

## United Way of Tri-County

- A community-building organization that brings people in the areas we serve together to care for one another
- Works in the areas of basic needs, health (including mental health), education, and financial stability
- Owns and operates Mass2-1-1 and Call2Talk as direct service programs



United Way of Tri-County

### Contact

Jessica Friswell, Community Impact & Engagement Manager  
[jessica.friswell@uwotc.org](mailto:jessica.friswell@uwotc.org) (508) 370-4858

## Mass2-1-1

- A free statewide health and human service referral helpline staffed by Information & Referral Specialists who provide solutions-focused assistance and referrals to critical resources in a caller's community
- Online database available to anyone
- Available 24/7 and in translation to multiple languages (phone)

### September 1, 2016-August 31, 2017 Mass2-1-1 Service Data

- 97,901 requests (phone) to Mass2-1-1 statewide
- Over 180,000 online database searches
- 1,801 requests (phone) to Mass2-1-1 from CHNA6 communities
- 1.84% of requests to Mass2-1-1 came from CHNA6 communities  
Goal: Increase to 2.55%, the percent of MA residents living in these communities (2010 census)

### Top Searches from CHNA6 Communities

1. Mental Health and Addictions: 520 (28.9% of requests)  
Crisis Intervention and Suicide: 454  
Mental Health Services: 51  
Substance Abuse and Addictions: 12  
Mental Health Facilities: 3
2. Childcare and Parenting: 483 (26.8% of requests)
3. Housing and Shelter: 232 (12.9% of requests)
4. Utilities: 101 (5.6% of requests)
5. Food: 92 (5.1% of requests)

### Your Mass2-1-1 Profile

To update information about your agency or programs available, email [mass211help@gmail.com](mailto:mass211help@gmail.com)

### Mass2-1-1 Printed Resources

Mass2-1-1 printed materials are available at no cost and with free shipping to any agency

- Wallet cards
- Posters
- Brochures
- English
- Spanish
- Portuguese

Go to [www.mass211.org/materials](http://www.mass211.org/materials) and scroll down to the order button

### Access Points

- Dial 2-1-1 from any phone
- Call (877) 211-MASS (6277)
- [www.mass211.org](http://www.mass211.org) (click "Start Your Search")



### Contact

Katrina Jacob, Mass2-1-1 Director of Family and Youth Resources  
[Kjacob363@gmail.com](mailto:Kjacob363@gmail.com) (508) 370-4863

## Call2Talk

- A mental health, emotional support, and suicide prevention program providing prevention, intervention, and post-vention support
  - Call2Talk answers incoming calls to its direct number, through Mass2-1-1, and through the National Suicide Prevention Lifeline (508 area code and Middlesex County)
  - Responds by text in partnership with Crisis Text Line
  - Offers TeleCheck, an outgoing phone call check in service for isolated seniors who are experiencing the onset of a sudden life change resulting in a decline in mental health
  - Part of the MetroWest LOSSteam which works with area police departments to offer immediate on site peer emotional support to suicide loss survivors
  - Provides best practice awareness trainings for the community (QPR, MHFA, safeTalk, ASIST)

## Impact

- On track to receive 36,000 calls in 2017
- Many people lack access as the demand for behavioral health services grows. Communities with helplines show a reduced burden to first responders including 911, emergency rooms, police and fire departments.
- Approximately 11% of callers to Call2Talk demonstrate some risk for suicide while the remaining callers are seeking help before causing self-harm. An average of 65% of people report feeling better following their call.

## Mental Health in CHNA6 Communities

- A growing number of middle/high school students report mental health indicators<sup>1</sup>:

In the past 12 months students report...	7 <sup>th</sup> -8 <sup>th</sup> graders	High schoolers
Feeling life was "very" stressful in the past 30 days (female / male)	20% / 10%	49% / 22%
Depressive symptoms (feeling sad/hopeless almost every day for 2+ weeks)	10%	18%
Self-injury	7%	13%
Suicide attempt	3%	5%
Seriously considering suicide	11%	13%
Talking to a parent/adult outside school about their feelings	12%	17%
Talking to a teacher/adult at school about their feelings	4%	7%
Talking to a doctor, nurse, or healthcare provider about their feelings	4%	9%

- 5,099 residents in the CHNA6 region reported poor mental health for more than 15 days of the last 30 days<sup>2</sup>
- 507 mental disorder hospitalizations<sup>3</sup>

## Mental Health in Massachusetts

- 608 completed suicides<sup>4</sup>
- 4,129 hospital stays for self-inflicted injuries<sup>4</sup>
- 6,885 emergency room visits due to self-injury and suicidal thoughts<sup>4</sup>

## Call2Talk Printed Resources

A wide assortment of collateral material is available including wallet cards and brochures by contacting Eileen Davis.

## Access Points

- Call (508) 532-2255
- Call (800) 273-8255
- Dial 2-1-1 from any phone and press 25
- Text C2T to 741741



## Contact

Eileen Davis, Call2Talk Director  
[eileen.davis@uwotc.org](mailto:eileen.davis@uwotc.org)

(508) 370-4857

<sup>1</sup> 2016 MW Health Foundation Adolescent Health Survey Highlights (includes data from Bellingham, Franklin, Hopedale, Medway, Mendon, Milford)

<sup>2</sup> 2005-2011 MW Health Foundation Behavioral Risk Factor Survey Observations (Bellingham, Franklin, Hopedale, Medway, Mendon, Milford)

<sup>3</sup> 2008-2012 MW Health Foundation Data Search

<sup>4</sup> 2014 Massachusetts Department of Public Health Data Brief on Suicides and Self-Inflicted Injuries in Massachusetts