



## 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.

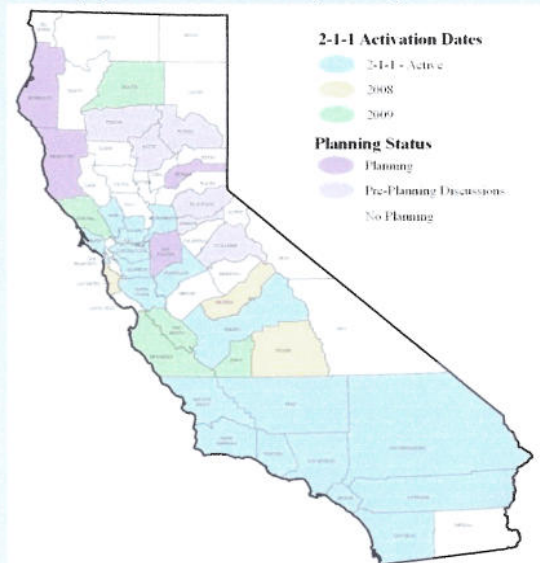
- ✓ Directs non-emergency calls away from the more costly 911.
- ✓ Efficiently uses limited resources by streamlining the referral process, and reduces costs associated with statewide 800#s.

### 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!**

For more information [www.unitedwaysCA.org](http://www.unitedwaysCA.org)



California Alliance of Information and Referral

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



United Ways of California

### **What is 2-1-1:**

- 2-1-1 is an easy-to-remember phone number that connects Californians to essential community information, services and resources in their communities 24 hrs a day, 7 days a week. When a person calls 2-1-1, a trained "real live person" answers the line to help them.
- The types of services people can find by calling 211 include: food and housing resources, health services, employment support, help for seniors and people with disabilities, child care and other family resources and emergency and disaster response information including volunteer screening and charitable contributions options.
- Without 2-1-1, callers can make an average of eight phone calls to different numbers before finding the service they need. (Study)
- The goal of United Ways of California is to ensure we have a statewide 2-1-1 by 2010. With the state of today's economy, more families than ever need help. We believe 2-1-1 is critical to assist California families find the help they need.

### **2-1-1 Protects Public Safety in Emergencies and Disasters**

- **Relieves 9-1-1 call volume** by handling non-emergency calls, allowing for faster response to emergency calls and quicker deployment of volunteers.
  - 2-1-1s in Southern California handled 130,000 calls in the 5 days after the Oct 2007 wild fires. People called for evacuation information, traffic and road closures, when it was safe to return home and basic information on the fire.
- **Seamless system:** if one area's 211 center goes down due to disaster, calls can be rolled to another area.

### **Statewide 2-1-1 System Benefits Local Communities, the State and Your District**

- **Reduces taxpayer costs** by directing non-emergency calls away from more expensive 911 calls, and by reducing costs associated with statewide 800 numbers to promote services.
- **Makes efficient use of limited resources by streamlining the referral process**, and because multiple 800 numbers can be consolidated into 2-1-1. (In other states, the gov't has committed to using 2-1-1 for all new programs and many are rolling existing 800#s into 2-1-1.)
- **In-district benefits:**
  - Provides reliable data to help identify needs in a given area or district.
  - Helps constituents connect with services and volunteer opportunities more efficiently.
  - Gives staff one number to refer constituents to so they may call for help.
  - For those with rural district who have a hard time getting services, provides one access number to call to find what is available.

### **Status and What it will take to get statewide 2-1-1:**

- 2-1-1 is currently in 19 counties covering 84% of California's population (refer to map on fact sheet).
- Currently, 2-1-1 is funding from a variety of sources including grants, local governments, business, UWs, local First 5s and fees for services.
- Additional studies underway to determine exact savings and on-going costs, but it is anticipated that full implementation of 2-1-1 statewide will be between \$1.5 and \$2 million, with total annual operating costs of an estimated \$30 million when connected statewide.
  - Ongoing operations assumes 24/7 staffed centers.
  - These costs will be offset by the savings of millions of dollars when 2-1-1 is fully operational