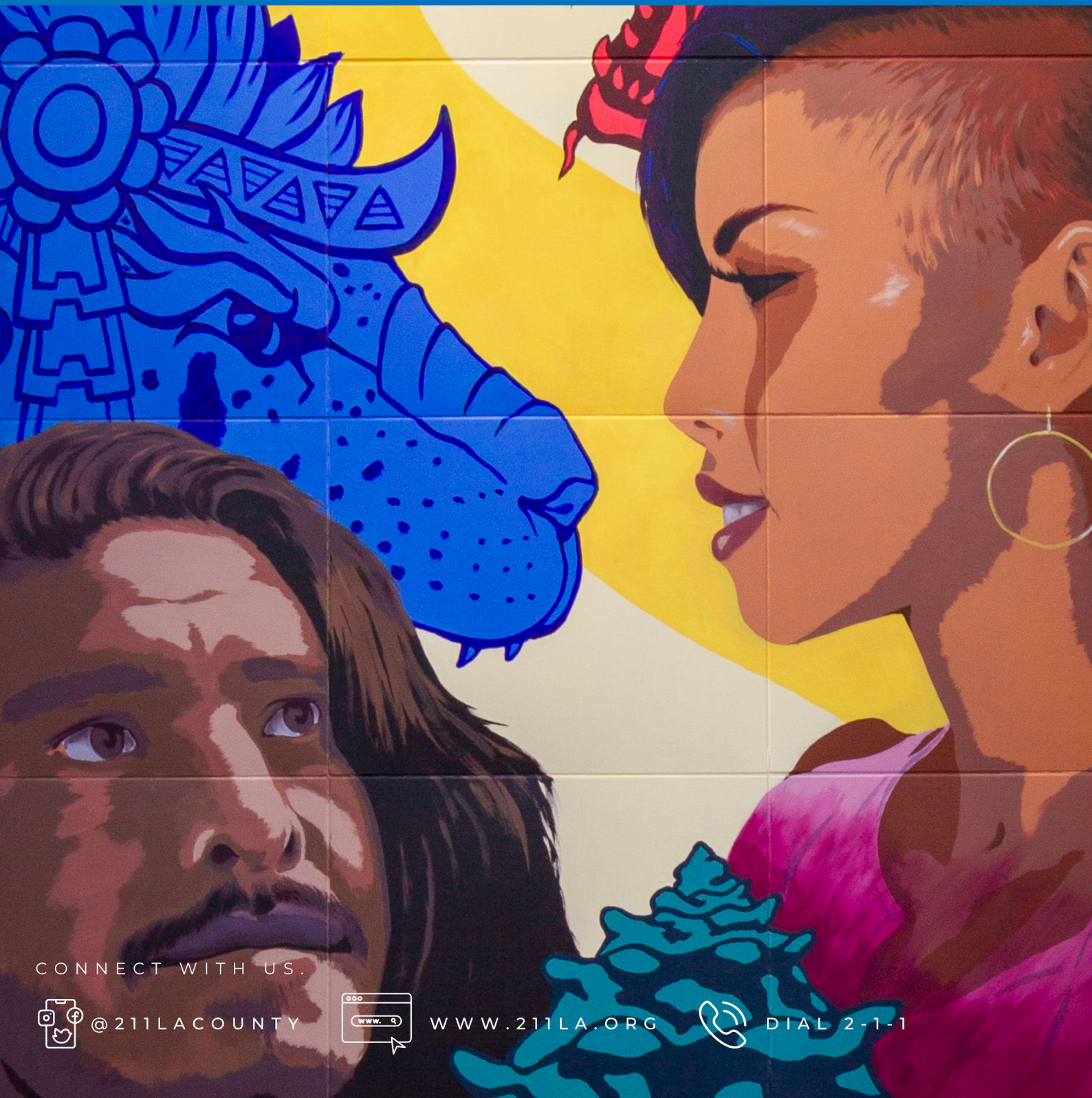


ANNUAL IMPACT REPORT

2021 & 2022



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DIAL 2-1-1

EXECUTIVE SUMMARY

211 LA LEADERSHIP

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EXECUTIVE DIRECTOR

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CHIEF OPERATING
OFFICER

ANDREW HART, CHIEF
TECHNOLOGY OFFICER

CHRIS MATTMANN,
CHIEF RESEARCH OFFICER

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MEMBER

TRISHA MURAKAWA,
MEMBER

Dear 211 LA Community,

An unprecedented diversity of client needs, new service offerings, technology initiatives, and community support were handled by 211 LA in 2021 and 2022.

We served as frontline responders helping people navigate the waves of changing circumstances, information, restrictions, and relief services caused by COVID-19. Our 40 years of experience were put to the test as we handled more than half a million contacts in 2021, 25% more than our contracted amount. The team accomplished this while maintaining an average wait time of 5 minutes, with approximately 90% of 211 callers expressing a positive customer experience for 2021 and 2022. Every call was answered with a live, professionally trained, and compassionate person.

The global COVID-19 pandemic also highlighted our callers' need for additional support in overcoming barriers to connecting with resources. 211 LA met that need by expanding our care coordination and service navigation programs, offering follow-up and one-on-one support through more than 20 different specialized programs that target a range of populations and service needs. Many of these programs also benefit general 2-1-1 helpline callers, who are assessed for potential eligibility for deeper and longer term support, providing added value and assistance opportunities.

