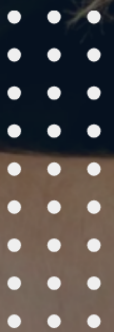


2024 ANNUAL REPORT



CONNECTING COMMUNITIES.
EMPOWERING LIVES.

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LETTER FROM OUR LEADERSHIP



DEAR COMMUNITY PARTNERS, SUPPORTERS, AND STAKEHOLDERS,

Over the past year, 211 LA has strengthened its position as a critical connector for Los Angeles County residents, bridging the gaps between individuals, families, and essential health and social services.

With unwavering dedication, innovative partnerships, advanced technology, and a strong commitment to equity, we supported thousands in overcoming significant life challenges, from housing instability and healthcare access to navigating hate incidents and aging support.

Looking forward, we remain committed to our vision as the central backbone of a comprehensive Community Information Exchange (CIE). Through expanding collaboration among community partners and leveraging data-driven strategies, we strive to ensure every resident has equitable access to vital resources and coordinated support.

Your continued support and partnership are invaluable.

With gratitude,

*Sincerely,
Maribel Marin,
Executive Director, 211 LA*

OUR IMPACT



1.2 MILLION
LIVES IMPACTED
BY 2-1-1 SERVICES



1.1 MILLION
211LA.ORG
WEBSITE VISITS



440,857
CONTACTS
HANDLED



700,590
REFERRALS MADE



13,169
CARE COORDINATION
CASES

TOP SERVICE NEEDS

**EMERGENCY
SHELTER**

104,038

**HOUSING
COUNSELING**

69,168

**INFORMATION
SERVICES**

58,201

**ADULT
PROTECTIVE
SERVICES**

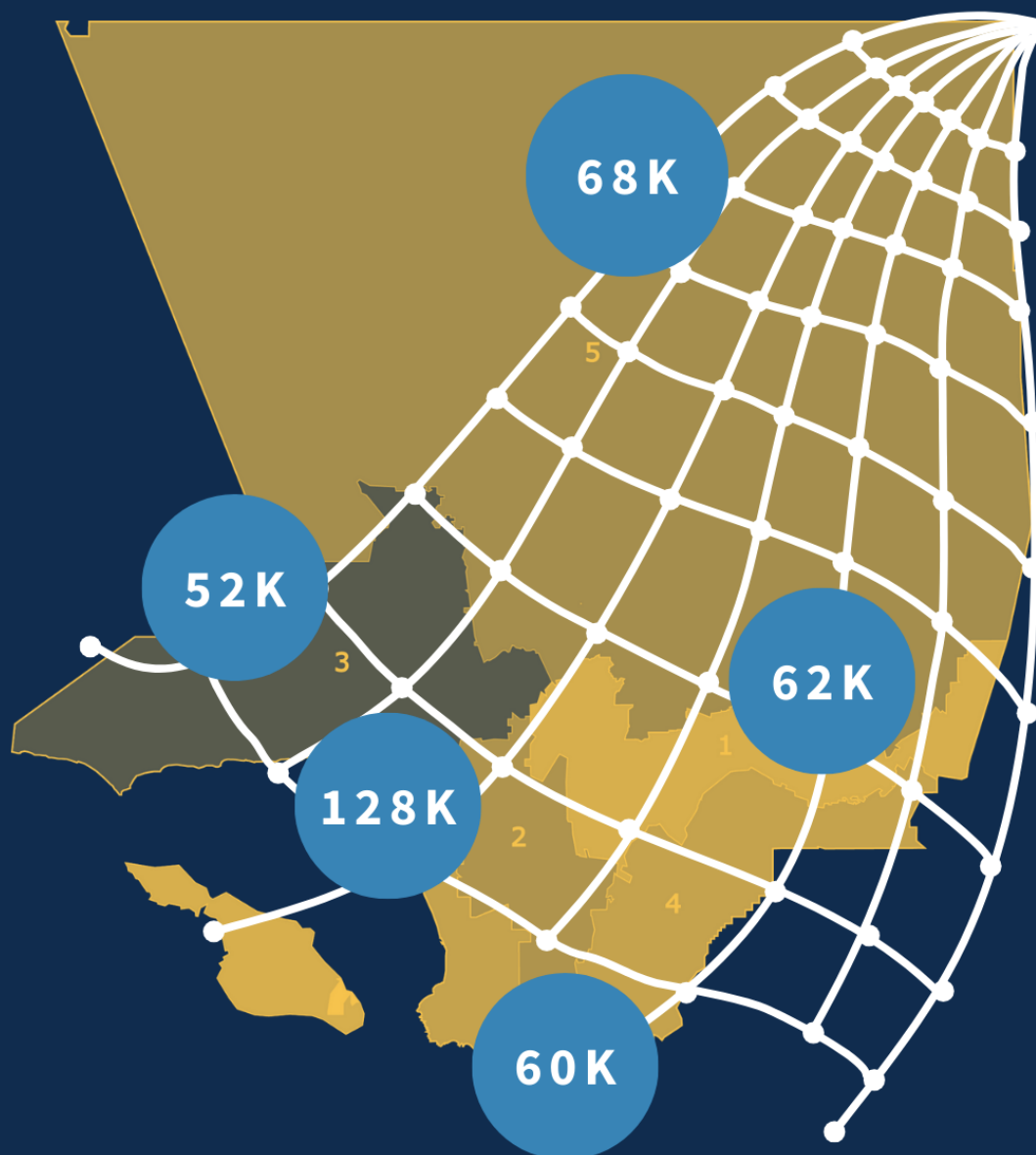
56,934

**TRANSITIONAL
HOUSING**

31,436

**Top service needs are based on total contacts handled by 211 LA.*

LA COUNTY SUPERVISORY DISTRICT DATA



**2-1-1 LA SERVES AS LA COUNTY'S ESSENTIAL SAFETY NET,
CONNECTING RESIDENTS TO VITAL SERVICES AND SUPPORT.**



As economic challenges and housing instability remain major concerns, 211 LA remains at the forefront of identifying emerging trends in community needs.

