

# 211 LA:

## Connecting Communities, Empowering Lives



**Who we are:** Since 1981, 211 LA has been Los Angeles County's central community connection hub. 2-1-1, the three-digit dial code, is the place to turn for people who do not know where to start or have nowhere else to go. It also serves as the countywide disaster hotline when activated by the County Office of Emergency Management. As a nonprofit 501(c)(3), we provide free, confidential, and 24/7 support in all languages spoken throughout the county, provided by real people who live locally. It is also the de facto homeless helpline, with a third of close to half a million annual contacts coming from people who identify as being unhoused, and over half of contacts stemming from word of mouth or public agency/CBO referrals to 2-1-1.

By calling 2-1-1 or visiting 211la.org, people connect with live specialists who help navigate housing, food, healthcare, childcare, elder care, disaster relief, and more. We help people in crisis, strengthen families, and ensure that there is always a place to call for information about basic needs and crisis services.

2024 BY THE NUMBERS	YTD 2025 BY THE NUMBERS
<ul style="list-style-type: none"> <li>• <b>1.2 million</b> lives impacted</li> <li>• <b>442,255</b> contacts assisted</li> <li>• <b>700,590</b> referrals made</li> <li>• <b>13,169</b> care coordination cases</li> <li>• <b>1.1 million</b> website visits</li> </ul>	<ul style="list-style-type: none"> <li>• <b>984,170</b> lives impacted</li> <li>• <b>393,668</b> contacts assisted</li> <li>• <b>528,268</b> referrals made</li> <li>• <b>23,159</b> care coordination cases</li> <li>• <b>1.2 million</b> website visits</li> </ul>

TOP SERVICE NEEDS IN 2024	TOP SERVICES NEEDS YTD 2025 <small>JANUARY 1 - AUGUST 31, 2025</small>
<ul style="list-style-type: none"> <li>• <b>104,038</b> contacts for Emergency Shelter</li> <li>• <b>69,168</b> contacts for Housing Counseling</li> <li>• <b>58,201</b> contacts for Information Services</li> <li>• <b>56,934</b> contacts for Adult Protective Services</li> <li>• <b>31,436</b> contacts for Transitional Housing</li> </ul>	<ul style="list-style-type: none"> <li>• <b>96,210</b> contacts for Emergency Shelter</li> <li>• <b>49,897</b> contacts for Housing Counseling/Search Assistance</li> <li>• <b>42,931</b> contacts for Information Lines/Websites</li> <li>• <b>37,363</b> contacts for Adult Protective Services</li> <li>• <b>24,711</b> contacts for Transitional Shelter/Housing</li> </ul>

*\*The 2025 data above reflects the period from January 1 to August 31, 2025.*

### OUR SERVICES AND PROGRAMS

211 LA's mission centers on the meaningful and critical access to competent and compassionate support from human beings ready to assist when help is needed, especially during a personal/family crisis or during a natural disaster emergency. Our services and programs are designed to address the most pressing challenges facing Los Angeles County residents, from homelessness and older adult support to disability services and hate crime prevention. By combining real-time referrals, specialized hotlines, disaster response, a curated referral database, and coordinated care, we ensure that every call connects people to meaningful solutions and long-term resources.

## HOUSING AND HOMELESSNESS RESPONSE

211 LA is the primary helpline for unhoused residents in Los Angeles County. In 2024, **more than 146,000 individuals** received help through shelter placements, Winter and Augmented Winter Shelter programs, crisis housing motel vouchers, problem-solving, and referrals to outreach teams. 211 LA's role in programs such as Bringing Families Home and the Coordinated Entry System for Families provides DCFS-involved families with housing-focused case management leading to housing stability, and family reunification.

*"211 LA gave me the support I needed to find a safe home for my children and rebuild our lives."*  
 — Ms. Ramos, Bringing Families Home Participant

## HEALTHCARE PARTNERSHIPS

211 LA works closely with health plans, including Kaiser Permanente, Molina Healthcare, and Health Net, to integrate social care with medical care. In 2024, **more than 3,700 individuals** have benefited from Enhanced Care Management and Social Connections programs, linking people to housing, nutrition, material goods like furniture and clothing, and behavioral health supports.

## AGING AND DISABILITY SERVICES

Through LA County's Aging and Disability Resource Connection and specialized programs, 211 LA helped seniors, caregivers, and people with disabilities access long-term services and supports. In 2024, **more than 65,000** elder abuse calls were handled, and **over 1,100 caregivers** were connected to critical resources. Through the Public Safety Power Shutoff (PSPS) program, 211 LA also 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

## FAMILIES AND EARLY CHILDHOOD

211 LA partners with the Department of Children and Family Services, connecting **close to 800 families** to Head Start and Early Head Start annually. Our care coordinators also conduct developmental screenings for children ages 0 to 5. In 2024, care coordinators linked **170 families** to specialized services, food, housing, and other safety net support. 211 LA is also behind the statewide Safely Surrender Baby hotline, providing this service since its inception and ensuring that anyone seeking to surrender a newborn is provided with information on where and how to do this safely.

