



Our Mission

2-1-1 LA County is dedicated to providing an easy-to-use, caring, professional source of guidance, advocacy, and 24/7 access to a comprehensive range of human services to the people of LA County.



“N11” Chart

Current FCC “N11” Assignments

111 - Not Applicable

211 - Information &
Referral

311 - Local
Government Services

411 - Directory
Assistance

511 - Transportation

611 - Telephone
Service/Repair

711 - Telephone Relay

811 – Utility Line
'Call before you Dig'

911 - Emergency
Police/Fire



Performance Driven Agency

- **Agency Accreditation & Staff Certification (AIRS)**
 - **24/7 Operations**
 - **Capability to Handle 140 Languages**
 - **Greeting Approach (Live Person)**
 - **Alternative Systems (TTY/Voice Recognition)**
 - **Data Collection & Reporting**
 - **Continuous Staff Training & Development**
 - **Productivity and Quality Performance Standards**
 - **Performance Recognition and Incentive Program**
 - **Serve 500,000 callers annually**
-

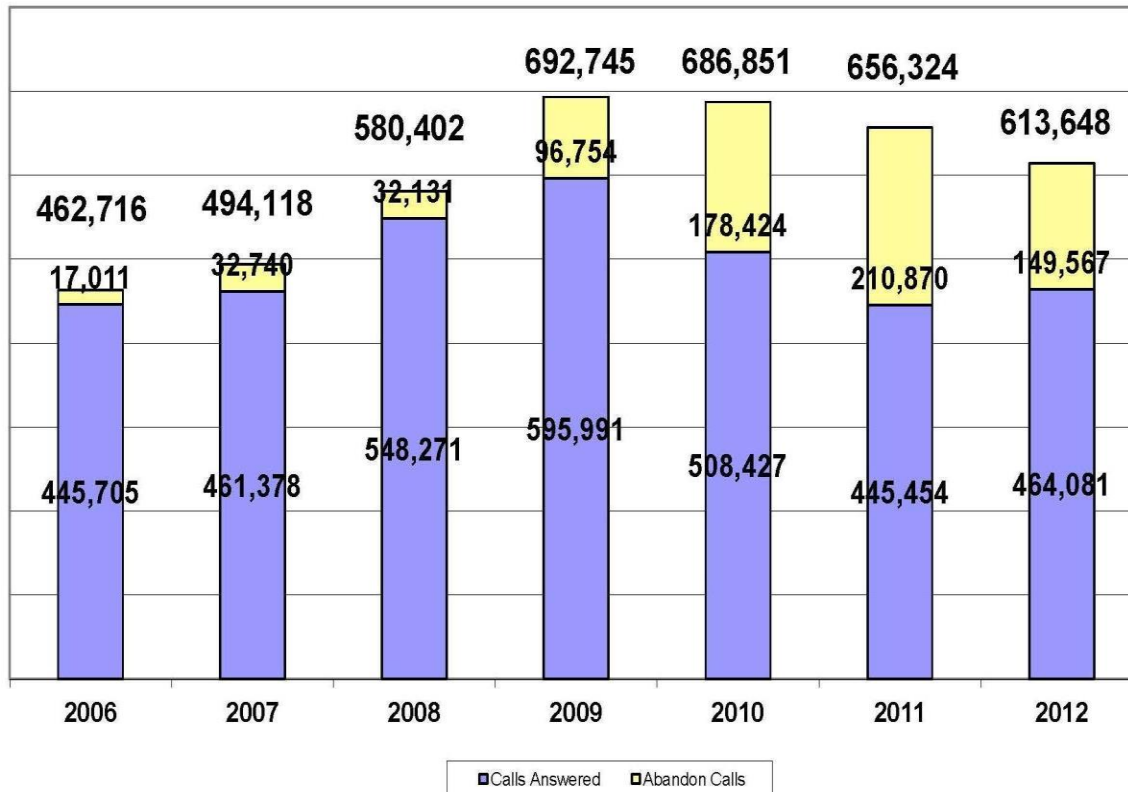


2-1-1 Service Model

1. **Quality Service:** Solution oriented, performance driven services for vulnerable populations working collaboratively with community partners to effectively provide effective navigation of the social service network.
 2. **Trained Community Resource Advisors:** Qualified staff able to assess callers' needs and help them identify underlying life conditions that may be affecting those needs.
 3. **Comprehensive Database:** current, accurate information about services organized in a way that is easily retrieved and useful.
 4. **Taxonomy:** 211 developed the taxonomy classification system and uses it to organize data.
-