Our real-time data helps government agencies, nonprofit organizations, and policymakers respond to these challenges effectively by targeting resources where they are needed most.

**View our data-dashboard for an in depth view of each district.*

COMPREHENSIVE INFORMATION AND RESOURCE CONNECTIONS

Each day, individuals and families across Los Angeles County rely on 211 LA for 24/7 support through phone, web, and community-based outreach. In 2024, 211 LA handled **440,857 calls**, helping people navigate complex systems and connect to life-changing services.

In addition to operating the core 2-1-1 helpline, 211 LA manages several Los Angeles County and California state hotlines, offering specialized support tailored to urgent and emerging needs across communities.



65,230
**ELDER & DEPENDENT
ABUSE HOTLINE**
(877-477-3646)



9,472
**AREA AGENCY ON
AGING HOTLINE**
(800-510-2020)



5,024
CA VS. HATE
(833- 8-NO-HATE)



476
**LA FOUND
HOTLINE**
(833-569-7651)



1,415
**WORKSOURCE
HOTLINE**
(800-993-2299)



312
**SAFELY SURRENDER
BABY HOTLINE**
(877-222-9723)

Access Point: 2-1-1

**Total contacts handled by 211 LA.*



4,222
**CODE ENFORCEMENT
SERVICE LINE**



115,286
**KICK IT CA
(TOBACCO CESSATION
SCREENINGS)**



2,186
**SOCAL GAS
CARE PROGRAM
REFERRALS**

SUPPORTING INDIVIDUALS AND FAMILIES EXPERIENCING HOMELESSNESS

As the primary hotline for individuals and families experiencing homelessness in Los Angeles County, 211 LA serves as a critical access point to emergency shelter, crisis housing, and long-term support. From year-round shelter placements and motel stays during extreme weather to dispatching outreach teams for those in encampments, we offer timely, compassionate assistance when it's needed most. Beyond immediate shelter, we work to prevent homelessness through creative problem-solving, personalized housing referrals, and family-centered programs like the Coordinated Entry System for Families (CESF) and Bringing Families Home. Each connection we make moves someone closer to stability, dignity, and lasting hope.

