

2-1-1: Coming 2009

2-1-1 is a free, easy-to-remember telephone number that connects Sonoma County residents in need with health and human services. Services include basic needs such as food, clothing, shelter, childcare, opportunities to volunteer or donate, physical and mental health resources, health insurance assistance, employment, support for seniors and persons with disabilities, assistance for immigrants and more!

Benefits to Users

- 2-1-1 is an easy way to get and give help in your community.
- Available 24 hours/7 days a week; 2-1-1 is always there for you.
- No more wrong numbers; no more wasted time trying to find the right resources.
- One call gives you easy access to resources across the community, providing a fast and efficient way to get assistance.

Benefits as a Crisis Tool

- 2-1-1 is a critical information system after a community crisis such as a flood, fire, or earthquake. Implementing 2-1-1 now is crucial preparation for the next major earthquake or disaster.
- 2-1-1 responds immediately during times of crisis, directing callers to non-emergency services most appropriate for their needs.
- 2-1-1 provides an efficient communication's infrastructure through which to quickly share public health and crisis preparedness information.



Community Benefits

- 2-1-1 touches the lives of every person in our community, and whether you need help or want to give help.
- 2-1-1 is a useful planning tool. Based on data about the types of calls that the 2-1-1 center receives, communities can better anticipate demand for services and mobilize resources to meet changing needs.
- 2-1-1 reduces non-emergency calls to 9-1-1, saving vital community resource for life-and-death emergencies.
- For every dollar spent on 2-1-1, the positive benefit for society is \$1.34. These savings come in the form of less misdirected calls to 9-1-1, state and local government, and non-profits, and more efficient planning due to enhanced data collection.

2-1-1 Sonoma County is a private-public partnership:



Volunteer Center
OF SONOMA COUNTY



United Way of the Wine Country