In addition, 211 LA continued to invest in our innovative technology to improve the quality and efficiency of the customer experience. In 2022, we launched CSCare, a collaborative client management tool that allows network partners to coordinate their care for an individual client and securely share data. It is also integrated with our CS Resource tool, which houses and allows users to search the 211 referral database of over 50,000 vetted, curated, and continually updated resources.

211 LA is immensely proud of our team that made these achievements possible. This team remained dedicated to our mission during a time of change and uncertainty caused by the pandemic and the County of Los Angeles proposal to award the 2-1-1 helpline contract to a for-profit corporation. Our people are chosen for their innate compassion and poise in helping others through crises and throughout 2021 and 2022 they have demonstrated both. They are the reason 211 LA is trusted and valued by the community, and we thank them for their service.

We hope that this Annual Report serves to raise awareness of the valuable services that 211 LA provides as one of the few 24/7, multilingual and professional services that is free to the public.

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INFORMATION & REFERRAL SERVICES

In the sprawling metropolis of Los Angeles County with a population of more than 10 million, people can lose their way -- and need help finding it. For more than 40 years, people have turned to 211 LA's 24/7, multilingual 2-1-1 helpline (available via call, chat & text) for assistance in identifying and accessing the services that best meet their needs. Whether it is a call to report abuse on an elderly family member, a youth in crisis with nowhere to turn, or a monolingual mother trying to find healthcare for her children, 211 LA provides information and referrals for more than 500,000 calls per year, impacting over 1.4 million people.

At the heart of 211 LA's stellar performance and services are the staff. 211 LA begins by carefully recruiting and hiring individuals who reflect the LA County communities. The vast majority of 211 LA's staff are native Angelenos and are certified by the Alliance of Information and Referral Systems (AIRS) and inherently familiar with the complicated LA landscape with more than 50% being bilingual. To become certified, staff must demonstrate skills in building rapport, assessing needs, identifying appropriate resources, problem solving, and providing clear, accurate and unbiased information.

With these qualifications, **211 LA's staff meet callers where they are at in their moments of personal crisis**, and take an empathetic, culturally sensitive, and trauma-informed approach to helping individuals. For every contact, 211 LA assesses the individual's needs and unique situation, searches for the most appropriate resource to meet their needs, and provides the relevant information from the 211 referral database of approximately 50,000 community and government services and programs. Our staff ensures that callers understand and can effectively use the health and human services offered to them.

211 LA has a rich history of excellence in performance management and training in the I&R field, county-, state-, and nationwide. 211 LA's philosophy has always been to do what it takes to provide personalized service to individuals, with technology that will provide maximum flexibility and up-to-date data with full accessibility to a diverse, multicultural, multilingual population. This commitment is embedded in 211 LA's own culture, practices, and core beliefs, making them a national leader in I&R service delivery.

211 LA was the first, in 1997 to be accredited by AIRS, the national industry association, setting future accreditation standards for the industry. In 2005, the California Public Utilities Commission awarded 211 LA with the designation of the 2-1-1 dialing code following a competitive application process that included the support of over 100 community organizations, the LA County Board of Supervisors, and multiple County departments. Not only this, but 211 LA developed and currently maintains the 211 LA Taxonomy of Human Services, adopted as the standard classification system for health and human services databases used throughout the United States and Canada.

For the past two years of tremendous pressure and stress, 211 LA consistently served as an advocate for those who needed help most. We provided an information lifeline to our callers, a support system for the County (especially in distributing the COVID-19 vaccine), and a cost effective service to the taxpayer during economic turmoil. 211 LA lived up to its mission of overcoming all barriers, making sure the most vulnerable people get the care they need.

