

ANNUAL REPORT 2023



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EXECUTIVE SUMMARY

Dear 211 Supporter,

As this annual report illustrates, 211 LA's trajectory over the past year has been a profound testament to the organization's essential role in the fabric of Los Angeles County's social services. Our efforts have transcended challenges, notably our critical stand against potential replacement in 2022, showcasing resilience and adaptability that speaks directly to our significant return on investment for the community.

We've highlighted our strategic alignments with vital initiatives, leveraging technological advancements to bolster our services. The implementation of the Community Information Exchange (CIE) approach is a testament to our forward-thinking, ensuring that vulnerable populations receive comprehensive, streamlined care. This innovative approach embodies the efficient use of resources, aligning perfectly with broader goals of measurable impact and sustainability.

Our work with the unhoused, the expanding partnerships in health care, and empowering community responses are prime examples of how funding can catalyze transformative social change. 211 LA's dedication to enhancing the social determinants of health directly aligns with the current discourse on responsible and impactful stewardship of resources.

This report serves as an invitation to current and prospective funders to join a proven, outcome-oriented endeavor. With 211 LA, your support is not merely a contribution—it's an investment in a vision for a proactive, holistic, and technologically adept service model that promises greater social dividends and a stronger community. We embrace the future with open arms, secure in the knowledge that our continued collaboration will yield innovative solutions and entrenched support systems for all LA County residents. Together, we can build on this momentum to advance our shared dedication to uplifting lives and strengthening the social infrastructure of our region.

Thank you.

Best Regards,
Maribel Marin,
Executive Director



OUR IMPACT

Available around the clock, every single day of the year, 211 LA serves as a constant beacon of support for those in need within our community. With close to half a million contacts each year, our reach extends to impact over 1.3 million lives¹ across Los Angeles County. Our services are tailored to create a meaningful, person-to-person connection, ensuring that those who require additional support can access it. In the past year alone, we've provided Care Coordination to more than 9,000 individuals and families, and we've made over 600,000 service referrals. Our approach is deeply rooted in the community, always placing people at the heart of everything we do.