Call Statistics

Calls Offered and Answered

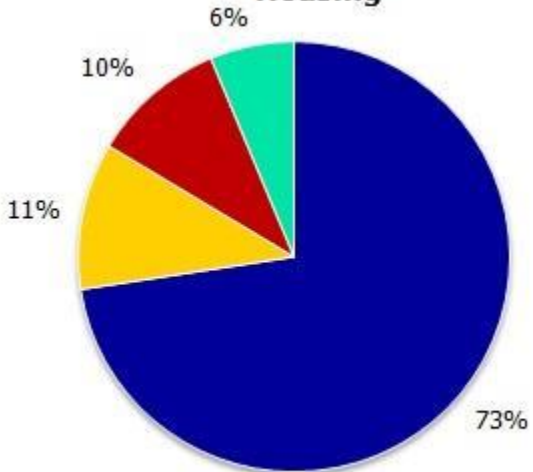


Top Service Requests

- Emergency Shelter
- Emergency Food
- Adult Protective Services
- Information Lines/Websites
- Utility Assistance
- Food Expense Assistance
- Housing Counseling/Search Assistance
- Transitional Shelter/Housing
- Public Assistance

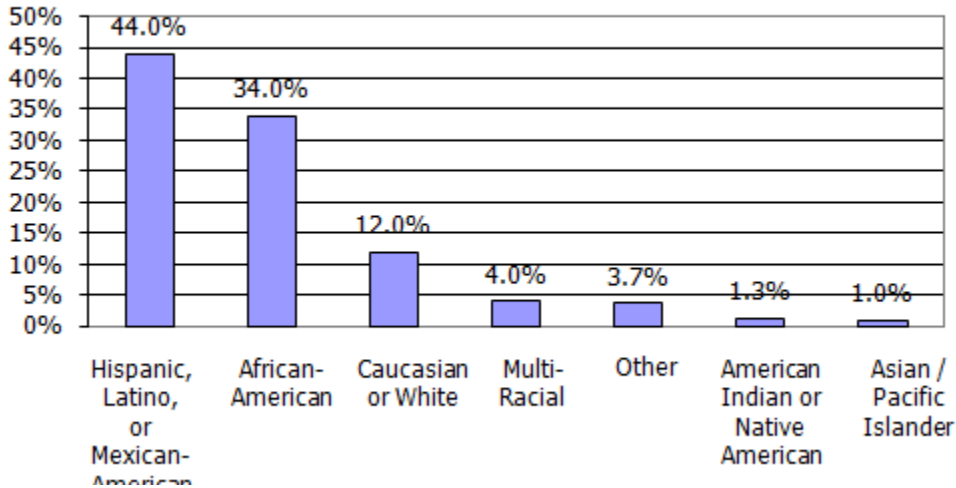
Caller Profile

Housing

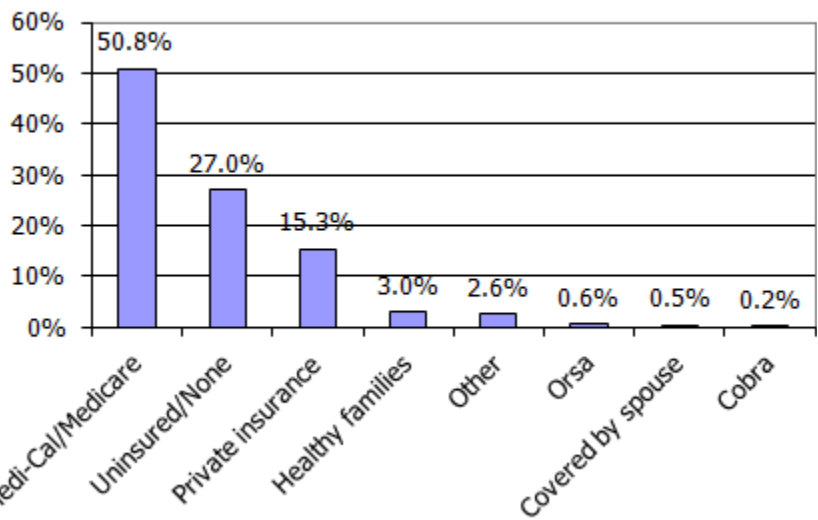


■ Rent ■ Own ■ Stay with a friend or relative ■ Homeless

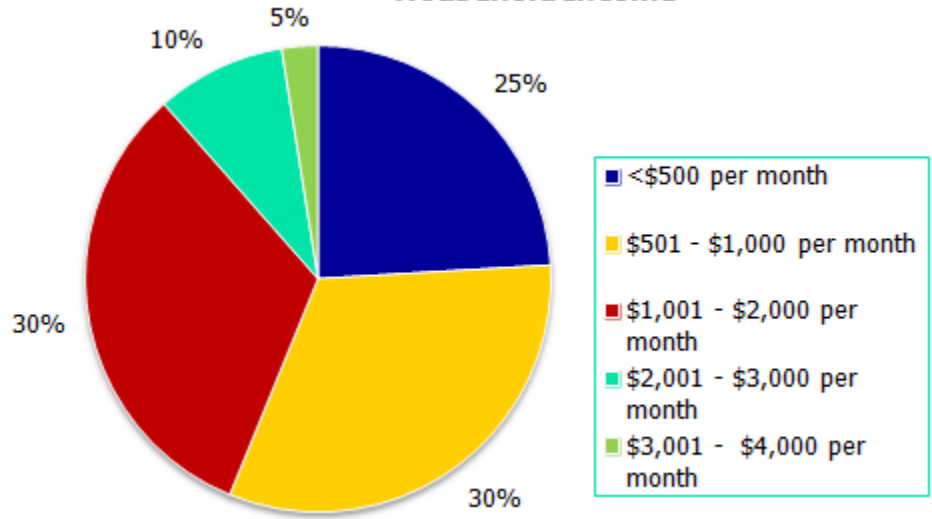
Ethnicity



Type of Health Insurance



Household Income



Anatomy of a 2-1-1 Call

Dials 2-1-1
Local phone
company routes
to 2-1-1 call
center



Caller in need



2-1-1 Call
Specialist

Establishes rapport &
trust

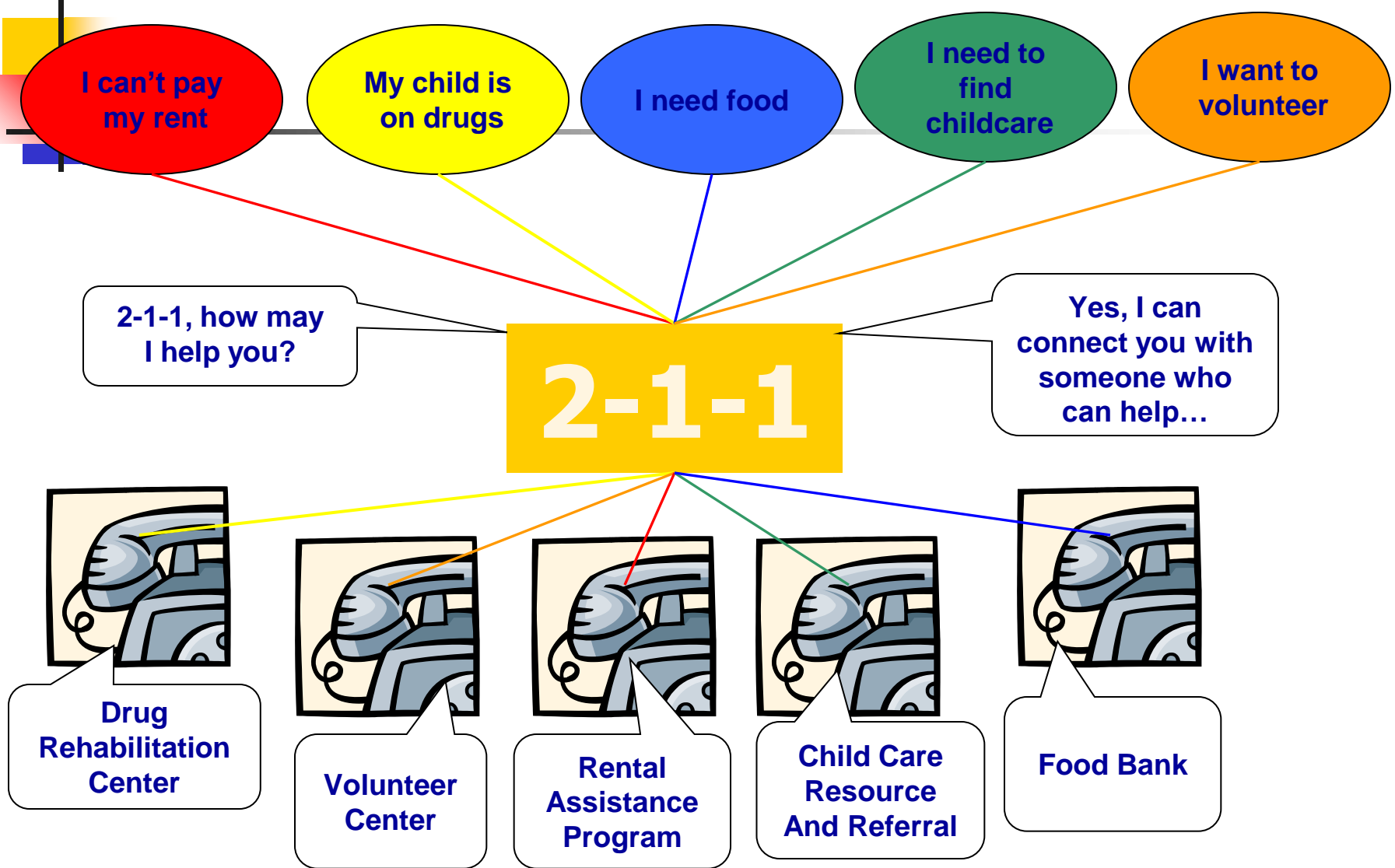
Diffuses emotional
barriers

