



CONNECTING LOS ANGELES COUNTY

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Mission, Goals, & Purpose

A hub for community members and community organizations looking for all types of health, human, and social services in Los Angeles County

- Comprehensive Information and Referral Call Center

Our purpose is to link people to community services, so that people in LA can survive, thrive, and be empowered, no matter their situation or background

Things to know..

211 LA is:

- A 501(c)3 nonprofit organization
- One of the nation's largest 24/7 I&R services
- Assisted over 1.8M : 2-1-1 calls, texts, web users, and online chats (data timeframe=2021)

Our Partners and Funders



What is: I & R ?



(Information & Referral)

- 211 LA is a comprehensive Information and Referral (I&R) provider.
- We connect people in Los Angeles County to community resources.
- We provide up to date information on how to access services.
- We respond to, and answer questions about what's happening during disasters (including COVID, Wildfires, Mass Floods, Anti-Hate Reporting, and more).



Specialized Hotlines

Elder Abuse Hotline (877-4R-SENIORS)

Unincorporated Area: Helpline + Code Enforcement Hotline

Safely Surrendered Baby Hotline (877-BABY-SAFE)

Winter Shelter/Year-Round Emergency Shelter Line

County Disaster Public Information Hotline

Worksource Employer and Job Seeker Hotline

Reporting Hate Hotline (New)

Area Agency on Aging (AAA) & LA Found Hotlines (New)



211 LA Anti-Hate Services

Partnering with the LA County Commission on Human Relations
and the State of California



Live helpline

Report hate,
discrimination,
bullying



Online services

Self serve report
hate & find
resources



Care Coordination

Follow-up
support, referrals
& advocacy

Community Resource Database for Los Angeles County

50,000

Services indexed by specialists



13,000

Sites/Locations



4,700

Agencies

- Curated & maintained by Certified Resource Specialists
- Updated at least annually
- Access is free to the public

Ways to Connect with 211 LA

1

Call 2-1-1



2

Online Search or Chat:
211LA.org



3

Text 52211



211 LA and KICK IT CA

This is a sample of how we communicate with staff on the KIC project and asking the tobacco related question:



Thank you!

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