HOMELESS OUTREACH INITIATIVE (LA-HOP)

Connecting people experiencing homelessness to outreach teams across Los Angeles County. In 2024, 211 LA facilitated **1,299 referrals** through LA-HOP, helping individuals and encampments access critical support and services.

COORDINATED ENTRY SYSTEM FOR FAMILIES (CESF)

Supporting pregnant women and families with young children in accessing emergency shelter and long-term housing solutions. In 2024, 211 LA issued **4,715 motel vouchers**, covering **10,688 nights**, and provided **473 transportation services**. Fourteen percent of callers were successfully referred to Family Solution Centers for ongoing support.

YEAR-ROUND SHELTER

Providing ongoing access to shelter, 211 LA responded to **146,142 calls** from individuals identifying as homeless and issued **22,603 shelter referrals** in 2024.

BRINGING FAMILIES HOME (BFH)

Supporting DCFS-involved families facing housing insecurity. In 2024, 211 LA referred **168 families** through BFH, leading to **198 successful reunifications**. The program provides housing assessments, referrals, and care coordination to help families regain stability and stay together.

PROBLEM-SOLVING

Empowering families to avoid homelessness by identifying practical solutions and providing targeted financial support. In 2024, 211 LA facilitated **1,563 problem-solving conversations** with **1,321 unique households**. These efforts helped resolve **279** housing crises, with a total of **1,154** related calls handled.

WINTER & AUGMENTED WINTER SHELTER

The Winter and Augmented Winter Shelter (AWS) program provided emergency shelter and motel placements during severe weather. In 2024, 211 LA issued **2,124 motel vouchers** (1,298 County, 826 City), arranged **1,156 transportation services**, and secured 10,082 shelter nights. With **65,023 calls answered** and **592 referrals made**, 211 LA was a critical lifeline during extreme conditions.

**The following programs are supported by LAHSA: Year Round Shelter, Winter Shelter, Augmented Winter Shelter (AWS), Homeless Outreach Initiative (LA-HOP), Coordinated Entry System for Families (CESF), and Problem-Solving. Bringing Families Home (BFH) is funded by DCFS.*

Success Story: Overcoming Housing Barriers

In February 2024, April, a determined mother navigating an open DCFS (Department of Children and Family Services) case, found herself in a housing crisis. She and her children were temporarily staying at her mother's home, but escalating safety concerns forced them to leave immediately, leaving them nowhere to go.

Desperate for stability, April was connected to 211 LA's Bringing Families Home (BFH) program and referred to SPA 3 - Union Station Housing Services. With compassionate guidance from 211 LA's BFH staff, she took an active role in her housing journey—searching for available units, gathering paperwork, and staying engaged every step of the way. Within just a month, April identified an affordable housing opportunity and, while awaiting approval, secured full-time, permanent employment to help ensure a better future for her family.

By April, her DCFS case was officially closed—a major milestone—yet she remained eligible for BFH support. In July 2024, her housing application was approved for a three-bedroom, two-bath apartment, and by mid-August, she had signed her lease, received her keys, and moved into her new home with her children.

Understanding the family's continued needs, 211 LA's BFH team ensured a smooth transition by covering move-in costs and providing a furniture allowance. Additionally, a referral was made to CarePortal—a technology platform that connects local churches and community members with families in need. Through this partnership, generous donors provided twin beds, bedding, a dresser, and new clothing for the children, helping to transform the apartment into a true home. Now in a safe, stable home and working full-time, April has been able to rebuild her life and give her children the secure foundation they deserve.

Her journey is a powerful reminder of the life-changing impact of programs like Bringing Families Home, which not only help families stay together—but help them thrive.



April's son, one of many young recipients of 211 LA's Bringing Families Home (BFH) support.