**1.7 Million
Webpage Visits**



**1.3 Million
People Impacted**



**609,157
Referrals**



**484,928
Contacts Handled**

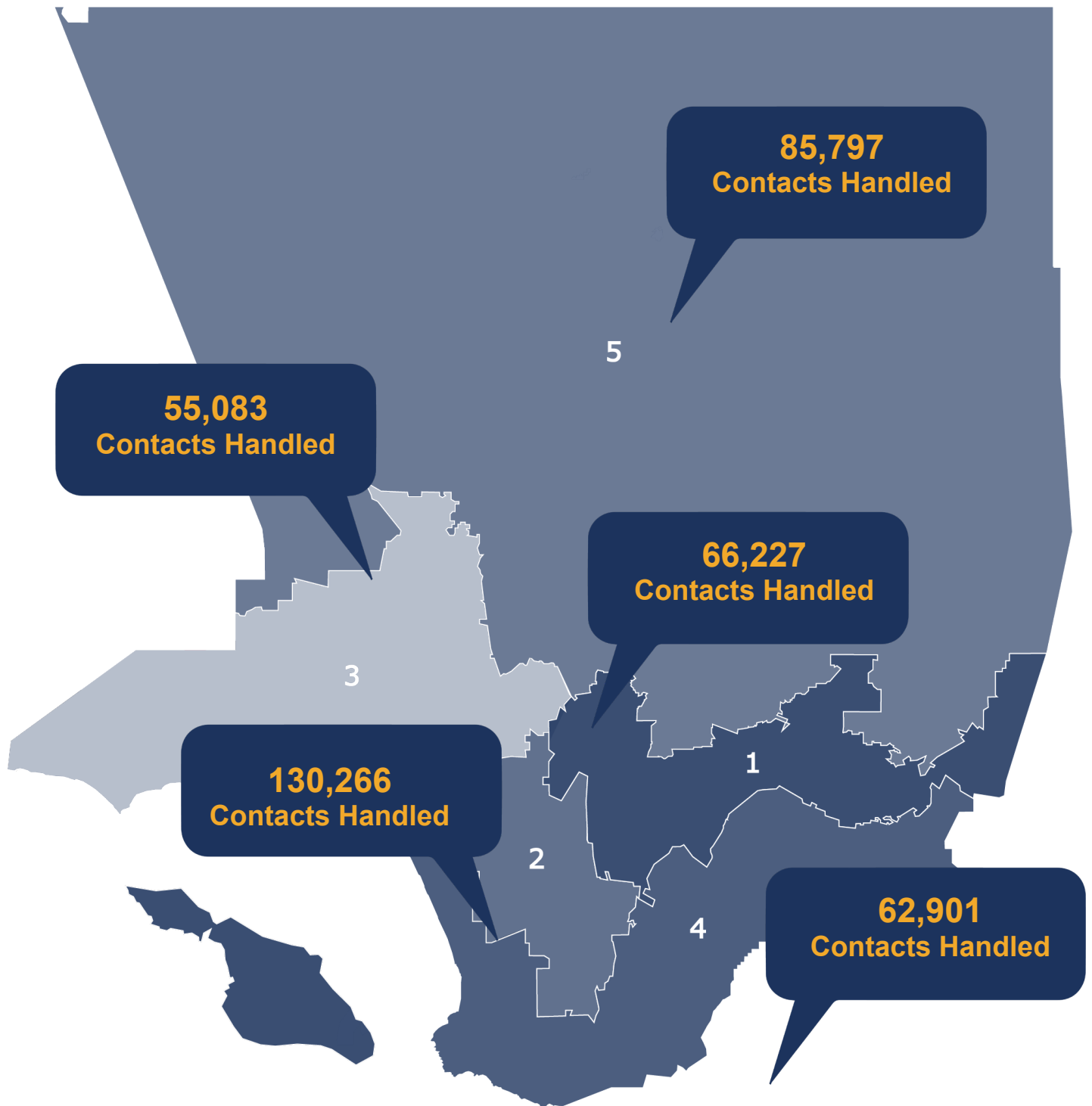


**9,371
Care Coordination Cases**



¹ Based on 2023 caller profile survey indicating 2.9 people per household served

TOP SUPERVISORAL DISTRICT DATA



Scan the QR code to view our data dashboard of Los Angeles County or visit: 211la.org/data-dashboards



211 USER PROFILE



71% of callers identify as Female



43% of service needs are housing/shelter related



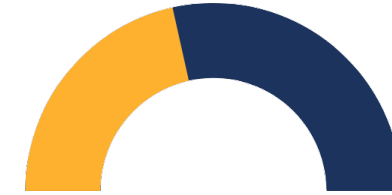
34% of callers are unhoused or at risk of being unhoused



46% of callers identify as Hispanic, Latino, or Mexican-American



33% of callers identify as African-American.



38% of callers identified as unhoused

211 USER EXPERIENCE



96% of callers felt their agent cared about them.



95% of callers said they would call again.



94% of callers felt their agent was knowledgeable.



