



A program of Community Services Planning Council

## 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 information about financial scams
- 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**

2-1-1 Sacramento specialists assisted nearly 83,000 callers in 2009, and the number of projected calls for 2010 is more than 100,000.

### **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 InfoLine Sacramento**

For more than 35 years, InfoLine Sacramento provided information and referral services in Sacramento County. On April 7, 2008, InfoLine 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**

2,400 programs and services

### **Who is funding 2-1-1 Sacramento?**

2-1-1 Sacramento, a program of the Community Services Planning Council, is funded by First 5 Sacramento Commission, Sacramento Housing and Redevelopment Agency, Sacramento County Office of Emergency Services, County of Sacramento, Area 4 Agency on Aging, Sacramento Superior Court, Sacramento Employment and Training Agency, and grants from Bank of America, Internal Revenue Service, and Kaiser Permanente.

### **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?**

Eighty-eight 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. In Southern California, 2-1-1 is available in Kern, Ventura, Los Angeles, Orange, Riverside, Santa Barbara, San Diego, San Bernardino, and San Luis Obispo Counties. In the Bay Area, 2-1-1 is available in Alameda, Contra Costa, San Francisco, San Mateo, Solano, Marin, Napa, and Santa Clara. Other counties include Fresno, King, Monterey, Nevada, Sonoma, Stanislaus, and Tulare. For more information on 2-1-1 in California, visit [www.cairs.org](http://www.cairs.org).

### **Do other states have 2-1-1?**

As of August 2010, 2-1-1 serves over 246 million Americans (more than 82% of the population). 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.

### **If you have trouble reaching 2-1-1**

If you have trouble dialing 2-1-1, call (916) 498-1000 or (800) 500-4931. Because 2-1-1 is a new dialing code in the Sacramento area, it may not be accessible from some phone systems. If you have problems at work, contact your information services staff to change permissions on the telephone system to allow 2-1-1 dialing access. If you have problems at home, contact your telephone service provider's repair number to make sure they have programmed 2-1-1 into your service.

### **Cell phone coverage**

2-1-1 is available on most service carriers including AT&T Wireless; Verizon Wireless; and Sprint/Nextel.

### **2-1-1 Sacramento is a program of Community Services Planning Council**

Founded in 1939, the Community Services Planning Council (CSPC) helps people turn ideas into community action through information, planning, civic engagement and advocacy for human needs in the Sacramento Region. CSPC 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. CSPC programs include: 2-1-1 Sacramento; Hands On Sacramento, a civic action center connecting volunteers with meaningful community service opportunities; the Research and Planning Center, and California Immunization Registry (CAIR) Greater Sacramento.