



2-1-1: Valuable Tool for Connecting Families and Children to Youth Resources in their Communities

2-1-1: Connects Children and Parents to Many Critical Youth and Family Programs

- When families call 2-1-1, trained call specialists are on the line to help connect them to a variety of programs. By calling just one number, they have access to information about:
 - ✓ **Preschool**, for the fundamentals of a quality education
 - ✓ **Parenting classes**, to give parents tools to raise successful children
 - ✓ **Childcare**, so parents can work and provide a better life
 - ✓ **After school programs and tutoring**, to involve kids in positive, safe activities
 - ✓ **Counseling**, so troubled youth can work through problems
 - ✓ **Affordable health coverage**, to ensure children have access to doctors and preventive care
 - ✓ **Food and shelter**, which are so critical to working families

FACT: Mothers with young children make up the majority of 2-1-1 callers

In 2008:

- Three out of four callers are female.
- 70% have children in the family, half of whom are 12 years or younger.

Based on 2008 2-1-1 Los Angeles caller survey

2-1-1: Plays Important Role in Keeping Children Healthy and Safe

- Not only can parents get information about health coverage for their kids by calling 2-1-1, but many 2-1-1s can actually help with eligibility and enrollment in these programs.
- 2-1-1 also provides information on mental health, crisis intervention, and substance abuse assessment and treatment programs.
- When health epidemics emerge, such as H1N1 or pertussis outbreaks, 2-1-1s are an invaluable resource for families that don't know where to turn for information and resources.
- 2-1-1 providers have strict follow-up policies on all child abuse or domestic violence calls.

2-1-1: A Resource for Teachers

- Because they are on the frontlines dealing with children and families every day, teachers are often the first to know about a family in need. Not only can teachers tell families about 2-1-1, but they can also call 2-1-1 themselves to find out where they might send a family in need.