TOP SERVICE NEEDS

141,239

Emergency Shelter

70,829

Housing Counseling & Search Assistance

58,908

Information lines/Websites

50,624

Adult Protective Services

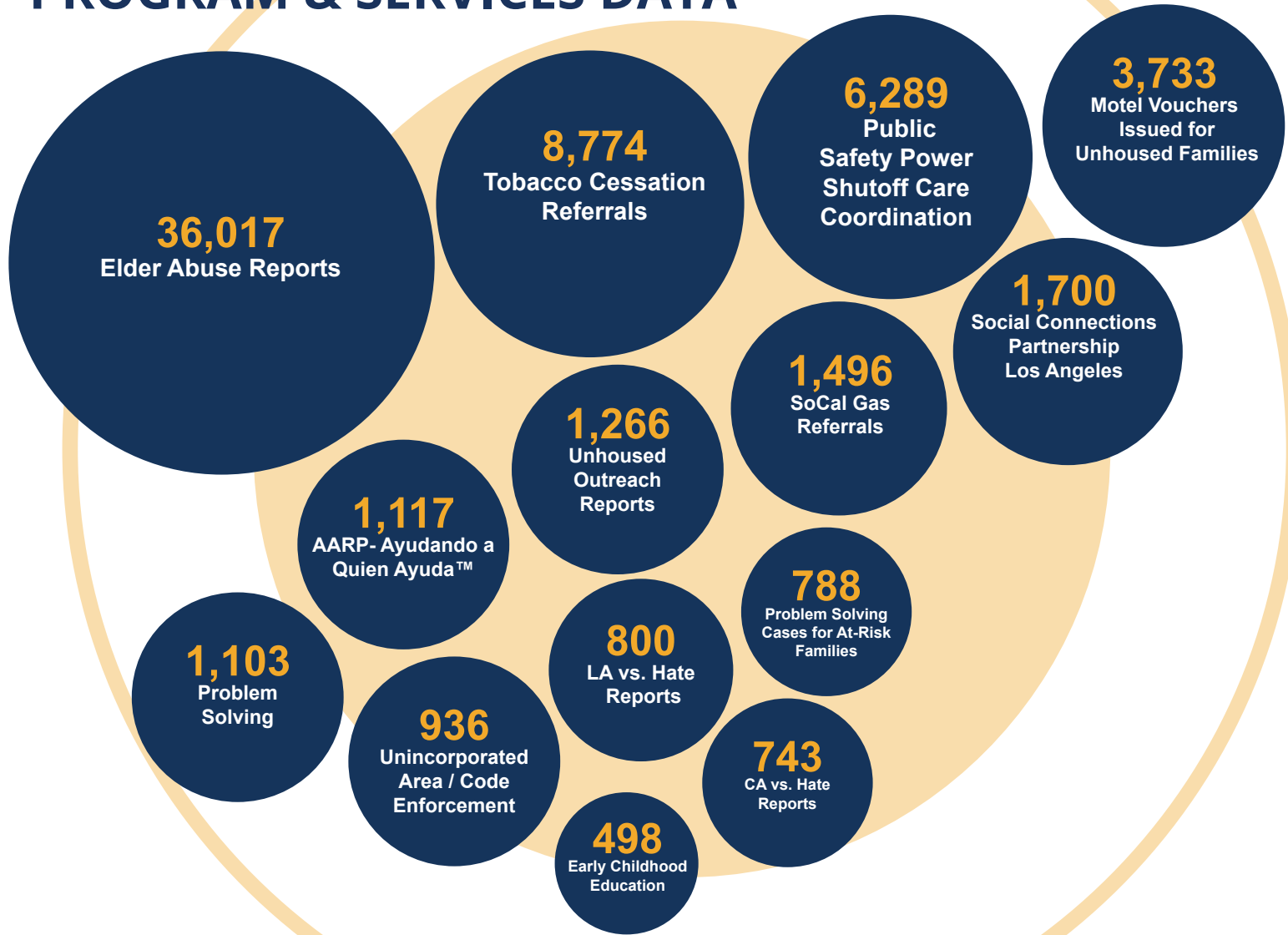
27,090

Transitional Shelter/Housing

SPECIALIZED HOTLINES

<p>CA vs. Hate Resource Line and Network (833-8-No-Hate) 743 CA vs. Hate Reports</p>	<p>Elder & Dependent Abuse Hotline (877-477-3646) 36,017 Elder Abuse Reports</p>
<p>Area Agency on Aging Hotline (800-510-2020) 8,396 Contacts Handled</p>	<p>LA Found Hotline (833-569-7651) 572 Contacts Handled</p>
<p>Worksource Hotline (800-993-2299) 1,136 Contacts Handled</p>	<p>Safely Surrender Baby Hotline (877-222-9723) 413 Contacts Handled</p>

PROGRAM & SERVICES DATA



ADVANCING COMMUNITY HEALTH THROUGH COMPREHENSIVE CARE COORDINATION

At 211 LA, our Information and Referral (I&R) services have witnessed a remarkable transformation, expanding into multifaceted care coordination offerings that stand as the cornerstone of our work, aligning closely with Community Information Exchange (CIE) principles. This evolution reflects our dedication to implementing an integrated approach that views care coordination through the lens of holistic data collection, fluent system interoperability, and collaborative service delivery.

Our care coordination programs are imbued with the spirit of a CIE, where network partners are unified by a common operational language, a comprehensive resource database, and a synergized technological infrastructure, all of which contribute to superior community care strategies.

Our cutting-edge technology platform is constructed to operate in tandem with an array of public agency systems, establishing an ecosystem where care coordination is a seamless, data-informed process. This interconnectedness enables end-to-end care coordination with data sharing capabilities that support county-wide initiatives, allowing for bidirectional referrals and maintenance of longitudinal client records.

The extensive data that 211 LA amasses provides invaluable insights that can guide the design and optimization of social service delivery systems, ensuring they are tailored to meet the nuanced needs of LA County's residents. By leveraging this wealth of information within a CIE framework, we enhance our capacity to effect systemic improvements and drive forward a more effective and empathetic approach to serving our community.