Establishes need(s)
through in-depth
assessment

Searches database for
appropriate resources

2-1-1 Call Specialist empowers caller by providing accurate, enabling information and appropriate referral(s) to agencies able to help with the identified need(s)

2-1-1 Makes Health Access Simple





2-1-1 Database

- **Comprehensive listing of over 5,700 agencies and includes almost 50,000 programs and services throughout the County.**
 - **Annual update and verification of every listing.**
 - **Standard inclusion/exclusion criteria for determining appropriateness of each listing.**
 - **Site visit program to confirm and verify service descriptions.**
 - **Online access for agencies to update service profiles.**
 - **Free, GIS-mapped, Web-based access to database resources.**

 - **Need changes to your entry, have questions about referrals you are receiving, contact us!**
-



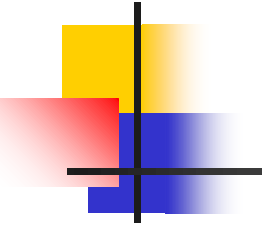
Beyond I & R

- Screening Children 0-5 years
 - Health Navigation
 - Care Coordination
 - Benefits Enrollment
 - Motel Vouchers
 - Incident Reporting (elder abuse, code enforcement, disaster damage)
-



Partnership and Collaboration

- 211 participates in many collaborative efforts to inform groups, learn about the needs in the community and devise the appropriate solutions.
 - 211 LA County has ongoing communications, interactions and involvement with the broader community to address and assist in developing innovative approaches and strengthening network partnerships.
-



Help Starts Here



2-1-1 LA County

Resource Supervisor

Laura James

(626) 300-1326

ljames@211la.org

Resource Department #: 1(877) 463-6929



Follow us on

