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Mass211 Expands Access to in-Person Assistance Starting January 12

Framingham, MA — On Monday, January 12, Mass211, the Commonwealth's official Information & Referral line, expanded its services by offering in-person assistance to help residents connect with essential health and human services. This new service aims to support individuals who may need more personalized guidance navigating available resources.

Until now, Mass211 has been accessible solely through electronic means; by calling 2-1-1 from any phone in Massachusetts or visiting Mass211.org online.

On January 12, residents in MetroWest were able to meet face-to-face with a trained Information & Referral (I & R) Specialist at the United Way of Tri-County's Pearl Street Cupboard & Café, located at 46 Park Street in Framingham. **In-person access will be available every Monday from 9:00 am to 12:00 pm and move to Tuesdays when there is a Monday holiday.** No appointments are necessary; anyone seeking assistance can simply walk in.

I & R Specialists, well-versed in local programs and resources, will be on hand to help individuals directly connect with the services they need, saving time and reducing the frustration of navigating multiple phone calls or online searches.

For 20 years, Mass211 has been a vital resource for thousands of individuals and families seeking help, but unsure where to turn. With a database of over 40,000 regularly updated resources across the state, Mass211 connects residents to a wide array of services, including employment and job training, financial coaching, emergency shelter, elder care, utility support, mental health and addiction programs, veteran services, and more.

In-person support is especially critical for vulnerable populations who may require more than just a referral. Not everyone has access to a phone, text, or the internet, and many individuals may benefit from direct assistance with forms or applications needed for vital programs. This initiative also provides access for individuals facing language barriers, with services available in both Spanish and Portuguese.

The Pearl Street Cupboard & Café (UWTC) is a direct service program of the United Way of Tri-County, operating three food pantries and two hot meal programs across MetroWest and the 495 Corridor. UWTC is a community-based organization focused on addressing food insecurity and access, early literacy, and mental health resources across the region. United Way of Tri-County develops and supports programs that reduce hunger and improve nutrition, promotes early language and literacy skills for young children, and expands access to mental health resources and community-based supports. Through these targeted initiatives, United Way of Tri-County works to strengthen families, build resilience, and improve long-term well-being for individuals and communities.

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More about Mass211:

- **Free and confidential:** Mass211 is a no-cost service for all residents in Massachusetts.
- **Trained professionals:** Calls and in-person visits are answered by experienced specialists.
- **Efficient and easy:** One call or visit connects you with the resources you need quickly and effectively.
- **Always Available:** Mass211 operates 24/7, 365 days a year, with translation services in more than 150 languages.
- **Reliable:** Mass211 eliminates the guesswork of finding the right resources, ensuring no more wrong numbers or wasted time.

Mass211 continues to be a trusted lifeline for residents in need, offering the support and resources necessary to help individuals navigate challenging times.

For more information, visit Mass211.org or call 2-1-1.

About Mass211

Mass211 is Massachusetts' statewide information and referral line, providing free, confidential assistance to residents seeking help with health and human services. Mass211 is a public-private partnership between the Commonwealth of Massachusetts and the United Ways of Massachusetts and is available 24/7, with translation services in more than 150 languages. By dialing 2-1-1 Information & Referral Specialists connect individuals and families to local resources that promote stability, health, and overall well-being. To learn more, visit: www.mass211.org

About United Way of Tri-County

The United Way of Tri-County is a community-building organization dedicated to bringing people together to care for one another. Through impactful programs and services, United Way connects volunteers, creates strong partnerships with local agencies, promotes social responsibility, and addresses the community's most critical needs—all with the support of people like you. To learn more, visit: www.uwotc.org

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