PROVIDING LIFE-SAVING SHELTER DURING EXTREME WEATHER: HURRICANE HILARY

From November 2023 to April 2024, 211 LA played a critical role in connecting unhoused individuals to emergency shelter and resources during severe weather through the Augmented Winter Shelter (AWS) program. In partnership with the Los Angeles Homeless Services Authority (LAHSA), the County of Los Angeles, and the City of Los Angeles, 211 LA served as the central access point for individuals in need, providing referrals to fixed winter shelters, motel vouchers, and transportation services.

1,370

***motel vouchers (868 County, 502 City),
equating to 11,469 shelter nights***

565

***transportation rides in the County and 524
rides in the City***

608

referrals to fixed winter shelters

135,110

total calls handled for emergency shelter assistance

During the harshest winter months, demand for shelter surged beyond available capacity. 211 LA's dedicated team of 13 full-time staff worked around the clock to assess needs, provide referrals, and ensure individuals had access to life-saving resources.

The Winter Shelter Hotline received **77,013 calls**, while 2-1-1 fielded an additional **58,097 calls**, totaling **135,110 inquiries**. High call volumes, combined with limited shelter and motel bed availability, created significant barriers, yet 211 LA remained committed to serving every caller with compassion and urgency.

ENHANCING HEALTHCARE THROUGH STRATEGIC PARTNERSHIPS

211 LA continues to lead in addressing Social Determinants of Health by seamlessly integrating social care with medical services. Through strong partnerships with leading health plans—including Molina Healthcare, Health Net, and Kaiser Permanente—we provide personalized care coordination that connects individuals to critical resources and improves overall well-being.

In 2024, our healthcare initiatives supported individuals facing complex challenges such as housing instability, food insecurity, and mental health needs.



SOCIAL CONNECTIONS PARTNERSHIP:

Successfully managed **3,117 cases**, directly assisting **1,531 individuals** with tailored, wraparound support.

ENHANCED CARE MANAGEMENT (ECM):

Delivered **611 targeted interventions** to high-need Medi-Cal beneficiaries, helping them navigate care systems and access essential services.



**211 LA's healthcare support programs are funded by the following: the Social Connections Partnership program is funded by Kaiser Permanente, and Enhanced Care Management (ECM) is funded by Health Net and Molina Healthcare through the CalAIM initiative.*



CONNECTING COMMUNITIES TO AGING AND DISABILITY SUPPORT

At 211 LA, we believe that aging or living with a disability should never mean going without the support and respect everyone deserves. Through strategic partnerships and specialized programs, we provide essential services that promote safety, independence, and dignity—from caregiver assistance and elder abuse prevention to emergency planning and critical resource connections.

In 2024, 211 LA's aging services made a significant impact, providing essential support and resources to thousands of older adults and individuals with disabilities across Los Angeles County.

AARP AYUDANDO A QUIEN AYUDA (HELPING THE HELPER)

Provided resources, emotional support, and guidance to **1,030 family caregivers** navigating complex care responsibilities.

EMERGING LA COUNTY ADRC

Connected **854 individuals** in underserved communities to vital services through a developing Aging and Disability Resource Connection

APS CENTRAL INTAKE DUTY LINE

Launched in September 2024, the line handled **3,593 calls** and submitted **1,842 reports** to streamline elder abuse response and ensure timely protection and support.

CENTRAL & SOUTH LA AGING AND DISABILITY RESOURCE CENTER (ADRC)

Served as a no-wrong-door access point for **1,127 individuals** seeking long-term services and support.

APS ELDER ABUSE HOTLINE

Handled **65,230 calls** and submitted **40,353 reports** to protect older and dependent adults from abuse and neglect.

PUBLIC SAFETY POWER SHUTOFF (PSPS)

Coordinated emergency planning and outreach for **14,190 individuals** at risk during utility shutoffs.