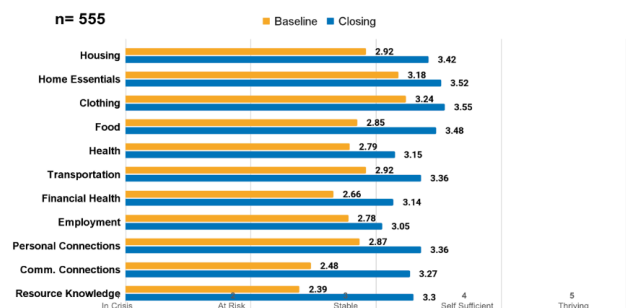


*"I'd like to tell 211 LA thank you for giving me my dream. Thank you for giving me hope."
- Lewis Jackson*

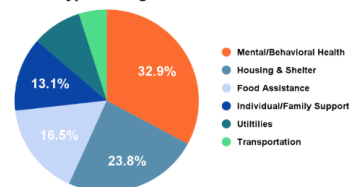
Social Connections Partnership - Los Angeles (SCP-LA)

As the lead organizer of a network of partners, 211 LA manages the Social Connections Partnership Los Angeles program, funded by Kaiser Permanente, providing service navigation, care coordination, and network building to address client needs, including housing, food security, employment, and mental health. Utilizing a CIE approach, the program fosters cross-sector partnerships and enhances network capacity through a shared technology platform and closed-loop referral system, aiming to achieve positive Social Determinants of Health (SDOH) outcomes for individuals and communities. **By 2023, the program has expanded significantly, serving an additional 1,700 clients and engaging over 100 additional organizations and through its work in California, 211 services are ranked within the top 3 utilized services.**

SDOH Strength & Challenges Assessment



Service Types - Program Overall



Enhanced Care Management (ECM)

211 LA's Enhanced Care Management program provides holistic support to high-need Medi-Cal beneficiaries as part of the State's transformative approach to Medi-Cal as part of the DHCS CalAIM initiative, fostering a collaborative healthcare partnership between healthcare entities and community-based organizations (CBOs) like 211 LA. Through this partnership, 211 LA offers direct services to Medi-Cal recipients and contributes to the establishment of a broader LA County Community Information Exchange encompassing all health plans.

Currently, 211 LA is contracted with Health Net and Molina Healthcare to administer ECM services to eligible Medi-Cal members. Each Lead Care Manager within the ECM program is certified in trauma-informed care (TIC) and Motivational Interviewing (MI), ensuring inclusive and effective care for all beneficiaries and emphasizing the prioritization of in-person interactions whenever possible.

Early Childhood Education Care Coordination (ECE)

Funded by the Los Angeles County Department of Children and Family Services (DCFS), the Early

Education Care Coordination program, administered by 211 LA, supports high-risk families by facilitating access

to quality early childcare and education (ECE). Through developmental screenings conducted with parental consent, the program connects families with resources such as Head Start, Early Head Start, preschool programs, Regional Centers, School Districts, Early Childhood Mental Health Services, and social support. This comprehensive approach ensures timely interventions for children under five. ***In 2023, the program managed 498 early childhood care coordination cases, connecting families to quality early childcare and education (ECE).***



***"I owe 211 my life in this country."
- Gilma Dominguez***

Achieving My Potential

Additionally, through the Achieving My Potential (AMP) research study, 211 LA served the clients assigned to the controlled group in a randomized trial study (RCT). This involved facilitating program enrollment, conducting screenings, and connecting families with essential early intervention services. The study, funded by the National Institutes of Health (NIH), Kaiser Permanente Bernard J. Tyson School of Medicine, and UCLA Health, highlights the effectiveness of 211 care coordination. ***When children were connected with a 211 LA Care Coordinator, there was a higher likelihood of receiving services, with 282 families actively participating, especially those from underserved backgrounds.*** Our program partners for AMP included six Federally Qualified Health Centers (FQHCs): CHAPCare, KP LA Medical Center, South Central Family Health Center, Via Care, Clinica Oscar Romero, and Los Angeles County Regional Centers.

