

## Who We Are

211 LA (or 211 LA County) is the hub for community members and community organizations looking for all types of health, human, and social services in Los Angeles County.

- We provide information and referrals to the services that best meet individual needs, through our 24 hour 2-1-1 call line, or through our website and chat.

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**Applicant: The Information and Referral Federation of Los Angeles County, Inc.  
Specimens for Class 35**

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- We provide information and referrals to the services that best meet individual needs, through our 24 hour 2-1-1 call line, or through our website and chat.
- Our online community calendar connects people to local events that offer services and community connections.
- Our special programs provide outreach and education, service navigation, or care coordination to assist people with accessing and obtaining services.
- Our technology services allow community organizations to refer, track, and collaborate on their clients' care.
- We maintain and update Los Angeles County's official comprehensive database of over 50,000 health and human services.

A 501(c)(3) nonprofit organization, 211 LA has served the people of Los Angeles County since 1981, when it was formed under the name of The Information and Referral Federation of Los Angeles (also formerly known as InfoLine). 211 LA's services are funded through partnerships with the LA County Board of Supervisors, CEO and Departments; with contracts with the State of California, LAHSA, SoCal Gas, Southern California Edison, AARP, and others; and with grants from foundations including the National Institute of Health (NIH).

*Our purpose is to link people to community services, so that people in LA can survive, thrive, and be empowered, no matter their situation or background.*

Browser window showing the URL <https://211la.org/resources>. The page features the 211LA logo, a language selection dropdown (currently set to Hindi), and a navigation menu with items: RESOURCES, INFORMATION, PROGRAMS, EXPLORE JUSTICE, and ABOUT US. A search bar is present with radio buttons for 'Resources' (selected) and 'Events', and a 'Search by Agency' option.

# You are Unique. So is your journey.

Find the resources you need along the way

## Search Resources by Category



COVID-19 Info  
& Supports



Food



Healthcare



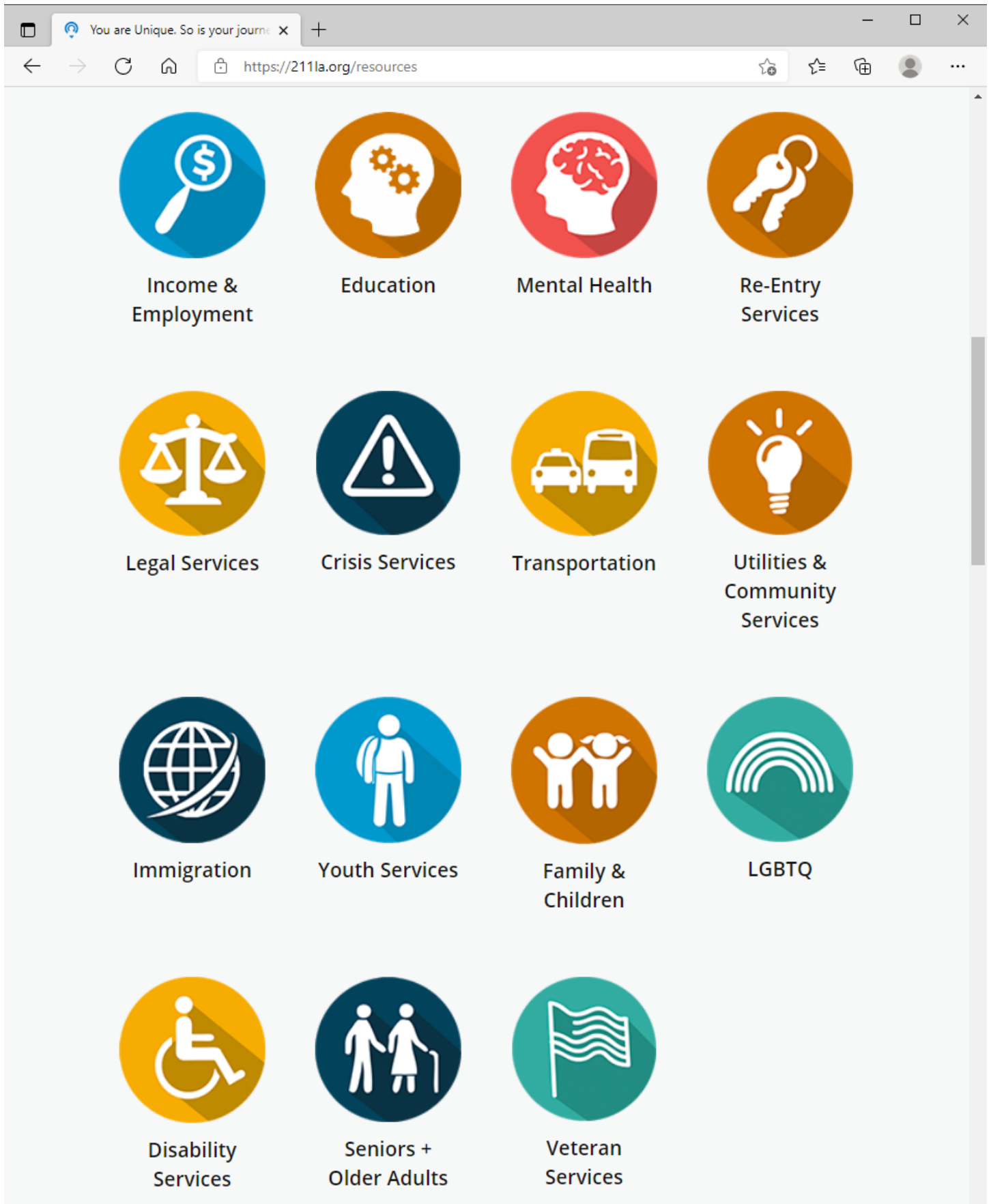
Housing

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## Featured Resources

### Personal Financial Counseling

**LOS ANGELES COUNTY  
DEPARTMENT OF CONSUMER  
AND BUSINESS AFFAIRS -  
ADMINISTRATION**

The Los Angeles County Financial Navigators program is designed to help residents deal with the financial impact of the COVID-19 pandemic, providing remote assistance in...  
[More...](#)

