



211 LA COUNTY

INFORMATION AND REFERRAL FEDERATION OF LOS ANGELES COUNTY
Serving Los Angeles County since 1981

211 LA Helps 100,000 Angelenos Get COVID-19 Vaccines

211 LA hub has directly signed up or connected more than 100,000 people in Los Angeles with vaccine appointments

LOS ANGELES (April 1, 2021) — 211 LA, a locally based nonprofit community resource hub that provides essential information related to health, human and social services to residents of Los Angeles County, announced today that it has helped more than 100,000 people in the county sign up for COVID-19 vaccines through its staffing of LA County’s COVID-19 Vaccine Hotline.

While 211 LA does not provide vaccinations itself, its trusted call center employees were able to directly connect vulnerable Angelenos in eligible groups to the resources they needed to secure a vaccine appointment at several local sites. Many of these individuals do not have the equipment or technical expertise needed to navigate the often complex, internet-based portals used to register for vaccines, but 211 LA’s expert staff has been able to bridge that gap and get people the help they needed quickly during the greatest public health crisis in its history.

“211 LA County has been there to connect people in our county with essential services for decades,” said Maribel Marin, Executive Director of 211 LA. “As we face a once-in-a-lifetime pandemic, it was natural for us to partner with the County in helping people access the vaccinations that will help them get their lives back again.”

More than 500,000 individuals and families in Los Angeles County access health and human services through 211 LA’s call centers, website and chat every year—many of whom are in some of the County’s hardest-to-reach communities. 211 LA is one of the few organizations that can get these communities connected to vaccination appointments at scale, and is an important partner in achieving vaccination equity.

With its long history in the community, 211 LA has deep relationships with the public health network that gives Angelenos the peace of mind to know they will be directed to the right place. As Los Angeles County gears up to open vaccinations to everyone age 16 and over on April 15th, it is important people know that there is assistance signing up for vaccinations if they are unable to do so online on their own. 211 LA can also set up COVID-19 Testing appointments for individuals needing assistance getting a test.

How to get help scheduling a COVID-19 Vaccine appointment: Residents with disabilities or without computer access can call 833-540-0473 between 8:00 am and 8:30 pm 7 days a week for assistance with appointments. Multilingual support is available.

For all other health, human, and social service needs, residents can dial **2-1-1**, 24 hours a day, or go online to 211la.org to find information and resources.



Aside from its work in healthcare, 211 LA provides an array of human and social services, including a 211-specific hotline where people can report, receive follow-up, and get service linkages for hate crimes or incidents of racial discrimination, including acts targeting the Asian American and Pacific Islander community, as well as a Community Schools Initiative that provides outreach and connections to resources for 15 designated school districts in efforts to increase families' resilience and engagement with schools.

About 211 LA County

211 LA (or 211 LA County) is the hub for community members and community organizations looking for all types of health, human, and social services in Los Angeles County. We provide information and referrals to the services that best meet individual needs, through our 24 hours 2-1-1 call line, or through our website, text, and chat. A 501(c)(3) nonprofit organization, 211 LA has served the people of Los Angeles County since 1981, when it was formed under the name of The Information and Referral Federation of Los Angeles (also formerly known as InfoLine). 211 LA's services are funded through partnerships with the LA County Board of Supervisors, CEO, and Departments; with contracts with the State of California, LAHSA, SoCal Gas, Southern California Edison, AARP, and others; and with grants from foundations including the National Institute of Health (NIH).

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