University of California ACES Aware Network (UCANN)

Funded by the National Institute of Health (NIH), the Early Childhood Care Coordination Program ensures vulnerable Families with children 0-11 years of age who screen positive for Adverse Childhood Experiences (ACEs) during a clinical encounter at select community clinics are connected to 211 LA for ACEs-focused community care coordination to achieve higher referral and service rates in a timely and effective manner. 211 LA conducts evidence-based PEARLS screenings, a Social Determinants of Health screening, parent education, and the needed care coordination to obtain the identified services for referred children and their families. ***In 2023, 101 families participated in the UCAAN Study, and 54 clients were involved in the intervention.***



TAKING A STAND AGAINST HATE

211 LA stands at the forefront of combating hate and reinforcing unity within Los Angeles County. This work is not just reactive; it's about shaping a culture of inclusivity and safety where every individual's dignity is upheld. As 211 LA continues its endeavors in partnership with other key organizations, it remains a beacon of hope and an active part of the structural change against hate. Together, we are dedicated to eradicating the normalization of hate and championing proactive engagement in hate intervention efforts.

LA vs. Hate

Since 2019, 211 LA provides essential hotline reporting and care coordination services that are at the heart of the LA vs Hate initiative, a county-wide endeavor led by the LA County Commission on Human Relations to combat hate and assist residents of Los Angeles County. The effort includes a robust network of community-based organizations that together, form a committed alliance working to dismantle the normalization of hate and empower individuals to take action.

With the provision of hotline services by 211 LA, the LA vs Hate initiative concentrates on educating the public about hate acts, encouraging reporting, and offering healing support to individuals and communities affected by hate. The diligent effort in documenting these incidents ensures that resources are dispensed thoughtfully, that victims receive essential support, and that, collectively, we strive towards fostering communities defined by dignity and resilience.

In 2023, 800 reports were submitted via 211 or online, an 18% increase from last year, with the top bias motivations for hate being Race, Sexual Orientation, Disability, Gender, and Religion.

Stop the Hate

Nationwide, students encounter bullying in schools linked to their race, religion, gender, appearance, socioeconomic status, or sexual orientation, which, if not addressed, can intensify from name-calling and harassment to more extreme violence.

Thanks to Stop the Hate, a school-based anti-hate intervention initiative funded by the California Department of Social Services (CDSS), there are now a series of Dream Centers as safe spaces where students can be their authentic selves and find friendships, better their educational journey, and learn how to connect with each other outside of a regular classroom.

In Los Angeles County, key partners in this initiative include AAPI Equity Alliance, the County Human Relations Commission, Helpline Youth Counseling (HYC), the Asian Youth Center (AYC), and 211 LA. Dream Centers are located at the following schools:

1. Fedde Middle School in Hawaiian Gardens



2. Artesia High School in Lakewood
3. Norwalk High School in Norwalk
4. Inglewood High School in Inglewood
5. La Puente High School in La Puente
6. John F. Kennedy High School in Granada Hills
7. Piute Middle School in Lancaster
8. Morningside High School in Inglewood

“211 is not just a number; it’s my family. Without 211, life would be much harder. It was the best thing that could have ever happened to me.”

The Dream Centers are staffed by 211 LA Care Coordinators and partner organization staff members of HYC and AYC.

CA vs. Hate

211 LA, in collaboration with statewide 211s and community-based organizations (CBOs), operates the CA vs. Hate Resource Line and Network, with funding from the California Civil Rights Department (CRD). This crucial service launched in October 2022, provides a hotline and online portal for reporting non-emergency hate incidents and crimes, offering follow-up and care coordination for victims.

The mission of CA vs. Hate, driven by 211 LA and its partners, is to offer victims of hate a clear path to support and resources, and to aid in creating a more detailed picture of hate activity within California for better preventative and responsive action.

With seamless access facilitated by 211 LA, anyone can report hate incidents online at any time or via the hotline at 833-8-NO-HATE during business hours. Alongside confidential and anonymous reporting, assistance is available in over 200 languages, ensuring that all Californians have a way to voice their experiences. 211 LA’s CareSuite platform serves as the secure data sharing platform and referral database with an API integration to CRD’s Salesforce platform for real time data exchange.



The service welcomes all individuals who believe they have faced hate-related aggression to report their experiences, regardless of legal classification certainty, ensuring broad support and serving as a cornerstone for community assistance in matters of hate and discrimination.

Since its inception, the CA vs Hate Hate Resource Line and Network has received 1,486 calls and online report submissions, and in 2023, it received 743 reports.

Our National Anti-Hate Work

In 2023, 211 LA was awarded a three-year grant from the Resilient Communities program funded by the U.S. Department of Justice that aims to enhance community-based approaches addressing hate crimes, focusing on increasing awareness, victim reporting, and improving responses to hate crimes. This funding will expand 211 LA’s work with LA vs Hate by adding a component for street vendor outreach, helping to raise awareness among this community about the ability to report hate acts through 211.