### COVID-19 Diagnostic Tests

**CORONAVIRUS HEALTHCARE - TESTING**

Information about COVID-19 Testing FAQs about Coronavirus variants, including Delta, Alpha, Beta, and Gamma The CDC is tracking a number of variants of concern in the United...  
[More...](#)



## Suggested events



Jul 07, 9AM



Talking to Kids



Autism Focused

## Suggested events



Jul 07, 9AM  
**LONG BEACH  
CARES RENTAL  
ASSISTANCE  
PROGRAM**

LONG BEACH



**Talking to Kids  
About the  
Coronavirus**



**Autism Focused  
Intervention:  
Supporting  
Individuals with  
Autism through  
uncertain times**



Apr 02, 12AM  
**Nikon  
Photography  
Series - Online**

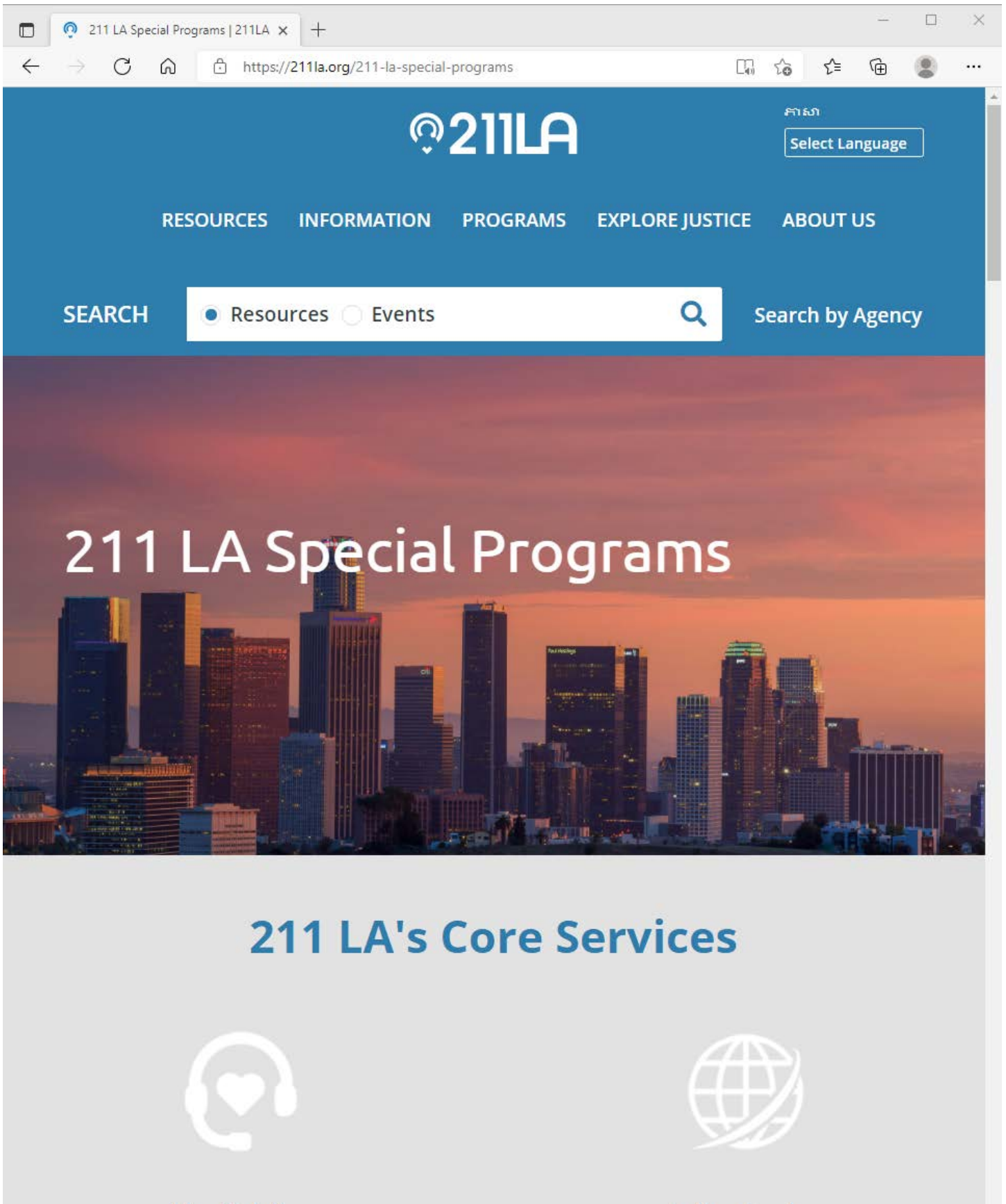


Jun 08, 12AM  
**Self-Care Starter  
Kit**



Jun 03, 12AM  
**Senior Meal Pick  
Up and Delivery**





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# 211 LA's Core Services



## Live Helpline

Community Resource Advisors answer the 2-1-1 helpline 24/7. They assess people's needs and connect them with appropriate resources and programs.



## Online Services

People can self-serve by searching 211 LA's resource and events database online. 211 LA also provides informational articles, community events and program pages



## Care Coordination

People receive one-on-one follow-up support and advocacy from Care Coordinators, who empower them to overcome barriers in connecting with services.



## Community Outreach

Outreach Coordinators attend events, provide presentations and webinars, and utilize social media to spread information about 211 LA's programs.



