



2-1-1 sacramento
find help here

What is 2-1-1?

2-1-1 Sacramento: Find Help Here

Dial 2-1-1 for free, 24-hour information on community, health and social services. 2-1-1 is a one-stop source of information for people looking for community services and resources, especially for those who need essential services, such as food, shelter, counseling, employment assistance, and more. Callers receive personalized information from a live resource specialist. 2-1-1 is confidential and available in more than 150 languages.

Like 9-1-1 for emergency services, 2-1-1 has been set aside nationally by the Federal Communications Commission for the public to more easily access community information. 2-1-1 is also a central resource for community information during and in recovery from disasters.

2-1-1 Sacramento is for everyone

- Families seeking services for their children
- Seniors seeking legal assistance, benefits help, volunteer opportunities
- Business executive helping an employee find resources for aging parents
- Laid-off workers struggling to feed their families
- Disaster victims seeking loved ones, housing, food, counseling
- Teachers, clergy, and agency staff seeking help for their clients

2-1-1 Sacramento call volume

Nearly 100,000 calls were handled in 2016

Who answers 2-1-1 calls?

2-1-1 calls are answered by an Information and Referral Specialist. Specialists are trained in navigating the maze of human service agencies and programs. Non-English speaking callers are assisted by a bilingual Specialist or seamlessly through a telephone interpreting service with access to interpreters in more than 150 languages.

2-1-1 replaces Info Line Sacramento

For more than 35 years, Info Line Sacramento provided information and referral services in Sacramento County. On April 7, 2008, Info Line became **2-1-1 Sacramento**, offering enhanced services and expanded hours for the public.

Number of health and human services in 2-1-1 Sacramento database

Over 1,600 programs and services.

Who is funding 2-1-1 Sacramento?

2-1-1 Sacramento, a program of Community Link Capital Region, is funded by First 5 Sacramento Commission, Sacramento County Office of Emergency Services, Goodwill Industries of Sacramento Valley & Northern Nevada, Sacramento Superior Court, Agency on Aging | Area 4, Sacramento County Department of Human Assistance, Kaiser, and generous contributions from the community.

What are the locations of 2-1-1 Sacramento?

2-1-1 Sacramento provides services primarily over the telephone. There is a satellite location at the William R. Ridgeway Family Relations Courthouse, Community Resource Room in Room 113. This location is open Monday through Thursday 8:30 – noon and 12:30 pm – 4 pm. The Resource Specialist can assist people who are at the courthouse with resources and referrals to many legal community resources. Legal videos are also available for viewing.

What are the benefits of 2-1-1?

2-1-1 creates the community infrastructure for linking the array of services of nonprofit and public agencies into a more efficient, coordinated network. Government, nonprofits and service organizations will receive fewer inappropriate requests for help, and their dollars can be focused on providing services.

How many Californians have access to 2-1-1?

Ninety-six percent of California residents now have access to 2-1-1. The California Public Utilities Commission (CPUC) ruled in 2003 that 2-1-1 service would be established on a county-by-county basis. California's first 2-1-1 service launched on February 11, 2005 in Ventura County. Currently, 2-1-1 is in 35 counties. For more information on 2-1-1 in California, visit www.cairs.org

Do other states have 2-1-1?

As of February 2015, 2-1-1 serves over 291 million Americans (93% of the entire population). Every few weeks, these coverage numbers increase. Visit <http://www.211us.org/status.htm> to check the current status.

What's the difference between 2-1-1, 3-1-1, 9-1-1, and other N-1-1 numbers?

2-1-1: Community services

3-1-1: Non-emergency government services

4-1-1: Directory assistance

5-1-1: Traffic and transit

6-1-1: AT&T repair service

7-1-1: California relay for hearing impaired

8-1-1: "Call before you dig" for locating underground utility lines

9-1-1: Life-threatening emergency services

2-1-1's role in disaster response and recovery

- **2007 Southern California Wildfires:** The importance of 2-1-1 during disaster was underscored during the October 2007 wildfires in Southern California, where 2-1-1 San Diego call volume peaked at 30,000 calls a day – up from 800 daily – as residents sought information about evacuation sites, road closures, shelters, medical assistance, pet and large-animal care, and more.
- **2005 Hurricane Katrina:** Calls to Texas' statewide 2-1-1 system increased from 2,500 to more than 10,000 a day after the storm as people sought food, shelter and other assistance. Three weeks after Katrina, more than 170,000 Texas callers had received 2-1-1 assistance.
- **In Sacramento:** 2-1-1 Sacramento works with Sacramento County Office of Emergency Services and Sacramento Regional Office of Homeland Security as a public information partner in disaster preparedness and response.

Cell phone coverage

2-1-1 is available on all service carriers.

2-1-1 Sacramento is a program of Community Link Capital Region

Community Link Capital Region helps people turn ideas into community action through information, planning, civic engagement and advocacy for human needs in the Sacramento Region. Community Link is a multi-service, community-based organization that provides health and human services information for the public, conducts research and policy analysis on health and social issues, and mobilizes people to improve the health and welfare of individuals and communities. Community Link programs include: 2-1-1 Sacramento and HandsOn Superior California, a civic action center connecting volunteers with meaningful community service opportunities.