



# 2025 ANNUAL REPORT

THE COMMONWEALTH'S STATEWIDE PLATFORM  
FOR INFORMATION AND REFERRALS



# A MESSAGE FROM THE EXECUTIVE DIRECTOR

Every day, hundreds of people across the Commonwealth turn to Mass 2-1-1 for help, hope, and connection. Whether someone is facing a housing crisis, searching for food assistance, navigating mental health challenges, or simply unsure where to turn, our team is there—24 hours a day, 365 days a year—to listen and connect them with the resources they need.

In 2025, Mass2-1-1/Call2Talk call takers answered more than 475,000 calls from residents seeking support and direction. This work would not be possible without the strong network of community organizations, government agencies, and nonprofit partners across Massachusetts. We are also grateful to the United Ways across the Commonwealth, whose vision helped establish 2-1-1 more than 20 years ago as a trusted, free gateway to services. Along with my fellow founders—Jean Strock, Glenn Daley, David Voegel, and Nina Loveless—this 24/7 information and referral service, now answering calls in over 150 languages, continues to grow and thrive.

Over the past year, our team expanded access, strengthened partnerships, and enhanced our technology and data systems to better understand and respond to community needs. The information gathered through 2-1-1 interactions provides valuable insights that help policymakers, service providers, and community leaders respond where help is needed most.

Most importantly, we remain inspired by the resilience of the people we serve and the dedication of our staff and partners. Every call answered represents compassion and a pathway toward stability.

As we look ahead, our commitment remains clear: to ensure every Massachusetts resident can reach the help they need, when they need it, with dignity and respect.

Thank you to everyone who supports and strengthens the mission of Mass 2-1-1. As I conclude my time in this role, I ask that you extend the same support and partnership you have given me over the past 20 years to Eileen Davis, who will become the incoming President & CEO of Mass2-1-1/Call2Talk effective July 1, 2026. She is poised to do great things!

With gratitude,  
Paul L. Mina

# BOARD OF DIRECTORS



## PAUL MINA

### *Executive Director of Mass2-1-1*

Paul Mina is a dedicated leader in the field of social services, with a lifelong commitment to strengthening communities across Massachusetts. Since 2006, he has served as the Executive Director of Mass211, where he has played a pivotal role in transforming the organization into a dynamic, statewide resource for individuals and families in need. Paul's career has been defined by his belief that timely access to the right support can be life-changing. His work continues to ensure that no one in Massachusetts is alone when facing hardship—they know where to turn, and who to call.

#### **CHAIRPERSON**

**DAPHNE PRINCIPE-GRIFFIN**  
UNITED WAY OF MASS BAY  
AND MERRIMACK VALLEY

#### **TREASURER**

**JIM HAYES**  
UNITED WAY OF CENTRAL MASS

#### **CLERK**

**VICTORIA GASELA**  
UNITED WAY OF GREATER NEW  
BEDFORD

#### **EXECUTIVE DIRECTOR MASS211**

**PAUL MINA \***  
UNITED WAY OF TRI-COUNTY

#### **VICE PRESIDENT MASS211/**

**CALL2TALK**  
**EILEEN DAVIS**  
MASS211



## EILEEN DAVIS

### *CEO of Mass2-1-1*

I am honored to step into the role of CEO at Mass2-1-1/Call2Talk and to build upon the strong foundation created over the past two decades. Every day, our dedicated team connects people across Massachusetts to critical services, offering support, guidance, and hope when it is needed most.

I look forward to continuing to strengthen our partnerships, expanding access to services, and ensuring that every resident knows help is only three numbers away. Together with our staff, partners, and supporters, we will continue working to build a stronger, more connected Commonwealth.

Thank you for your continued commitment to the mission of Mass2-1-1. Find help, find hope.

#### **MOE EDWARDS**

UNITED WAY OF TRI-COUNTY

#### **KORY ENG**

UNITED WAY OF NORTH CENTRAL MASS  
AND ATHOL AREA

#### **MEGAN MOYNIHAN**

UNITED WAY OF PIONEER VALLEY

*\*EX OFFICIO*

# TOP FIVE REASONS



**MENTAL HEALTH  
& ADDICTIONS:  
28.8%**

**CHILD CARE  
& PARENTING  
12.5%**



**LEGAL  
2.7%**



**474,708  
CALLS**

**889,424  
WEBSITE VIEWS**

**2-1-1**





# FOR CALLS IN 2025



**HOUSING &  
SHELTER  
22.5%**

**UTILITIES:  
8.5%**



## HOW IS IT FUNDED?

Mass211 services are all free. Funding is provided through partnerships with the Commonwealth of Massachusetts as well as Membership Fees from your Local United Way.



# MASS211

Every day, someone somewhere in Massachusetts is searching for essential community services—whether it’s an after-school program for a child, a local food bank, or care options for an aging parent. Many face these challenges, yet don’t always know where to turn for help. The solution is simple: just dial 2-1-1.