2021 & 2022 DATA HIGHLIGHTS

In 2021

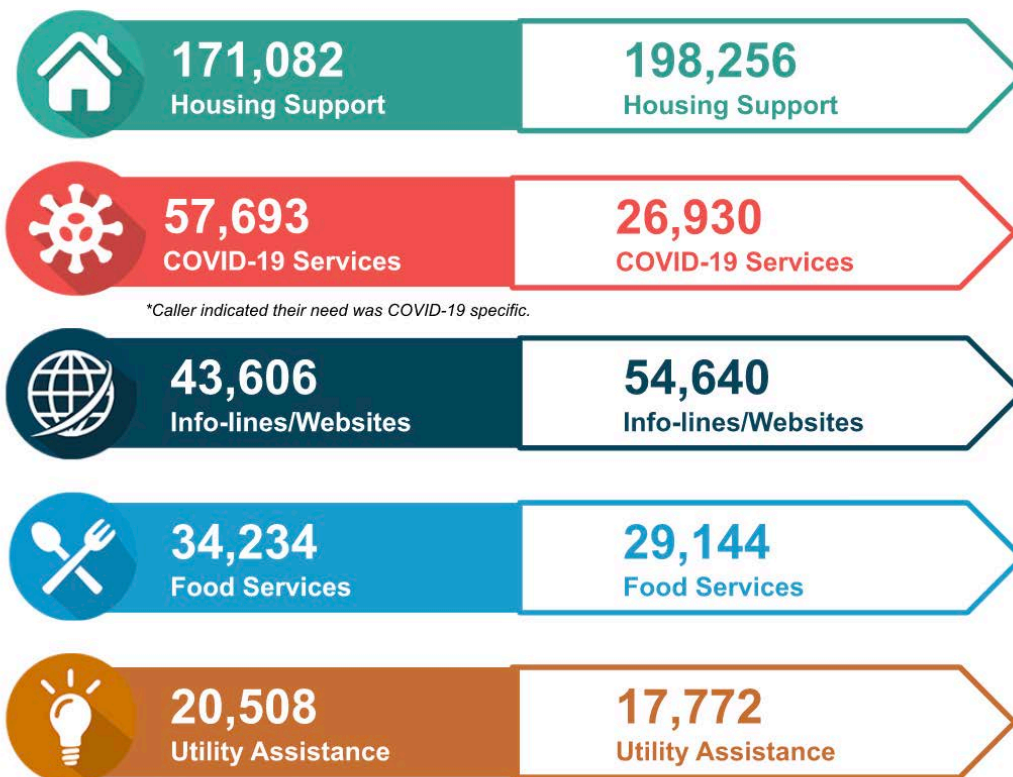


In 2022

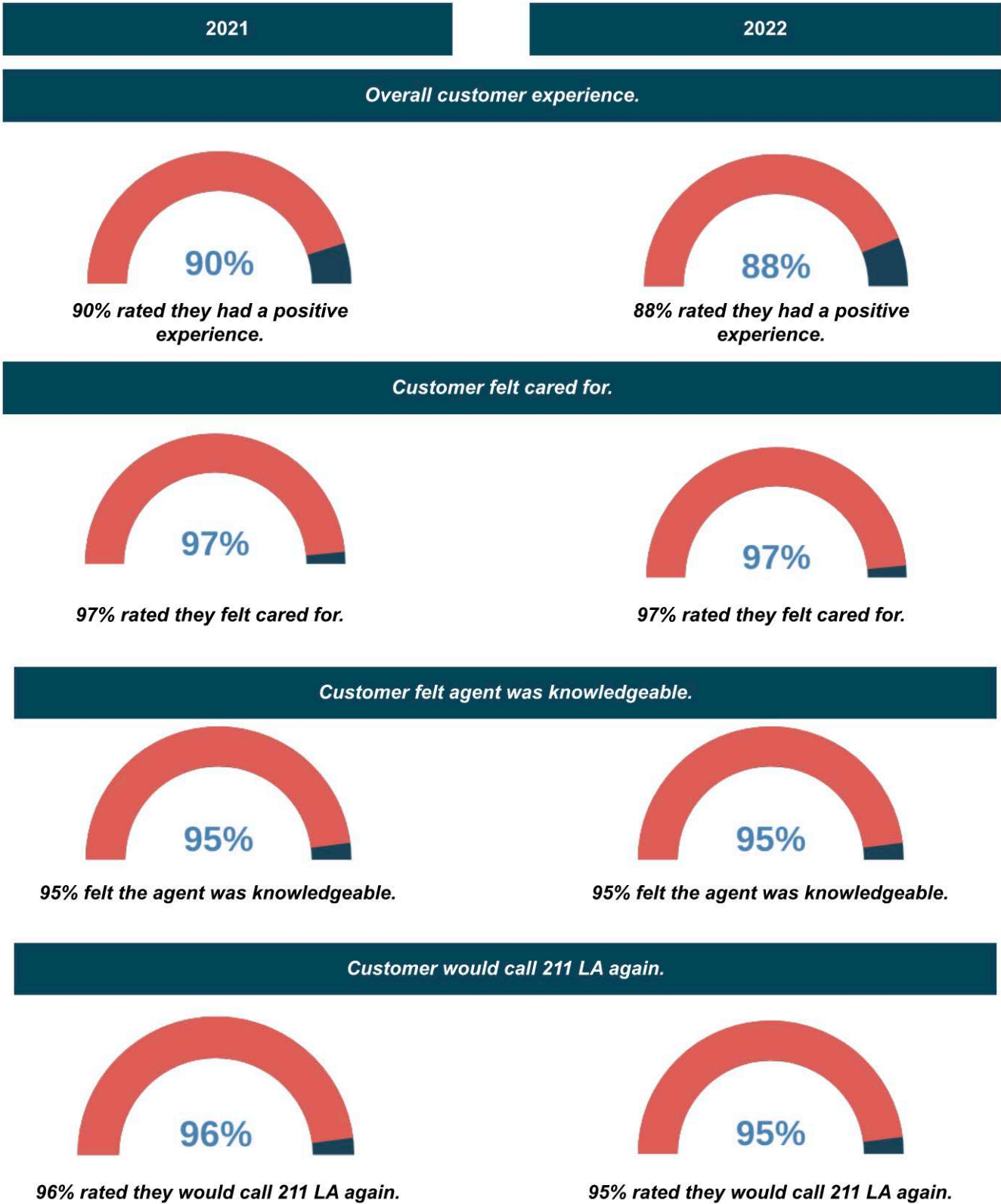


2.8%
↑

Top 5 Service Needs



Customer Satisfaction Data



District Calls 2021 & 2022

2021	SD 1	SD 2	SD 3	SD 4	SD 5
	19,160 Unhoused Callers	27,397 Unhoused Callers	12,553 Unhoused Callers	11,222 Unhoused Callers	13,563 Unhoused Callers
	1,137 Veterans	5,690 Veterans	3,265 Veterans	2,851 Veterans	3,491 Veterans
	1,711 Intimate Partner Violence Calls	2,787 Intimate Partner Violence Calls	1,217 Intimate Partner Violence Calls	1,118 Intimate Partner Violence Calls	1,279 Intimate Partner Violence Calls
	183,377 Overall district calls (includes 2021 COVID vaccine hotline calls)	232,798 Overall District Calls (includes 2021 COVID vaccine hotline calls)	144,034 Overall District Calls (includes 2021 COVID vaccine hotline calls)	104,059 Overall District Calls (includes 2021 COVID vaccine hotline calls)	133,578 Overall District Calls (includes 2021 COVID vaccine hotline calls)
2022	SD 1	SD 2	SD 3	SD 4	SD 5
	21,456 Unhoused Callers	37,093 Unhoused Callers	15,886 Unhoused Callers	20,858 Unhoused Callers	38,320 Unhoused Callers
	207 Veterans	331 Veterans	192 Veterans	216 Veterans	226 Veterans
	1,227 Intimate Partner Violence Callers	2,625 Intimate Partner Violence Callers	973 Intimate Partner Violence Callers	1,351 Intimate Partner Violence Callers	1,424 Intimate Partner Violence Callers
	80,701 Total Contacts Handled (COVID vaccine hotline not active in 2022)	141,244 Total Contacts Handled (COVID vaccine hotline not active in 2022)	67,331 Total Contacts Handled (COVID vaccine hotline not active in 2022)	76,997 Total Contacts Handled (COVID vaccine hotline not active in 2022)	94,599 Total Contacts Handled (COVID vaccine hotline not active in 2022)

Note: In 2022, 211 LA made the veteran status question optional resulting in lower numbers being captured.

SPECIALIZED HOTLINES

In addition to operating the 2-1-1 hotline for LA County, 211 LA also provides I&R services for other statewide and local hotlines that focus on serving specific populations, such as older adults, or individuals experiencing specific situations, such as unemployment.

CA vs Hate Resource Line and Network (833-8-No-Hate)

In 2022, 211 LA launched the Statewide hotline for reporting hate crimes and incidents motivated by hate targeted at protected classes.

Elder & Dependent Abuse Hotline (877-477-3646)

Since 1986, 211 LA has maintained this hotline also known as the Elder Abuse Hotline with priority queuing. 211 LA team members are trained in assessing possible elder and dependent adult abuse and financial fraud; submitting Adult Protective Service reports, and providing additional referrals and support for impacted callers.

Area Agency on Aging Hotline (800-510-2020)

211 LA took over handling the County's Area Agency on Aging (AAA) hotline in mid-2020. The hotline assesses individual needs and connects older adults and adults with disabilities to community services, and provides follow-up contact within 30 days to ensure connections are successful.

LA Found Hotline (833-569-7651)

211 LA staffs the LA Found Hotline on behalf of the County LA Found Initiative, registering people for the Project Lifesaver program and initiating reports for lost individuals. The service provides locator bracelets for individuals with Alzheimer's, Dementia, Autism, and other cognitive impairments.

Worksource Hotline (800-993-2299)