“For the first time...I feel like we’re not alone. You helped save my mom’s life.” - PSPS Program Participant

*211 LA's aging and disability services are funded by the California Department of Aging through Central & South LA ADRC and Emerging LA County ADRC, by the California Department of Aging and LA County through Area Agency on Aging Information & Assistance, by the LA County Aging & Disabilities Department through LA Found, and by AARP through AARP Ayudando a Quien Ayuda.

STRENGTHENING FAMILIES AND EARLY CHILDHOOD EDUCATION

Recognizing that early education is a critical lever for long-term family success, 211 LA connects vulnerable families with the resources to build brighter futures. Through a partnership with the Department of Children and Family Services (DCFS), the Early Education Enrollment and Care Coordination program helps high-risk families access Head Start and Early Head Start programs, while also addressing broader social service needs.

EARLY CHILDHOOD EDUCATION CARE COORDINATION (ECE)

In 2024, **795 families** were referred through a dedicated DCFS portal. 211 LA conducted up to three outreach attempts per case, resulting in **429 families** successfully enrolling in early education services. An additional **759 families** consented to receive support for services such as financial aid, food assistance, and housing stabilization.

SUCCESS STORY: A FATHER'S DETERMINATION

When Luis, a 30-year-old single father, was referred to 211 LA through the Early Education Enrollment and Care Coordination program, he was doing everything he could to provide a stable life for his young child. As a deaf parent, Luis faced unique challenges, but he remained committed to ensuring his child had access to quality early childhood education. With the support of his mother, who assisted with caregiving while balancing work, he had been taking his child to an early education program in South Gate, CA.

However, life became increasingly difficult. Financial struggles made it hard to secure stable employment, and with an open case involving the child's mother, Luis had additional responsibilities monitoring visitations. While he received Supplemental Security Income (SSI) and CalFresh benefits, he needed more support to keep his family on track.

Through 211 LA's care coordination, Luis was connected to an Early Head Start program, ensuring his child had access to structured learning and developmental support. But 211 LA's role didn't stop there—our care coordinators identified additional needs, helping Luis apply for SSI and CalWORKs to strengthen his financial stability. He also received referrals for social services, including access to food pantries and financial assistance programs.

During one of his calls with 211 LA, Luis shared an urgent concern: his child's car seat was too small and unsafe. Understanding the importance of child safety, 211 LA immediately worked to secure an appropriate car seat for his family, ensuring both safety and peace of mind.

**The Early Childhood Education Care Coordination (ECE) is funded by the LA County Department of Children and Family Services.*

COMBATING HATE THROUGH HEALING, ADVOCACY, AND ACTION

Hate has no place in Los Angeles. Through 211 LA's anti-hate initiatives, victims find more than just support—they find strength, advocacy, and belonging. In partnership with local, state, and federal agencies, 211 LA leads a multi-layered response to hate incidents and crimes, offering 24/7 reporting, care coordination, legal and mental health referrals, and educational outreach across Los Angeles County and beyond.

In 2024, 211 LA received **8,271 hate reports** from survivors of hate through LA vs Hate, and **2,427 hate reports** from CA vs Hate.

The Stop the Hate program reached **2,787 students** across **1,682 school events**. The Street Vendor Outreach Project connected with **613 vendors**, **taking nine hate incident reports** and referring vendors to safety, legal, and wellness resources.

Through the National Anti-Hate Technical Assistance Initiative, 211 LA supported the development of hate response systems in Illinois, Nevada, and Washington, helping state and local agencies build trauma-informed, multilingual, and community-centered pathways for reporting and recovery.



**211 LA's anti-hate programs are funded by the LA County Human Relations Commission through LA vs Hate, the California Department of Social Services through Stop the Hate, the California Civil Rights Department through CA vs Hate, and the U.S. Department of Justice through the DOJ Resilient Communities Street Vendor Outreach Project and DOJ National Technical Assistance to States.*

SUCCESS STORY: WORDS MATTER CAMPAIGN, LA PUENTE HIGH SCHOOL

When a teacher at La Puente High School discovered racial slurs carved into a student laptop, the incident shocked the campus community—but for a group of Dream Center students, it became a call to action.