## ANTI-HATE INITIATIVES

211 LA is the provider of hate reporting and care coordination services available through the countywide LA vs. Hate helpline and the statewide CA vs. Hate service, taking **more than 10,000 reports of hate** in 2024. Through these helplines, we provide crisis response, victim assistance referrals, and healing-centered engagement. Other work in hate prevention includes our school-based Stop the Hate programs reaching **over 2,700 students**, and our Street Vendor Outreach for hate reporting awareness, bringing hate reporting resources to hundreds of vendors who face harassment and violence.

## TECHNOLOGY FOR CARE AND EQUITY

Our CareSuite digital platform and the 211HSIS taxonomy power 211 LA's rapid and coordinated response to community needs. CareSuite enables customizable workflow configuration by program staff, secure data exchange for care coordination between programs and service partners, while the 211HSIS taxonomy continues to serve as the national indexing system/taxonomy for human services, supporting accuracy, interoperability, and unified reporting in service referral systems.

## SPECIALIZED HOTLINES

In addition to the 2-1-1 helpline, 211 LA manages specialized hotlines that serve targeted populations with urgent needs:

- **CA vs. Hate Hotline:** (833-8-No-Hate)
- **Elder and Dependent Abuse Hotline:** (877-477-3646)
- **Area Agency on Aging Hotline:** (800-510-2020)
- **LA Found Hotline:** (833-569-7651)
- **Worksource Hotline:** (800-993-2299)
- **Safely Surrender Baby Hotline:** (877-222-9723)
- **Unincorporated Area Code Enforcement Hotline:** (877-966-2633)

## DISASTER RESPONSE ROLE

211 LA serves as Los Angeles County's official disaster hotline when activated by the Los Angeles County Department of Emergency Management. During wildfires, floods, earthquakes, or extreme weather, residents call 2-1-1 for evacuation information, shelter referrals, recovery assistance, and safety updates. Our trained staff serve as the frontline resource, ensuring accurate, compassionate, and coordinated disaster response when it matters most. 211 LA prepares for disaster-related surges in calls by partnering with trained, external partners ready to jump in as needed. 211 LA led relief efforts for the 2025 LA Wildfires, providing emergency assistance, recovery services, and case management to thousands of households. Read the report at [211la.org/impact-hub](https://211la.org/impact-hub).

## COORDINATED CARE FOR LA RESIDENTS

Beyond immediate referrals, 211 LA provides coordinated care for residents who meet program criteria. Through intensive case management, our specialists work one-on-one with individuals and families to assess their needs, develop personalized care plans, and provide ongoing follow-up support. In 2024, **more than 13,000 residents** received coordinated care, connecting them to housing, healthcare, food, financial assistance, and community programs that supported long-term stability and resilience.

*"I have worked hard to serve my community, but I was harassed and threatened simply for being a vendor. Through 211 LA, I finally felt heard and supported."*

— **Milagros Cova, Street Vendor**

## WATCH OUR SOCIAL IMPACT STORIES

**Beyond the numbers are powerful stories of resilience. Watch our impact in action:**

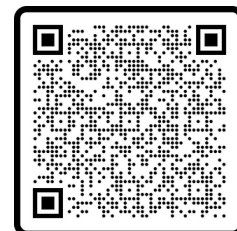
- **Stop the Hate: Words Matter Campaign** – Student-led action against hate speech. [Visit bit.ly/STH-Words-Matter](https://bit.ly/STH-Words-Matter)
- **Suffering in Silence** – A short film highlighting the struggles of street vendors facing harassment. [Visit bit.ly/Suffering-Silence](https://bit.ly/Suffering-Silence).
- **Military Veteran Lewis Jackson** - The uplifting story of our care coordination work with military veteran Lewis Jackson was recently honored with a Gold Telly Award. [Visit bit.ly/Lewis-Jackson](https://bit.ly/Lewis-Jackson).
- **Damian's story** - See how 211 helped Antonio overcome substance use challenges, navigate complex systems, and reunite with his son, proving that with the right support, families can rebuild and thrive. [Visit bit.ly/Damians-Story](https://bit.ly/Damians-Story).
- Visit [211la.org/impact-stories](https://211la.org/impact-stories) to view these stories and more.

## WHY 211 LA MATTERS

Every contact to 211 LA represents someone in need: a family displaced by wildfire, a senior at risk of abuse, a parent searching for childcare, or a survivor of hate seeking support. 211 LA is the trusted bridge that connects people to hope, stability, and a stronger future.

## LEARN MORE

Explore our full **2024 Annual Report** for stories, data, and deeper impact: **Scan the QR Code** or visit: <https://211la.org/2024-impact>



## PARTNER AND INVEST WITH 211 LA

211 LA's impact is made possible through strong partnerships with government, nonprofits, healthcare systems, schools, businesses, and community leaders. Together, we can expand access to services, strengthen safety nets, and build a more resilient Los Angeles.

## CONTACT US:

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