

**211 IS FREE AND CONFIDENTIAL,  
AVAILABLE 24 HOURS A DAY,  
7 DAYS A WEEK**

**211 OFFERS...**

- Assistance in more than 150 languages
- Trained specialists to help you find:
  - ◆ **COVID-19 (Coronavirus)**
  - ◆ Health services
  - ◆ Disaster response
  - ◆ Food and shelter
  - ◆ Housing resources
  - ◆ Child care
  - ◆ Income support
  - ◆ Mortgage assistance
  - ◆ Renters rights
  - ◆ Mental health services
  - ◆ Elder care
  - ◆ Care for people with disabilities
  - ◆ Volunteer organizations
  - ◆ Much, much more



**Senator Melissa Hurtado**

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California   
**2-1-1**™  
Get Connected. Get Answers.



**HOW CAN I HELP YOU?**

## What is 211?

211 is an information and referral line that connects you to health and human service programs in your community. The Federal Communications Commission authorized the use of 211 for information and referral services nationwide, with each state implementing its own program.

The California Public Utilities Commission (CPUC) oversees California's 211 program. The services are provided through local organizations approved by the CPUC. Information and referral centers apply to the CPUC for rights to use the special three-digit dialing code.

211 is available to over 92% of California's population. If you can't access 211 from your area, go to [www.211.org](http://www.211.org) to find the nearest call center.

## Calling 211

211 is the one number to call to find the help you need. Just like 511 is the number to call for traffic updates, and 411 is the number for directory

assistance, 211 is the number to call for access to health and human service programs in your community.

211 is free and confidential, and available 24 hours a day, 7 days a week. There are professionally-trained information and referral providers who can offer you help in more than 150 languages. 211 specialists can direct you to programs in your community that provide child care, elder care, housing assistance, unemployment services, food and shelter, mental health programs, drug and alcohol treatment, volunteer opportunities and much more.

211 also plays a critical role during times of disaster. This service can provide you and your family information about evacuation routes, shelters, family reunification, medical assistance, school closures and public health. Remember 911 should be reserved for emergencies. 211 is your best option to provide you critical information during a disaster.

211	Community services
311	Government services
411	Directory assistance
511	Traffic and transit
611	AT&T repair service
711	For hearing impaired
811	Underground utility lines
911	Emergency services

Whether you are looking for unemployment resources or searching for low-cost health insurance, 211 is there to help. No longer will you have to spend long hours searching through government resources or non-profits until you find the right number to call. Just one call to 211 will connect you to the help you need.



## COVID-19 (Coronavirus)

The COVID-19 situation in the U.S. is evolving rapidly as more becomes known about the virus, how it is spread, and how it affects people.

For the most accurate and timely information, visit the Center for Disease Control's website at

[cdc.gov/coronavirus/2019-ncov/](https://www.cdc.gov/coronavirus/2019-ncov/)

