



2-1-1: Helping with Emergency Response, Crime Prevention and other Public Safety and Community Needs

2-1-1: Relieves Pressure off of 9-1-1 and Emergency Response Teams by Providing a Number for Citizens to Call for Non-Emergency Needs.

- During disaster events, 2-1-1 plays a critical role in alleviating non-emergency call volume on 9-1-1 lines, freeing up emergency responders to deal with true emergencies. During the San Diego wild fires of 2007, 2-1-1 provided information and support to more than 130,000 callers in 5 days.
- 2-1-1 provides citizens with critical non-emergency assistance such as:
 - Information on evacuation and return routes
 - Shelter/housing
 - Food
 - Social services
 - Family reunification status
 - Traffic closures
 - School/work closures

"The 2-1-1 service was an invaluable resource during the firestorm in that it freed up calls from 9-1-1. We could give information on repopulated neighborhoods to the 2-1-1 operators. We saw 9-1-1 calls diminish over time because of that." -- San Diego Sheriff Bill Gore

2-1-1: A Valuable, Easy-to-Remember Referral Number for Public Safety Personnel

- 2-1-1 provides police and sheriff deputies with an easy to remember number to provide to at-risk populations as a resource and possible crime prevention tool.
 - For example, police called for suspected domestic violence are able to give one number for marriage/family counseling, substance abuse, job training, and other assistance which may help the family avoid violence and abuse.
- 2-1-1 helps law enforcement and the courts connect people in need with help.
 - Police, fire and sheriff departments can hand-out 2-1-1 referral cards to community members in need of help.
 - Courthouses can dedicate phones and computers in public areas that connect directly to the local 2-1-1. Juvenile court or family court judges may hand out referrals to 2-1-1 services from the bench.

Research shows that by providing resources for at risk kids, their parents can help reduce criminal behavior later in life. 2-1-1 helps connect kids and their parents to a variety of critical programs, including:

- **Preschool**, for the fundamentals of a quality education
- **Parenting classes**, to prevent child-abuse and neglect
- **Childcare**, so parents can work and provide a better life
- **After school programs**, to involve kids in positive activities
- **Counseling**, so troubled youth can work through problems