211 LA was also awarded an additional three-year grant from the SUPPORT-TA program funded by the U.S. Department of Justice, Office for Victims of Crime. This funding leverages 211 LA’s operational expertise in

developing and operating hate reporting hotlines to combat hate. Our role is to provide technical assistance and training support to the State of Illinois and the State of Nevada in establishing state-run hate crime reporting hotlines.

EMPOWERING AGING AND DISABILITY COMMUNITIES

Area Agency on Aging

211 LA, funded by the LA County Aging & Disabilities Department, manages the Area Agency on Aging (AAA) hotline. This hotline is a resource for Information and Assistance (I&A) services, connecting callers with essential support services for seniors, including but not limited to senior centers, in-home supportive services, housing, food/nutrition support, and legal assistance.

To enhance efficiency and facilitate real-time data transfer, 211 LA implemented a system integration between its technology and the County's state-mandated technology platform. This integration ensures seamless coordination and access to comprehensive services for aging adults. ***In 2023, the AAA hotline handled 8,396 contacts.***



LA Found

211 LA actively manages and staffs the LA Found Hotline for the County of Los Angeles. LA Found aids individuals prone to wandering or getting lost due to Alzheimer's or Autism by providing tracking devices and guidance. This specialized hotline focuses on providing individuals with information on how to apply for the Project Lifesaver program and initiating reports for lost individuals when caregivers have a missing loved one. Through the LA Found Hotline (1-833-569-7651), 211 LA answers calls and guides individuals and caregivers through the application process for tracking devices. ***In 2023, the LA Found program handled 572 contacts.***

Central & South Los Angeles Aging and Disability Resource Connection (ADRC)

The Aging Disability Resource Connection (ADRC) in Central and South Los Angeles operates through a collaborative partnership involving 211 LA, the City of LA's Agency on Aging (AAA), and Communities Actively Living Independent and Free (CALIF), an Independent Living Center. This ADRC is committed to effective communication and extensive support for aging adults and individuals with disabilities. Following the No Wrong Door Service Philosophy, it coordinates with local partners to provide a comprehensive network of support and services for people with disabilities, seniors, older adults, and their families and caregivers in the Los Angeles Region.

Additionally, 211 LA is part of an effort to establish a countywide ADRC known as the Emerging Los Angeles County ADRC. This initiative involves the collaboration of all six independent living centers serving the County of Los Angeles and two Aging Departments from the City and County dedicated to serving the aging population.

The Emerging LA County ADRC aims to enhance coordination and accessibility to vital services for the diverse communities across the county. ***In 2023, the Central and South Los Angeles ADRC helped 2,138 individuals. Out of these, 823 were 60 years or older, and 722 self-identified as having a disability. A total of 690 individuals consented to follow-up and continued support in connecting with services.***

AARP Ayudando a Quien Ayuda - Helping the Helper

Furthermore, the AARP Ayudando a Quien Ayuda (AQA) program, a partnership with 211 LA and the USC Family Caregiver Support Center, assists Latino family caregivers in accessing resources. These programs, funded in partnership with the LA County Aging & Disabilities Department and AARP, reflect 211 LA's commitment to empowering communities and addressing diverse needs across Los Angeles County.

In 2023, 1,657 caregivers were identified for support.

Public Safety Power Shutoffs (PSPS)

The PSPS Program, funded by Southern California Edison (SCE), actively addresses Public Safety Power Shutoffs to ensure public safety and prevent wildfires during severe weather. Focused on assisting SCE customers with access and functional needs, particularly those reliant on electrically-powered medical equipment, the program provides care coordination services before, during, and after PSPS events. **As of 2023, the program has significantly impacted 1,310 individuals who consented to care coordination during PSPS events. This support follows the 6,289 client intakes and 8,763 client referrals.**

EMPOWERING PEOPLE THROUGH TECHNOLOGY

CareSuite™

Bolstering support for the most vulnerable in Los Angeles County necessitates the integration of state-of-the-art, community-focused technology solutions. The successful rollout of CareSuite™ in June 2023 stands as a testament to 211 LA's unwavering commitment to such innovation. This pioneering software suite, encompassing CS Care, CS Contact, and CS Resource, marks a pivotal advancement in bridging technology with the specific needs of our community.