Mass 2-1-1 is a simple, easy-to-remember number that connects callers to comprehensive information about critical health and human services available in their community. From government benefits and nonprofit programs to support groups, volunteer opportunities, donation programs, and other local resources, Mass 2-1-1 is a trusted guide to help residents navigate the complex network of services.

Every call is confidential, and by providing this dedicated service, Mass 2-1-1 also helps protect the integrity of the 9-1-1 system, reserving that vital resource for life-and-death emergencies.

# SERVICES

## DISASTER SERVICES

The Mass211 Disaster and Emergency Services Line relieves pressure on 9-1-1 and emergency response teams by providing information on weather emergencies, pandemic response, and mass casualties.

## HOUSING/SHELTER

When calling Mass211 for a need related to housing, callers can expect information on a comprehensive list of available resources including youth homelessness, landlord/tenant disputes, and emergency shelter.

## CHILDREN REQUIRING ASSISTANCE

Mass211 is a valuable resource for parents or guardians of children under 18 who may be considering filing a CRA application due to concerns about substance abuse, mental health issues, truancy, running away from home or dangerous, risky behavior.

## CHILDCARE

Mass211's trained Information & Referral Childcare Specialists help assess eligibility for childcare, financial assistance, and referrals to licensed childcare providers.



# CALL2TALK

Call2Talk is a vital resource for anyone seeking a compassionate, non-judgmental ear. Whether navigating stress, anxiety, or other emotional challenges, trained call takers provide support when it is needed most. The service offers a safe, confidential space where individuals can share their thoughts, express their feelings, and find comfort in knowing they are not alone. Call2Talk is more than just a helpline. It is a lifeline, providing support through emotional challenges, no matter how big or small. In addition, Call2Talk provides Suicide Postvention Services, offering guidance, support, and resources to individuals, families, and communities affected by suicide. These services help people cope with grief, reduce the risk of further harm, and foster healing through support groups, crisis intervention, compassionate outreach, and community education. Call2Talk is Accredited by the International Council of Helplines and is a Certified 988 Center.



# PROGRAMS

## CALL CENTER

Call2Talk is accredited by the International Council of Helplines and is a certified 988 contact center.

## TELECHECK

A phone check-in service for older adults where trained peer volunteers provide a connection by contacting older adults weekly. Calls provide support and friendly conversation following sudden life changes. This program promotes engagement and impactful communication during times of grief, illness, and loneliness.

## SENIOR CONNECTIONS

A welcoming support group designed for older adults seeking companionship, meaningful conversation, and mutual support. Participants have the opportunity to connect with peers, share experiences, discuss life transitions, and build social connections in a safe and supportive environment.

## MOVE4WARD

The Move4Ward Network offers a virtual support group for women who have lost a spouse or life partner to suicide and an in-person group for all types of suicide loss. Survivors work together to move through their grief journey and reduce the feelings of shame, isolation, and stigma.

## LOSSTEAM METROWEST

LOSSteam MetroWest partners with area police departments to offer immediate on-scene emotional support and local resources to suicide loss survivors.

## COMMUNITY TRAININGS

Call2Talk offers best practice awareness trainings for community members and agencies including: Question, Persuade, Refer (QPR) Training, Mental Health First Aid, SafeTalk and Applied Suicide Intervention Skills Training (ASIST).

# PARTNERS



# STATEMENT OF FINANCIAL POSITION

## Assets

### Current Assets:

Cash: \$264,442

Accounts receivable: \$359,684

Prepaid expenses: \$682,531

**Total current assets: \$ 1,306,657**

Investments: \$3,049,262

Property and Equipment, net: \$151,674

**Total Assets: \$4,507,593**

## Liabilities and Net Assets

### Current Liabilities:

Current portion of long-term debt: \$6,318

Accounts payable: \$9,516

Accrued expenses: \$161,505

Due to related party: \$0

Conditional grant advance: \$0

**Total current liabilities: \$177,339**

### Long-Term Debt, net of current :

Note payable: \$86,153

**Total liabilities: \$263,492**

### Net Assets Without Donor Restrictions:

Operating: \$4,092,427

Property & Equipment: \$151,674

**Total net assets without donor restrictions: \$3,917,253**

**Total liabilities and net assets: \$4,216,035**





## MASS211 IS SUPPORTED BY THE FOLLOWING LOCAL UNITED WAYS

- Berkshire United Way
- Cape and Islands United Way
- Northern Berkshire United Way
- United Way of South Central Massachusetts
- United Way of Greater Fall River
- United Way of Greater New Bedford
- United Way of Greater Plymouth County
- Concord Carlisle Foundation
- United Way of Central Massachusetts
- United Way of Franklin & Hampshire County
- United Way of Massachusetts Bay and Merrimack Valley
- United Way of North Central Mass & Athol Area
- United Way of Pioneer Valley
- United Way of Tri-County

**SIMPLY DIAL 2-1-1**  
**TOLL FREE: (877) 211-6277**

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

