

211 Can Help Your Organization

What is 211?

211 is a free and confidential phone line that has connected local residents to health and human services like yours for over **35 years**.

Our Information and Referral specialists currently take more than **50,000 over** calls per year, assisting low-income parents, immigrants, laid-off workers, homeless individuals and more, in finding the community services that fit their needs.

211 is an easy-to-remember phone number that connects people in need with important community services. This free, confidential service is available 24-hours, 7 days a week in more than 170 languages and also serves as a vital link for individuals seeking to volunteer, provide resources and assist during times of crisis/disaster.

How can 211 help you?

- **211 provides information about your services to the public.**

We ensure that vital information about your services is communicated to your target client populations. Make sure information about your organization is up to date.

- **211 directs appropriate calls to you.**

20% – 40% of calls received by service providers need to be directed to another, more appropriate provider. Professionals often try to help callers nonetheless, resulting in misspent professional and client energy.

- **211 is a valuable source of information for you and your staff.**

Nationally, 15%-20% of 2-1-1 calls are attributed to health and human service professionals. We also provide you with critical information about services available after a disaster.

Be a Part of the 211 Community Services Database

To search for your organization:

- Visit www.211bayarea.org
- Click the name of your county
- Click “Find Help”
- Search for your agency by name or keyword

To update your organization’s record:

- If your organization is already in our database, but not updated, e-mail resources@uwba.org or call 415-808-4211 to receive a link that will allow you to update your agency’s information with 211.

If you’re not in the database, and wish to be listed: E-mail resources@uwba.org or call 415-808-4211

For presentations, tabling opportunities and/or marketing materials, contact 211 at 415-808-4211

www.211bayarea.org

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