CareSuite™ embodies our strategic approach to the Community Information Exchange (CIE) by providing an array of indispensable tools designed with the user at the forefront. With CS Care, we unveil a dynamic case management and care coordination framework that facilitates unparalleled collaboration among providers, ensuring that no detail is missed in the continuum of care. CS Contact enhances the communicative capacity of our agents, empowering them to build comprehensive caller profiles and deliver swift, personalized assistance. Meanwhile, CS Resource redefines our information and referral services with an adaptable, richly-detailed database that revolutionizes access to vital resources.

The CIE-centric capabilities of CareSuite™ extend far beyond operational efficiency. As a linchpin for collaboration, it allows for fluent information sharing among a network of engaged service providers. The result is an integrated tapestry of knowledge and resources, strengthening the collective response to our community's needs and setting a new standard for how technology can nurture compassionate, coordinated care.



211 Human Services Indexing System: 211 HSIS™ - Evolution and Impact

- 1. Introduction to 211HSIS™: Originally known as the 211 LA Taxonomy of Human Services, the 211HSIS is the brainchild of 211 LA, designed to systematically classify human services information. Its creation over three decades ago has since grown into a refined, versatile taxonomy capturing the complexity of services available to communities. In 2023 the 211 HSIS went through a rebranding and restructuring process and is now available as an API including in FHIR format.**



- 2. Dynamic Framework for Service Delivery: Serving as the backbone of resource allocation and**

community analysis, the 211HSIS empowers providers to navigate vast service landscapes. It offers rigorously updated terms and collaborative maintenance, responding adeptly to societal changes, including emergent health issues and linguistic shifts towards inclusivity.



- 3. Tool for Connectivity and Standards: As a critical connective tool**, the 211HSIS unites service providers and beneficiaries with a rigorous tagging system. The technology underpins the national 211 database and is integral to Inform USA's accreditation processes, establishing a standardized language that bridges social services and healthcare sectors.
- 4. Access and Utility: A subscription to 211HSIS unlocks access to pivotal resources like the Social Determinants of Health (SDoH) filter**, aiding organizations in analyzing resource databases and aligning needs with services. Whether for large-scale data management or specialized community care, 211HSIS provides an essential structure embraced globally for human services classification.

2-1-1: THE HOTLINE THAT UNHOUSED COUNT ON

2023 was particularly challenging for our unhoused community, which has faced inclement weather changes and the pressing need for emergency shelter. Despite these challenges, our housing team worked tirelessly to address urgent emergency shelter needs. Their commitment ensured that homeless individuals and families found safe and warm spaces during the colder months.

Year Round Shelter

Funded by LAHSA, 211 LA refers unhoused single individuals who need a place to stay to community shelters that are available year-round. 211 LA staff will search the 211 referral databases to locate a year-round shelter, if available, and provide all pertinent information (i.e., the shelter's name, intake hours, and application procedures).

Winter Shelter & Augmented Winter Shelter (AWS)

Winter Shelters, which are seasonal emergency shelters funded by LAHSA, provide a warm place for single adults. Those in need can contact the Year Round/Winter Shelter line (800-548-6047) or 2-1-1 to inquire about availability. 211 LA staff will then call the Winter Shelters in their area to check availability. Transportation can be arranged to the shelter site, as well as a return trip.

Additionally, 211 LA has implemented a digital list for individuals (with no minor children) seeking crisis housing. Individuals are placed on a digital list for space in a Winter Shelter and are contacted by 211 LA staff when space is available.

The Augmented Winter Shelter (AWS) is activated by LAHSA during inclement weather or other emergency needs based on the Service Planning Area (SPA). When activated, 211 LA staff check availability for Winter Shelters. If Winter Shelters are full, 211 LA staff call partnered motels contracted with 211 LA for availability. If a motel is available, 211 LA staff reserve the room for the number of nights specified by the activation. 211 LA will also arrange for transportation, including a return trip. ***In 2023, 211 LA handled 97,277 contacts for the year-round, winter, and augmented winter shelter.***

Homeless Outreach Initiative

LA-HOP, also known as the Homeless Outreach Initiative, is designed to assist people experiencing homelessness in Los Angeles County. 211 LA receives reports from service providers, emergency responders, and the public, which are used to dispatch a homeless services outreach team to address the needs of unhoused individuals and encampments. ***In 2023, 1,266 homeless outreach requests were received.***

Bringing Families Home (BFH)

The Bringing Families Home program, funded by DCFS, utilizes 211 LA Care Coordinators to provide screenings to 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. These services are coordinated by 211 LA Care Coordinators using CareSuite, our secure data-sharing platform that provides designated Housing Service Providers (HSPs) access to the family care plan and tracks outcomes. **The Bringing Families Home program saw participation grow from 476 families in 2022 to 788 families in 2023.**

