

2-1-1

Connecting the Community to Critical Resources

“2-1-1 creates one easily-accessible repository for all of our community’s assistance resources, enhances partnerships, builds new bridges, and moves us from a silo approach to a community approach.”

– Orle Jackson, Executive Director, Tehama Together

What is 2-1-1?

2-1-1 is a free phone number and online database that connects community members quickly and effectively to information about and referrals to health and human services for every day needs and in times of crisis.

What Types of Needs Does 2-1-1 Cover?

Because 2-1-1 brings all of the current resources of a community together in one organized database, it covers all types of needs.

- **Basic Human Needs:** food banks and assistance, clothing closets, shelters, rent and utilities assistance
- **Physical and Mental Health Resources:** health insurance programs, Medicaid and Medicare, maternal health, children’s health, medical information hotlines, crisis intervention hotlines, support groups, counseling, drug and alcohol intervention and rehabilitation
- **Employment Supports:** financial assistance, job training, transportation assistance, education programs
- **Support for the Elderly and Persons with Disabilities:** adult day care, congregate meals, respite care, home health care, transportation, independent living programs
- **Support for Children, Youth and Families:** childcare, after school programs, Head Start, family resource centers, summer camps and recreation
- **Other Needs**

Where is 2-1-1 Currently?

2-1-1 is in 31 California counties, covering 92% of the population. Nationwide, 2-1-1 is available to 80% of the population. Our goal is that 100% of the population has access to this critical resource.

2-1-1 Shasta launched in 2011.

2-1-1 Tehama launched in 2013.

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Where Can I Find More Information?

Log on to www.211norcal.org or call United Way at 241-7521.

On average, it takes a person in crisis 8 phone calls to get the help they need.

Imagine...

A community member in need of help right here in the North State, reaches out to seek assistance only to find that after calling hotline after hotline, guessing what resources they think they need, getting transferred again and again, and receiving confusing information and miscommunication, they still didn’t get the help they needed. They give up, mentally and emotionally drained, and their small problem has now turned into a much bigger one.

Now Imagine...

That same community member calls 2-1-1 and speaks with a trained specialist who evaluates the situation and refers them to the most appropriate community services to meet their need right here in the North State. The call is free and confidential and the community member begins receiving assistance that same day.

2-1-1 can make receiving critical help quickly a reality for our community members.

Here is What A Community Member Had to Say After Dialing 2-1-1...

“I can’t thank you enough. We are working with a housing counselor who is helping us find a house we can afford AND we got a spot in temporary housing. And...we visited the food bank and got enough food to see us through! Everyone was so kind and understanding. We wouldn’t have known about any of this without 2-1-1.”