



211

Connecting Residents in Need to Vital Community Services

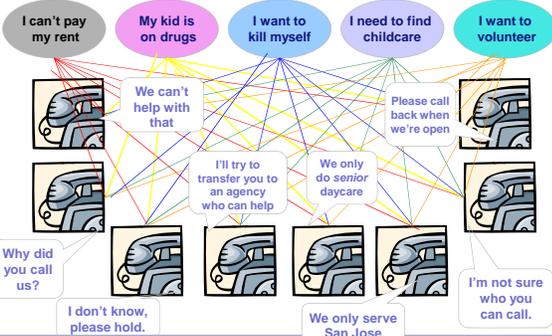
Quick Reference



- 2-1-1 Local Community Services**
- 3-1-1 Government Services**
- 4-1-1 Directory Assistance and Information**
- 5-1-1 Traffic Information**
- 7-1-1 For the Hearing Impaired**
- 8-1-1 Dig it**
- 9-1-1 Emergency Services**

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Imagine thousands of times a day...

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2-1-1 Can Answer these Questions

- What does the agency do?
- For whom?
- When and how can one apply?
- What does it cost and how does one pay?
- Is the service accessible to people with special needs?
- What languages are available on a regular basis?
- Are there eligibility requirements?
- What documents should I bring?
- Is there a wait for service?

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How Do We Find New Resources

New Data

- How we obtain information about changes or new services:
 - Calls about services from agencies
 - Calls about services from the public
 - Mailings from agencies
 - Media fairs and events
 - Meetings and networking
 - Partner communications

Agency records are regularly updated every 12 months

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How Agencies Can Help

- Contact your local 211 to get listed or to update your information. Go to www.211.org to find a 211 center serving your area
- Partner on marketing campaigns directed towards your clients to increase awareness and use of 2-1-1
- Work with your 211Call Center to define call protocols for your specialized services
- Help us identify other specialized Information and Referral organizations we should be working with
- Invite 211 to present to existing agency networks that meet on a systematic and regular basis

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