

# 211 Works

FOR YOUR NONPROFIT ORGANIZATION

## Benefits for your Organization

### Help for helpers

211 is a great resource for your staff. Many 211 calls come from human-service professionals who call to get information to help their clients. 211 is a free, time-saving tool for social workers, clergy, doctors, legislators and others trying to help people.

### Information at your fingertips

Search the 211 database online to find information about more than 1,800 community services in the Bay Area. Visit [www.211bayarea.org](http://www.211bayarea.org).

### Extend your reach

Every year, United Way's 211 call center receives as many as 55,000 calls from Bay Area residents who need help. Help us direct prospective clients to your organization by updating your agency's record in the 211 database. Visit [www.211bayarea.org](http://www.211bayarea.org) and click on the "Service Providers" tab.

### Current, accurate information

United Way dedicates staff to maintain the 211 database as a comprehensive, continuously updated resource. We work with you to update each nonprofit record in our database at least once a year to ensure our referrals are accurate.

### First call for help

211 serves as the primary client contact number for several Bay Area nonprofits. As a result, nonprofits can focus on service delivery instead of fielding phone calls. For example, the San Francisco Food Bank directs all people seeking food to 211, where after a thorough intake and assessment, clients are directed to a food distribution site that best meets their needs and location. To explore a partnership with 211, call 415.808.4430.

### Learn more

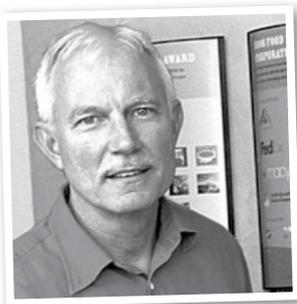
211 staff welcome the opportunity to visit your organization and tell your staff how to effectively use 211. To arrange a 211 presentation, call 415.808.4430.

**211** is an easy-to-remember, three-digit phone number that connects your organization and the clients you serve with up-to-date information about thousands of health and human services throughout the Bay Area.

**211** is free, confidential and available 24 hours a day in more than 150 languages.  
TTY: 415.808.4440

When you or your clients call **211**, you'll reach a trained Information & Referral Specialist, who is highly skilled in making assessments, matching needs with appropriate referrals, and providing follow-up service as necessary.

**Cell phone access varies.**  
If you can't dial 211, call 800.273.6222.



***"The convenience of being able to direct people to United Way's 211 service is a tremendous asset in our fight to end hunger in San Francisco."***

**PAUL ASH, EXECUTIVE DIRECTOR,  
SAN FRANCISCO FOOD BANK**



# 211 Works

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## Benefits for your Clients

### Easy access to thousands of services

211 helps Bay Area residents navigate the region's complicated web of health and human services. Services include basic needs such as food, clothing, shelter, as well as childcare, opportunities to volunteer or donate, physical and mental health resources, employment, support for seniors and persons with disabilities, assistance for immigrants and more!

### A sense of hope

In addition to providing referrals, 211 gives callers a sense of confidence by educating them about their options. These benefits are spread exponentially as callers share this information with other friends and family.

### Confidential

211 provides confidential and anonymous help for any situation.

### Independence

211 helps people maintain their independence while using government and non-profit resources more efficiently to meet their needs.

### Help in more than 150 languages

211 helps non-English speaking people get comprehensive health and human service information. 211 Bay Area staff are also specially trained to provide immigration information, such as assistance in obtaining visas, the naturalization process, work permits, passports, and consular contacts.

## Community Benefits

### Community planning tool

Based on aggregate data about the types of calls that the 211 center receives, communities are in a better position to mobilize resources to meet changing needs.

### During disaster

When disaster strikes, 211 provides critical information about evacuation routes, food and shelter, as well as support finding long-term recovery services.

## RELIEF FOR 911

211 reduces non-emergency calls to 911, saving that vital community resource for life-and-death emergencies. 211 also provides 911 dispatchers with a systematic way of effectively rerouting non-emergency calls.



***"I had no idea 211 existed until my daughter suggested it when I needed***

***a ride to daily radiation treatments. This program is so needed because the average person is just not aware of all the different services available to them."***

**JOYCE JACOBSON, RETIRED, 211 USER**