Coordinated Entry System for Families (CESF)

The Coordinated Entry System for Families, funded by the Los Angeles Homeless Services Authority (LAHSA) and operated by 211 LA, offers crisis housing assistance and pre-screening services for families in need. Families with minor children or pregnant women can access these services by calling 2-1-1, which connects them to the CESF program. Utilizing the 2-1-1 dialing code, CESF leverages a network of Family Solution Centers (FSCs) across Service Planning Areas (SPAs). If families meet the eligibility criteria, the 211 Community Resource Advisor (CRA) provides referrals to the appropriate FSC. **In 2023, CESF pre-screened 21,765 families and issued 3,733 motel vouchers.**

Problem-Solving

The Problem-Solving program, funded by LAHSA and operated by 211 LA, utilizes care coordinators who work with families, particularly those with minor children or pregnant women, to identify creative solutions for resolving housing crises without entering the homeless service system. Through conversations, 211 Care Coordinators find solutions for families to maintain their current housing or secure an immediate and safe alternative. Additionally, they can provide tangible resources such as gas cards, rent relief, and other forms of cash assistance to offer short-term support. **In 2023, the Problem-Solving program facilitated 1,103 unique conversations.**

2023 Contacts from Unhoused

84,622 (50%) of unhoused contacts identify as female, with 34% identifying as single and 16% having children.

50,833 (30%) of unhoused contacts identify as Male

38% of 211 contacts identified as unhoused

Top 5 Service Needs of those who identify as Unhoused

- 42,759 - Emergency Shelter
- 38,774 - Housing Counseling/ Search Assistance
- 16,412 - Transitional Shelter/ Housing
- 7,248 - Homeless Support Services
- 4,463 - Information Lines/ Websites



2023 Awards and Recognitions

In August 2023, 211 LA received the Innovator of the Year Award, recognizing 211 LA's dedicated team's hard work and expertise in revolutionizing information and referral services through the 211 LA Taxonomy (now 211 HSIS - Human Services Indexing System).

As an honorable mention, 211 LA was also a finalist in the Service Delivery category for their work in the AARP-Ayudando Quien Ayuda caregiver support program. Additionally, 211 LA was acknowledged in the Cooperative Relationships category for launching CA vs. Hate and building the Central & South LA Aging Disability Resource Center (ADRC). These achievements highlight our mission-driven staff and the unwavering support from community partners.

In addition, we proudly announce that 211 LA has received its fifth accreditation through the Inform USA Accreditation Program. As the first agency to ever become accredited in 1987, this prestigious acknowledgment of our dedication to excellence in the Information & Referral (I&R) human services sector reinforces our position as a trusted resource. Accreditation signifies our commitment to upholding the highest standards of service delivery as defined by the Inform USA Standards and Quality Indicators for Professional Information and Referral.



Looking Forward

This report has chronicled our unwavering dedication to vulnerable populations, our commitment to transformative practices, and our readiness to spearhead a Community Information Exchange environment in Los Angeles County capable of improving countless lives. Our report validates our mission: to be a connecting force for individuals and families, particularly for our unhoused neighbors, through strong partnerships, data-driven solutions, and critically impactful programs.

Over this past year, the groundwork has been laid for a future where seamless collaboration among public agencies, health care entities, and the community not only exists but thrives. Our role as a catalyst for data integration, funding innovation, and cooperation reflects the very essence of what it means to build a CIE geared towards holistic, person-centered care—a realm 211 LA confidently leads.

For 2024 and beyond, 211 LA proudly renews its commitment to its role as LA County's lifeline during disasters, providing vital information and support when our community needs it most. We pledge to actively engage in the legislative pursuit for sustainable funding which is the lifeblood of our, and all 211 services, growth, and continuance.

Our vision extends toward a union of efforts that breaks through compartmentalization, champions the wealth of community resources, and harnesses the power of unity and foresight to enrich the health and well-being of our multifaceted population. We extend our sincerest thanks to all who have partaken in this year's achievements and we continue to invite collective action and support as we advance our purposeful journey.

In gratitude, we stand ready, 24/7, every day of the year, to support, guide, and uplift. Let this affirmation echo: 211 LA is ever-present and resolved to provide unwavering support, cementing our pledge to empower each individual and rally our community towards a brighter, more connected future.



www.211LA.org | FoodFinder.211LA.org | ExploreJustice.org