



The Voice of the Human Services Community

LEARN HOW TO CONNECT YOUR CONSTITUENTS TO VITAL HEALTH AND HUMAN SERVICES!

**Informational Session for City Council Members
and Staff:
Social Services at 311 and ACCESS NYC**

Date: March 18, 2009

Time: 2-3:30pm

Location: Red Room at City Hall

Hosted by the Human Services Council

Presenters:

Amanda Kahn Fried

Senior Advisor for Management Innovation, Office of the Deputy Mayor for Health and Human Services

Sabrina Smith-Sweeney

Director of Training and Outreach, ACCESS NYC
Health and Human Services Connect (HHS-Connect)

Now more than ever New Yorkers are reaching out to access human services to help them through this tough economic time. With new programs like **Social Services at 311** and **ACCESS NYC**, the City is working to create unified and accessible programs to facilitate the delivery of human services. These technologies help streamline human service delivery to better serve New Yorkers and help government agencies coordinate their efforts to provide the best customer service to clients. Join us to learn how to help your constituents access these new technologies that help link them with essential services and community-based organizations in our neighborhoods. (See page 2 for details)

RSVP to

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About the Human Services Council (HSC)

HSC is an umbrella policy and advocacy organization for a network of approximately 150 federations, coalitions, advocacy groups, and direct human service providers throughout New York City. As the voice of the not-for-profit human services sector, we work in partnership with government and its elected leadership to promote the collective interests of the City's most vulnerable populations and the agencies that serve them.

Through its Technology and Referral Initiative, HSC ensures that City and State technology initiatives impacting the City's human services sector are carried out in a manner that is responsive to the needs of the sector and the people we serve. HSC's Technology and Referral Committee is responsible for developing and implementing a technology agenda for the human services sector.

Social Services at 311

The 311 Customer Call Center, established by Mayor Bloomberg in 2003 as an easy-to-remember phone number to access government information and services, has expanded to cover social services. Building on the strengths and success of 311, this enhancement of the call center to include health and human service information and referrals now links New Yorkers to vital social services provided by both government and community-based organizations.

Individuals looking for financial counseling, child care, summer youth programs, senior centers, jail release services, foreclosure prevention services, job training, domestic violence counseling or hundreds of other social services now have easy access to this information through 311. This expansion of 311 also adds not-for-profits to the list of services and providers available to callers, helping New Yorkers navigate the rich and extensive network of community-based organizations that serve clients across the city.

311 is available 24 hours a day, 7 days a week, in over 170 languages. All calls to 311 are private—which means that the call center won't share personal or immigration information with anyone. 311 is rolling out a public outreach campaign in 7 languages to highlight the new services and introduce a new tagline: "Your city. Your needs. Your number."

The presentation will include information about the social services available through 311 and how to utilize 311 to best serve your constituents.

ACCESS NYC

ACCESS NYC is a free and easy-to-use website that allows New Yorkers to get information about and screen for over 35 City, State, and Federal benefit programs. New Yorkers can get all the information they need to successfully apply for benefits by going to www.nyc.gov/accessnyc.

By using ACCESS NYC, New Yorkers can find out which programs each member of their household is potentially eligible for, print applications, find out which documents are needed to apply, find out how to apply and where to go to apply! And new this school year, New Yorkers can submit applications online through ACCESS NYC for the School Meals program. ACCESS NYC can be used in 7 languages: Spanish, Chinese, Korean, Haitian Creole, Russian, Arabic, and English and is a part of the HHS-Connect project, which is led by the NYC Office of the Deputy Mayor for Health and Human Services.

The presentation will include an overview of the program and a demonstration on how to use the website.