For more than 20 years, 211 LA has operated Los Angeles County's Worksource hotline, referring job seekers to America's Job Center of California (AJCC) locations to assist in job preparation, training, employment searches, and business services for employers.

Safely Surrender Baby Hotline (877-222-9723)

Since 2002, 211 LA provides information regarding the safely surrendered baby law and locations of safe haven sites where a baby can be surrendered. These calls are considered crisis calls and are trained and handled with the utmost care. This line became a statewide hotline in 2007.

Unincorporated Area Code Enforcement Hotline (877-966-2633)

Since 2000, 211 LA provides resource/referral services for residents of County unincorporated communities to report potential code violations, receive information on the enforcement of various County enforced codes and regulations, and receive referrals to appropriate County department(s)/ other government agency(s) that provide municipal services to unincorporated communities.

SPECIAL PROGRAMS

211 LA has become the trusted hub for LA County residents and community organizations seeking *specialized* health, human, and social services. Individuals who contact the 2-1-1 helpline, not only benefit from connection to over 50,000 services and programs in the 211 referral database but are also screened for eligibility and directly connected to any of 211 LA's 20+ enhanced I&R or Service Navigation programs, which provide enhanced levels of care to ensure linkages to service.

Through our decades of information and referral service and relationship-building with over 4,500 agencies, 211 LA has gained historical knowledge of the changing and evolving landscape of non-profit social and community services. These relationships have allowed 211 LA to identify common barriers and service gaps callers face in accessing the services they need, and have enabled us to build partnerships and opportunities through advocacy and service navigation to help callers in overcoming these challenges.

Callers contacting 211 LA with more complex situations or requiring additional support to navigate and access services related to hate acts, health services, homeless services, aging & disability services, economic relief, and more have the opportunity to connect with one of 211 LA's specialized care coordination programs. These callers receive follow-up support from a 211 LA team member who performs an in-depth assessment of the individual's needs and provides service navigation assistance such as warm transfers, completing intake forms, and contacting organizations on the client's behalf to facilitate access to the referred services. This additional advocacy helps callers overcome barriers such as lack of transportation and obtaining needed documentation to facilitate utilization of services.

211 LA strives to develop new and maintain existing community connections to help people find accurate and up-to-date information and answers that they and their families need to thrive and feel empowered, regardless of situation or background. Over the last 2 years, we have expanded our service offerings to include more enhanced I&R and service navigation programs which are outlined below.



Pictured: Amy Latzer, Chief Operating Officer, 211 LA, Rick Eng, Program Manager at Special Service for Groups, Inc., and Terri Villa-McDowell, Program Coordinator, LA vs Hate, LA County Commission on Human Relations.

