

## **211 is a free information and referral service that connects people to health and human services in their community 24 hours a day, 7 days a week.**

211 serves people of all income levels, languages and cultural backgrounds and is available to 96% of Californians and to 85% of U.S. households. 211 programs are supported by United Way, public and private funders, city and county agencies and more. In fact, California United Ways operate and/or provide major funding for 2-1-1 programs throughout the state.

211 also plays a critical role in providing information and support in times of disaster, such as evacuation, shelter, food, medical and recovery information, and provides public officials with feedback from callers about changing conditions.

In 2016, California 211 programs responded to over 2.8 million inquiries from people seeking services such as rent and mortgage assistance, food and shelter, health care, job training, transportation, child care, and elder care. 211 is also an important gateway for connecting low and moderate-income families to Covered California (affordable health coverage), CalWorks (temporary assistance for needy families), CalFresh (food assistance), the Children's Health Insurance Program (CHIP), the federal and state Earned Income Tax Credit (EITC) and more. In the same year, over one million unique hits were tracked on 211 websites across the state.

## **History of 2-1-1**

Authorization of the 211 system using a three-digit dialing code (211) was first enacted by the Federal Communications Commission (FCC) in 2000. The Commission delegated each state with the task of implementing their own 2-1-1 programs. The FCC's regulatory framework was based upon the national program and operational standards put forward by the United Way and the Alliance of Information and Referral Services (AIRS), the two major national leaders for 211 adoption.

This site was created by and is maintained by United Ways of California, on behalf of the California 211 Operating Partnership.

Dial **211** directly from cell phone (no need to add # sign)

The caller can stay on the line, if land line, and an operator will come on.

Quote from website, <https://211sandiego.org>

San Diego County Resources line for all age

“We work to cultivate relationships with community providers to ensure our public database is robust, accurate, and comprehensive. Our Informatics Team researches and vets’ applications to ensure they are eligible according to an Inclusion/Exclusion Policy and updates more than 1,200 agency and 6,000 service profiles annually.”

“211 San Diego is a free, 24-hour confidential phone service and searchable online database

San Diego a 501(c)(3) nonprofit

Resources for:

Food	housing shelter	transportation
utilities	health care	material goods
mental health	criminal justice	education
income support	individual and family life	target populations

environment-public health and safety  
organizational/community/international

One can directly apply for the service working with a representative. They will walk one through the process and if no access to a printer or an email, the forms can be mailed to the person seeking help.

The easiest to work with are:

- #1 for Cal Fresh - Food assistance according to income
- #2 for Utility help - Income is separate from medical for devices such as CPAK machines, oxygen or another type which someone needs separate to stay alive-medical necessity. Air filters do not qualify.