Instead of letting the moment pass, these students turned pain into purpose. They launched the "Words Matter" campaign, a bold, student-led initiative designed to confront hate through education, empathy, and advocacy. With guidance from Dream Center staff and support from Measure B funding, the students produced a powerful video highlighting the real-world impact of hate speech. They then took their message beyond the classroom—presenting their campaign to the school board, leading peer discussions, and organizing events that encouraged the entire school community to reflect on how words can heal or harm.



**WATCH THE
FULL STORY
HERE:**



SUCCESS STORY: SUFFERING IN SILENCE

Milagros Cova has sold food on the same corner for years—serving her community with warmth, pride, and hard work. But like many street vendors across Los Angeles County, she's faced harassment, threats, and violence simply for doing her job. These stories are too often unheard.

To bring these hidden struggles into the light, 211 LA produced *Suffering in Silence*, a short film that follows Milagros and other vendors as they navigate the dangers of street vending in an environment where bias and hate can erupt without warning. Through raw and honest interviews with victims and advocates, the film reveals the emotional toll of targeted hate, the gaps in protection, and the urgent need for change.

**WATCH THE
FULL STORY
HERE:**



**211 LA's anti-hate programs are funded by the LA County Human Relations Commission through LA vs Hate, the California Department of Social Services through Stop the Hate, the California Civil Rights Department through CA vs Hate, and the U.S. Department of Justice through the DOJ Resilient Communities Street Vendor Outreach Project and DOJ National Technical Assistance to States.*

TECHNOLOGY THAT POWERS CARE, CONNECTION, AND CHANGE

Driven by a deep understanding of community needs, 211 LA's technology platforms are redefining how social services are delivered, coordinated, and accessed—locally, nationally, and globally.

CareSuite continued to scale as a dynamic care coordination platform, empowering organizations like Distress Centre Calgary in Canada and United Way of Greater Cincinnati to deliver responsive, person-centered support. From 24/7 crisis response to housing navigation, these partnerships demonstrate CareSuite's adaptability across diverse systems and regions.

211HSIS, 211 LA's human services taxonomy system, launched an updated website that makes it easier than ever to access tools, APIs, and resources. The platform's growing network of users now benefits from expanded features, including FHIR compatibility and a new Indexer Express newsletter, which fosters collaboration and keeps data tools aligned with real-world needs.

Together, these innovations are building stronger connections between people and care, proving that technology rooted in empathy can drive lasting impact.



A FUTURE BUILT ON COLLABORATION AND EQUITY

The year 2024 was a defining and deeply validating year for 211 LA. It affirmed what we've always known to be true: when community, innovation, and equity come together, transformative impact is not only possible—it's inevitable.

This year, we saw our vision in action. Through groundbreaking initiatives, expanded partnerships, and technology that bridges care, we met complex community challenges head-on. We responded to thousands of crises, connected families to housing, supported victims of hate, and strengthened the systems that hold our most vulnerable neighbors. Every effort was rooted in our belief that everyone deserves access to compassionate, coordinated support—no matter who they are or where they come from.



Our work was recognized in powerful ways. We received Inform USA's Accreditation with Honors, placing 211 LA among the top 10% of organizations nationwide for service excellence, data integrity, and call quality. We were also named Innovator of the Year for Service Delivery for our leadership in CA vs. Hate—a statewide collaboration that has become a national model for hate response infrastructure. These honors speak to the heart of our mission and validate the standard we hold ourselves to every day.

As we look ahead, we are more energized than ever to deepen our role as a national leader in Community Information Exchange (CIE). We are building not just systems, but trust—ensuring that equity is woven into the very fabric of service delivery.

With your continued partnership, we are ready to meet whatever challenges the next year brings—and to keep building a future where no one falls through the cracks. Thank you for believing in this work and in the power of connection.



Dial 2-1-1 for help 24/7



Visit us at 211LA.org



info@211LA.org