Community Connections Programs

211 LA builds networks of service providers and advocates to support underserved populations connect with their community and build resilience. Our community-based programs include:

Anti-Hate Programs

211 LA has been a pioneer in implementing services to address hate and the impact of hate towards protected classes. 211 LA operates both the County (**LA vs. Hate**) and the Statewide (**CA vs. Hate**) Resource Line and Network and online self-service reporting for individuals who have been victims or witnesses to incidents motivated by hate, including state funded 211 Care Coordinators (**Stop the Hate**) providing anti-hate and supportive services to youth throughout six LA vs Hate-Dream Centers located in high schools. Individuals are provided referrals, service navigation, and advocacy to support them with connecting with services and a network of nonprofit partners.

Community Schools Initiative (CSI)

Funded by LA County's Department of Mental Health and in collaboration with the Office of Education (LACOE), 211 LA established MOUs for outreach and service navigation at 15 LACOE school districts to increase families' resilience, engagement, school attendance, and connectedness. 211 LA's Outreach Coordinators provided training, presentations, and virtual and on-site services to schools throughout each district from 2020-2021.

Restoring Lives, Investing, and Networking in Communities (ReLINC)

Funded by the Governor's Office of Business and Economic Development (GO-Biz), California Community Reinvestment Grants Program and in collaboration with the Los Angeles Regional Reentry Partnership, Christ-Centered Ministries, and Paving the Way Foundation, 211 LA led the ReLINC program, which offered one-on-one support for formerly incarcerated individuals and their families in connecting with a wide range of resources from 2020-2021. **Information and Referral (I&R) was provided to a total of 9,452 justice-involved (reentry) clients and a total of 2,516 clients received care coordination.**

Health Connections Programs

211 LA is addressing the Social Determinants of Health by working with healthcare and health-related providers to connect their clients with services to address service needs that impact overall health outcomes. These programs include:

Tobacco Cessation

211 LA screens and enrolls eligible callers into Kick it CA, which offers free counseling and resources to help individuals quit smoking, vaping, or chewing tobacco. **In 2021, 6,993 people were enrolled, and in 2022, the number was 10,747.**

Early Childhood Programs

211 LA provides assistance to high-risk families in connecting with and becoming enrolled in quality early childcare and education programs; as well as conducts evidence-based developmental screening for the early identification of developmental delays. Children at risk for delays/disabilities receive care coordination to ensure timely and effective intervention through health and behavioral health services. This Randomized Controlled Trial (RCT) study is in its fifth year of funding by the National Institute of Health (NIH), and is led by the Kaiser Permanente Bernard J. Tyson School of Medicine and the David Geffen School of Medicine at University of California, Los Angeles (UCLA), and is in collaboration with four local Federally Qualified Health Centers (FQHC), and seven Regional Centers in Los Angeles County. As part of the intervention, **211 LA provided care coordination for 276 families representing half of the families enrolled in the study.**

Funded by the Department of Children and Family Services (DCFS) the Early Education Enrollment and Care Coordination program provides assistance to high risk families in connecting with and becoming enrolled in quality early childcare and education (ECE). 211 LA conducts developmental screening with parental consent to connect with Head Start and Early Head Start preschool programs throughout the county. **In 2021, care coordination was provided to 631 families, and in 2022, 668 families were served.**

Social Connections Partnership

211 LA provides service navigation, complex care coordination, and network building to establish a community of practice funded by Kaiser Permanente to address client needs related to housing and shelter, food security, economic stability, employment, mental health, and other necessities. These efforts are driven by a Community Information Exchange (CIE) approach led by 211 LA that includes forging cross-sector network partnerships, building network capacity, and utilizing a shared technology platform, resource database, and bi-directional referrals. **In 2021, 829 clients were served and 27 organizations joined the partnership, and in 2022, the numbers increased to 1,077 clients served, and an additional 43 organizations joined the Social Connection Partnership.**

Aging and Disability Programs

211 LA supports older adults, and adults living with disabilities through a number of programs:

Ayudando a Quien Ayuda™ (Helping the Helper™)

Funded by AARP California since 2019 and in partnership with the USC Family Caregiver Support Center, Latino family caregivers are identified and provided one-on-one support to connect with resources to help reduce some of the everyday stress associated with caregiving. **In 2021, 1,475 people participated in this program and in 2022, the number of participants was 1,625.**

South Central Los Angeles Emerging Aging & Disability Connection

Funded by the California Department of Aging, 211 LA is a core partner with Communities Actively Living Independent & Free (CALIF) and the Los Angeles City

Department of Aging (Area Agency on Aging), providing a no-wrong-door approach to connecting older adults and persons with disabilities to specialized referrals and follow-up support needed to live independently. ***In 2021, 290 people participated in this program and in 2022, the number of participants grew to 1,060.***

LA County Elder & Dependent Abuse Hotline

Commonly referred to as the Elder Abuse Hotline, this County funded service has been provided by 211 LA since 1986 and facilitates the reporting of suspected elder and dependent adult abuse and self neglect through the toll free number and by directly dialing 2-1-1. Reports are identified as either emergent or non-emergent and received in real-time by the County Department of Aging & Disabilities through a 211 LA system integration with the County's reporting platform allowing for immediate response. ***In 2021, 52,510 of calls were received and 32,296 reports were taken, and in 2022, 58,296 of calls were received and 33,349 reports were taken.***

LA County Area Agency on Aging (AAA)

Funded by the LA County Aging & Disabilities Department, 211 LA handles the Area Agency on Aging (AAA) hotline to provide Information and Assistance services with follow-up support to connect callers with senior centers, in-home supportive services, housing and food/nutrition support services. To facilitate real-time data transfer 211 LA implemented a system integration between 211 LA's technology and the County's state-mandated technology platform. ***In 2021, 8,588 people utilized the AAA hotline, and in 2022, the number of callers was 9,971.***

