



## 2-1-1 California: Connecting people to services and resources in their communities.

**2-1-1 is an easy-to-remember telephone number that connects people to essential community information and referral services.** The goal of 2-1-1 California is to connect all Californians with the services, information, resources and volunteer opportunities in their communities 24 hours a day, 7 days a week. When a person calls 2-1-1, specially trained “real people” answer the call and determine what services, information or resources are needed to help the caller. 2-1-1 now serves **225 million Americans in all or part of 45 states, serving over 75 percent** of the U.S. population.

### Examples of services people can access by calling 2-1-1

- **Food and Housing Resources:** food banks, clothing, housing and rental and mortgage assistance.
- **Health Services:** access to health care for the uninsured or under-insured, prenatal care, medical information lines.
- **Mental Health and Crisis Support:** crisis intervention, counseling, substance abuse assessment and treatment.
- **Income Support:** Earned Income Tax Credit (EITC) assistance, job training, and education programs.
- **Help for Seniors and People with Disabilities:** adult day care, Meals on Wheels, respite care, home health care, and transportation.
- **Resources for Children and Families:** child care, after school programs, family resource centers, and tutoring.
- **Emergency and Disaster Response:** including information, volunteer screening and charitable contributions options.

### Benefits of a statewide, connected 2-1-1 system

#### 2-1-1 protects public safety in emergencies and disasters.

- ✓ **Relieves 911 call volume**  
Allowing faster response to emergency calls.
- ✓ **Plays a major role in disaster response.**  
2-1-1 in Southern California handled 130,000 calls in the 5 days after the Oct 2007 wild fires.
- ✓ **2-1-1 is in the Federal Bioterrorism Act**  
Part of infrastructure needed for disaster preparedness.

#### 2-1-1 reduces taxpayer costs.

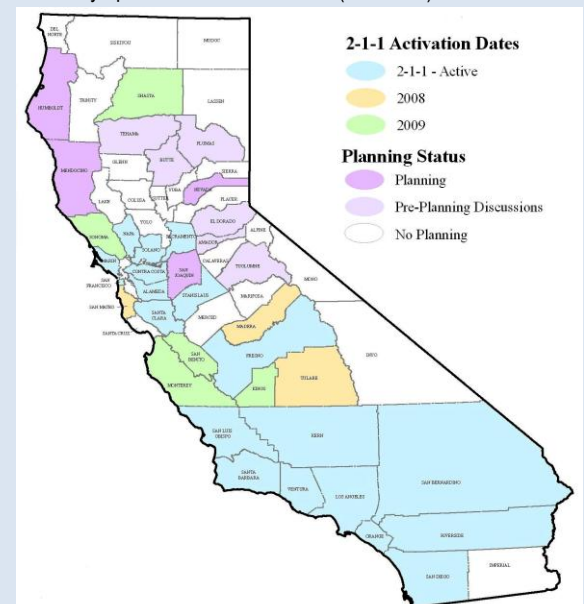
- ✓ Directs non-emergency calls away from the more costly 911.
- ✓ Efficiently uses limited resources by streamlining the referral process, and reduces costs associated with statewide 800#s.

### Costs and Cost Savings

- Achieving statewide 2-1-1 coverage will require approximately \$2 million investment in infrastructure, data integration and networking.
- Total annual operating costs estimated at \$30 million.
- 2-1-1 will save the state millions annually when fully operational.

### 2-1-1 implementation happening county-by-county

- 19 counties fully operational, covering 84% of California's population.
- Approximately 3million calls\* will be handled annually when fully operational in all counties. (\*estimate)



**Support 2-1-1 to help more Californians reach the assistance they need!**

[www.cairs.org/211.htm](http://www.cairs.org/211.htm)



2-1-1 California is a collaboration of United Ways of California (UWCA), California Alliance of Information & Referral Services (CAIRS)



United Ways of California