211 Pathways for ALL Residents with Text through 898211

You're not alone.

2-1-1
Get Connected. Get Help.™

211 is here for our communities.

**Text your zip code to 898211
Now just a text away.**

Standard msg&data rates may apply. Text STOP to opt-out. For end user privacy and terms and conditions of texting with 898211, go to: <http://www.preventionpaystext.com/policies/>
Powered by PreventionPays Text.



National Text Platform

Provided with support from Steering Committee and AIRS Members

The 211 network has managed I&R and communications during an unprecedented time in our country's history. This pandemic shut down entire economies and governments worldwide. During this time, 211s were recognized for their unique ability to convene with health departments and emergency operations to share resources and life-saving information related to safety, health, basic needs and more. The use of texting to support the complicated and layered management of testing and vaccine rollout has been a game changer for many communities. Over this same period of time, 211s have been exalted for their communication prowess (specifically, their unique uses of SMS text messaging) that are critical to the survival of our communities, most importantly, those segments of the population that are disproportionately affected by the virus, the most vulnerable groups with the lowest income. State Governors have partnered with 211s to send millions of text messages. Just over this past year 211 agencies have sent a breathtaking combined 25 million COVID-related texts, and responded to another 2 million live two-way SMS encounters through their I&R text queues. This is an incredible achievement in the history of 211.