Public Safety Power Shutoffs (PSPS)

As part of a state-wide service in collaboration with 211 CA provider network and funded by Southern California Edison and PG&E, 211 LA works one-on-one with Access and Functional Needs (AFN) individuals who are medically dependent on electricity to develop a safety plan and connect with the resources to ensure they are safe in the event of a power outage. ***In 2021, 567 people were provided emergency preparation plans and supports during power outages, and in 2022, the number of participants was 1,040.***

Homeless Services Programs

211 LA is a first stop for many of the homeless individuals living in Los Angeles County, our homeless-related programs, funded by the Los Angeles Homeless Services Authority (LAHSA) and the LA County Homeless Initiative, include:

Homeless Outreach Initiative

Starting in 2018, 211 LA began taking reports from service providers, emergency responders, and the public to request outreach services for unhoused individuals and encampments. ***In 2021, there were 2,162 homeless outreach request reports taken and in 2022, there were 1,725 reports.***

Bringing Families Home (BFH)

This program is funded by DCFS utilizing Homeless Initiative strategy B6, and starts with screening conducted by 211 LA care coordinators at the Edmund D. Edelman Children's Court. 211 LA care coordinators screen clients who are unhoused or at-risk of becoming unhoused, with minor children who have been referred by the children's social worker for

a housing assessment, referrals, and follow-up. Services are coordinated by 211 LA staff using our proprietary and secure data sharing platform that provides designated Housing Service Providers (HSPs) access to the family care plan and tracks outcomes. Partners/Collaborators in the BFH program include the Department of Child and Family Services (DCFS), Los Angeles County Development Authority (LACDA), and HSPs. ***In 2021, there were 239 families active in the program and in 2022, there were 476.***

Coordinated Entry System for Families

Funded by the Los Angeles Homeless Services Authority (LAHSA) families call 2-1-1 and receive a pre-screen for the basic eligibility criteria of the Coordinated Entry System for Families (CESF) program. This program funds a SPA-based hub service network of Family Solution Centers (FSCs) and leverages the 2-1-1 dialing code to connect families to designated providers. If a family meets the criteria the 211 CRA will offer a referral to the appropriate FSC.

Families with minor children or pregnant women requiring immediate shelter during weekends/holidays and after-hours when FSCs are closed (starting weekdays at 5 pm) receive crisis housing from 211 LA via the use of motel vouchers to one of 27 properties contracted by 211 LA to provide safe and clean accommodations for families. Additionally, families who are provided with crisis housing assistance, and that are current CalWorks recipients, are referred to the Department of Public Social Services for a follow-up prior to exiting the motel.

211 LA has played an official/funded role in the family CES since 2012. 211 LA also provides transportation services for the pick-up and transportation of families to contracted motel properties. ***In 2021 we pre-screened 22,575 families and provided 2,188 motel vouchers for crisis housing totalling 5,828 nights. In 2022 we pre-screened 27,319 families and provided 3,093 motel vouchers for crisis housing totalling 8,912 nights.***

Problem Solving

Also funded by LAHSA, the Problem Solving program employs care coordinators to identify creative solutions for families with minor children or pregnant women in an effort to resolve the household's housing crisis without entering the homeless service system. 211 LA Problem Solving care coordinators engage with families seeking housing assistance with a conversation and through that conversation attempt to identify a way for them to maintain their current housing or an immediate and safe housing alternative. Care coordinators can also offer tangible resources for short term assistance such as gas cards, rent relief, and other cash assistance resources. ***In 2021 we had 40 unique problem solving conversations and in 2022 the number of unique conversations increased to 1,519.***

Year Round Shelter

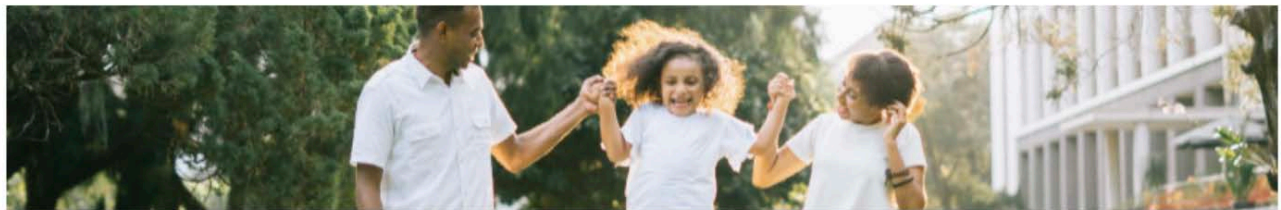
Funded by LAHSA, 211 LA refers unhoused individuals to community shelters that are available year-round. 211 staff will search the 211 referral databases to locate a year-round shelter, if available, and provide all pertinent information, i.e., the name of the shelter, hours of intake, application, and fee information if required.

Winter Shelter and Augmented Winter Shelter (AWS)

Winter Shelter are seasonal emergency shelters funded by LAHSA that provide a warm place for single adults. Those in need can call 211 or the Winter Shelter toll free hotline, and the 211 staff will call the Winter Shelters in their area to check availability. Transportation through Lyft Concierge can be provided as well as a return trip. Augmented Winter Shelter (AWS) is weather activated. LAHSA informs 211 when there is an activation due to inclement weather or other emergency needs based on Service Planning Area (SPA). 211 staff check availability for a Winter Shelter, if the Winter Shelters are full, 211 staff call the appropriate partnered motels (contracted with 211 LA) based on geographic region that has been activated and reserve a bed for the number of nights per the activation period. 211 will also arrange for transportation through Lyft Concierge to an AWS Motel. Return trips are also provided.

