



New York State Honorable Governor Kathy Hochul
Office of the Governor
Albany, NY 12248

Re: Funding in 30 Day Amendments for 211 New York, Inc.

Dear Governor Hochul:

I hope this letter finds you well. On behalf of the 31 local United Ways across New York and the entire 211 New York Inc. network, I am writing to respectfully request \$2.8 million in funding for 211 services be included in the Executive Budget 30-Day Amendments.

We were encouraged to see many initiatives in the Executive Budget that support New York households, but we were both perplexed and disappointed that funding for 211 New York Inc. was not included. Like many of the programs funded in your Executive Budget, focused on affordability, 211 New York Inc. serves all New Yorkers and helps ensure access to the basic resources necessary to live and thrive in New York State. These resources are needed now more than ever given the on-going federal uncertainties and escalating costs for basic necessities (food, heat, electricity).

Communities across the state rely on 211 to connect residents with the resources they need to navigate life's challenges, strengthening overall community resiliency. From Buffalo to Montauk, New Yorkers depend on the critical work of 211 every day. The 211 network connects individuals and families to community-based organizations and government services that address food insecurity, housing instability, mental health needs, income support, utility assistance, and more—helping resolve issues before they become crises. *In 2025 alone, 211 handled more than 2 million calls statewide, with the most common needs related to food, housing, income support, and utilities.*

In addition to being available 24/7 for New Yorkers seeking help, 211 has served as a critical support to municipalities across the state during times of emergency since its inception. During 2025, 211 New York Inc. responded to multiple severe weather events, including a devastating storm that hit Central New York and, most recently, the snow storm that impacted much of the Northeast, particularly New York State.

We were honored to be repeatedly cited as a trusted resource for New Yorkers during these emergencies, including by Terry O'Leary, Acting Commissioner of DHSES during your press conference last Friday. Our Community Resource Specialists worked around the clock—as they



always do—to ensure that New Yorkers received the support and information they needed. And the work will continue given the freezing temperatures and pending winter storm this weekend.

We appreciate your consideration of including funding of \$2.8 million for 211 New York Inc. in the 30-day amendments. We look forward to working together to ensure that all New Yorkers continue to have access to this vital service.

Sincerely,

Therese Daly
President & CEO
United Way of New York State
& 2-1-1 New York, Inc.

Cc: Blake Washington
Morris Peters
Jackie Bray
Assembly member Donna Lupardo
Assembly member Andrew Hevesi
Senator Peter Harckham