NUMBER OF YEAR-ROUND, WINTER, & AUGMENTED WINTER SHELTER (AWS) CALLS ANSWERED

2021	13,432 TOTAL CALLS	250 AWS VOUCHERS	1,500 TOTAL AWS NIGHTS
2022	68,408 TOTAL CALLS	5,763 AWS VOUCHERS	21,187 TOTAL AWS NIGHTS



CESF HOMELESS SERVICES 2021 IMPACT

43,000+ HOUSING REQUESTS	23,000 PROGRAM SCREENS	2,188 MOTEL VOUCHERS ISSUED	700 AFTER HOUR REFERRALS TO DPSS	235 LYFT CONCIERGE SCHEDULED
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CESF HOMELESS SERVICES 2022 IMPACT

57,552 HOUSING REQUESTS	27,319 PROGRAM SCREENS	3,093 MOTEL VOUCHERS ISSUED	1,605 AFTER HOUR REFERRALS TO DPSS	262 LYFT CONCIERGE SCHEDULED
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Economic Relief Programs

A majority of 211 LA's caller are low-income and lack the financial resources needed to meet their needs. 211 LA strives to alleviate financial strain through several economic relief programs:

SoCal Gas Outreach

211 LA provides ongoing program promotion and outreach for the SoCal Gas CARE program, which provides financial discounts and support for individuals struggling to afford their utility bills.

Advanced Child Tax Credit

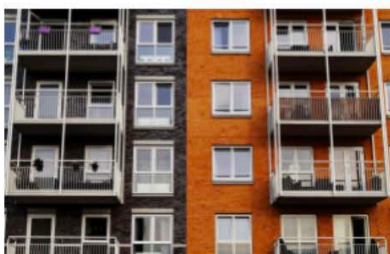
In 2021, 211 LA provided outreach and information services to individuals who were eligible for the Advanced Child Tax Credit program, which granted early payments from the IRS of 50% of the estimated amount of the Child Tax Credit that you may claim on your 2021 tax return during the 2022 tax filing season.

Ride United Last Mile Delivery

211 LA partners with United Way Worldwide and DoorDash to deliver vital items from organizations such as Pathways LA, Kidneys Quest Foundation, Pukuu Cultural Community Services, F.E.A.S.T, Para Los Niños, and M.E.N.D, to their underserved clients at no cost to service partners or their clients. Essential items include groceries, hot meals, educational materials, diapers, plus other items, for families experiencing transportation barriers or economic challenges. **In 2021, 12,451 deliveries were made and in 2022, there were 16,335 deliveries made.**

Rent Relief Program

211 LA played a critical role in Los Angeles County Development Authority's (LACDA) COVID-19 Rent Relief Program in 2021, which offered emergency rental assistance to income-eligible renters financially impacted by the COVID-19 pandemic. Individuals applied for the program through the 2-1-1 hotline and 211 LA's website. Ongoing communication for the program and applicants was disseminated through our 2-1-1 information line, SMS text blast, and email notifications to Los Angeles County residents who applied for the LA County COVID-19 Rent Relief.



RENT RELIEF PROGRAM 2021 IMPACT

88K+
APPLICATIONS
SUBMITTED

44K+
ELIGIBLE PEOPLE

39K+
PEOPLE ENROLLED

14,189
HOUSEHOLDS GIVEN FINANCIAL ASSISTANCE

\$117.2M
PROVIDED IN ASSISTANCE

211 LA EMERGENCY HOTLINE

When activated by the LA County Office of Emergency Management or the Emergency Network of Los Angeles, 211 LA provides information and referrals specific to locally declared natural and community disasters and public health emergencies.

In 2021, 211 LA was activated for the Dominguez Channel Odor Event and volunteered for the South LA Fireworks Explosion by participating in the Local Assistance Center for disaster recovery resources.

Our Continued COVID-19 Response

211 LA is instrumental in providing countywide support for the County of Los Angeles COVID-19 pandemic response and has handled over 319,056 COVID-19 calls since 2021, not including vaccine calls. 211 LA provided residents with accurate, up-to-date information on the rapidly changing details related to the pandemic. The information included the COVID-19 stay-at-home orders, testing sites, and testing appointments (including signing up people without internet access), information and enrollment for food box distribution, home meal delivery services, and other service requests.



Pictured: Amy Latzer, Chief Operating Officer, 211 LA, posing with Barbara Ferrer, Director of Los Angeles County Department of Public Health and other community leaders.

On January 20, 2021, 211 LA began handling overflow calls for the County's vaccination hotline for the Department of Public Health and provided vaccine information, appointment search, and scheduling for over **260,192** callers.

211 LA also created new COVID-19 Taxonomy terms that enabled 211 LA and Information and Referral organizations throughout the United States and Canada to update their Community Resource Databases to include pandemic-related services. The ability to quickly update and change the Taxonomy terms to respond to the changing needs of the callers was critical to informing various decision-makers, collaboratives, and service providers on service implementation priorities.

211 LA's ability to immediately respond to the COVID-19 crisis was due to being alert to the rise in calls from the community through late February and early March 2020 leading up to the County Board of Supervisors' issuance of countywide stay-at-home orders. Before those orders, 211 LA was already working with the County Office of Emergency Management (OEM) and Department of Public Health (DPH) on guidance and information for the public. Within days of the orders, the entire 211 LA operational infrastructure functioned virtually, and began coordinating surge capacity. Execution of the transition was seamless due to 211 LA's extensive disaster response experience, advanced technology infrastructure, and ability to operationalize new protocols quickly. While handling the significant surge in calls, 211 LA shifted its team to be 100% remote without interruption in services.

While the challenges from COVID-19 continue into 2023, 211 LA remains committed to serving the people of LA County, in close coordination with County partners, with the adaptability, responsiveness, and commitment they have shown throughout the pandemic.

In November 2022, 211 LA became one of thirteen service partners led by the County Department of Public Health that together served over 2 million Angelenos during COVID-19 and was recognized at the County's 35th Productivity and Quality Awards, with its top award, the Gold Eagle Award. The Productivity and Quality Awards (PQA) is an opportunity for the Board of Supervisors, Chief Executive Office, and the Quality and Productivity Commission to recognize innovative and best practices developed by County employees and their community partners like 211 LA.

Dominguez Channel Odor Event

In October 2021, residents of Carson, Gardena, Long Beach, Redondo Beach, Torrance, Wilmington, and other Los Angeles County communities reported a foul-smelling odor coming from the Dominguez Channel. It was determined the Dominguez Channel had been emitting elevated levels of hydrogen sulfide, a foul-smelling gas, into these communities. Many reported various symptoms that included headaches, sinus irritation, dizziness, insomnia, nausea, and even vomiting or diarrhea.

211 LA was activated for this event and held an essential role in providing support to individuals impacted by the foul odor. Our team assisted individuals in processing application forms for reimbursement (including relocation, air filters, air purifiers, meals, and other expenses incurred) due to the incident.

With every 2-1-1 call dialed by a resident impacted by this event, our team conducted a comprehensive screening to determine the appropriate and most needed services required by the individual. In some cases, our care coordination team would advocate for their needs by working with other organizations to connect residents to critical resources and provide an elevated level of service by assisting with filling residents' reimbursement claims.

In addition, 211 LA monitored various media channels across the County of Los Angeles and the City of Los Angeles for misinformation and rumor monitoring to avoid frustration for residents and staff. 211 LA provided daily updates through our information line, website, and social media.

DOMINGUEZ CHANNEL ORDER EVENT

8,965
CALLS
ANSWERED

1,042
CLAIM FORMS
COMPLETED



Pictured: 211 LA Team, Gilda Cardenas and Sophie Cuevas, Care Coordinator Specialist.

South LA Fireworks Explosion

In June 2021, residents of the 700 block of East 27th Street in South Los Angeles were impacted by a major explosion due to the detonation of illegal fireworks and improvised explosive devices. The Emergency Network of Los Angeles (ENLA) called its member organizations (known as Voluntary Organizations Active in Disasters) to assist impacted residents.

Hearing the need for help, 211 LA staff volunteered and stepped up to help support the individuals and families impacted by this explosion through the Local Assistance Center (LAC) set up by the City of Los Angeles' Emergency Management Department.

The LAC served as a one-stop shop for individuals, families, and business owners impacted by the 27th Street Incident. At the LAC, residents obtained information on services and assistance from government agencies, utility companies, and nonprofits. 211 LA filled a much-needed gap, assisting with Spanish language translation, liaising between residents and City offices, and coordinating with the other ENLA member volunteer organizations.

CLOSING NOTES

In 2021 & 2022, 211 LA faced our greatest challenge yet. A challenge not only to the service that has been our core objective for 40 years - providing comprehensive Information and Referral to all who need it in LA County - but also to the very nature of the 2-1-1 service and to the existence of the community infrastructure that 211 LA has built. In 2021, the County of Los Angeles laid out a new path for its vision of 2-1-1 that narrows the service offerings provided and heavily emphasizes a technology-based solution thus opening the door for the service to be provided by for-profit corporations with no experience operating a 2-1-1 center and no requirement for a local workforce or community support (or input) into the service vision or selected provider. They are now also exploring bringing 211 in-house to the County.

There is no substitute for experience as exemplified throughout 211 LA's decades of history. Since 1981, 211 LA has its finger on the pulse of the needs of LA County residents' with the recognition that these are human needs that require immediate attention. The decades of work have confirmed that technology in itself cannot meet the intricacies of this service which requires a human touch through an empathetic, professionally-trained, personalized approach built on top of an in-depth knowledge of Los Angeles communities, its government, and community-based services, and how to navigate them.



Pictured: 211 LA Team, Perla Reyes, IT Support, Christian Rodriguez, IT Support, Minh Dang, Senior Director of Call Center Operations, and Lakaisa Wardlaw, Workforce Analyst

It is our hope to convince the County to turn back from this path before it is too late. This report highlights the vast array of services provided by 211 LA; they are not only diverse but complex and require deep partnerships and cross-sector funding sources. 211 LA will continue its service navigation programs regardless of the County's decision, but 2-1-1 callers will lose much of the valuable services offered to them by the many partnerships and programs 211 LA has developed under the umbrella of 211. They will also lose what we feel is the most critical piece to a successful 211 - a trusted, non-profit service provider and local, diverse staff that is deeply integrated with, and dedicated to the communities it serves.

This Impact Report serves to demonstrate the critical and highly integrated nature of our services and the depth of partnerships that are necessary to support our diverse and vulnerable communities. We are proud of the decades of quality services provided to the communities of LA County and of the broad support we receive from partner organizations. 211 LA looks forward to continuing to expand our service offerings and lift up vulnerable, at-risk populations with hope and dignity.