



GOLDEN WEST COLLEGE

STUDENT HEALTH CENTER

211 Orange County Frequently Asked Questions

- 1. What is 2-1-1 Orange County?** 211 is a non-profit organization that offers a comprehensive information and referral system linking Orange County residents to more than 2,800 government and nonprofit community health and human services agencies. 211 also serves as a crucial public information system during local crises such as earthquake, fire, or other disasters. Callers seeking assistance can dial **211** or **888-600-4357**(toll free). You may also email at 211oc.org or text your zip code to 898211. *The data base for 211 is available at www.211oc.org if you prefer to search on your own.*
- 2. What kind of programs does 211 refer callers to?** 211 Orange County maintains an up-to-date data base with information on thousands of programs providing information and support on the following and more:
 - Food
 - Housing
 - Transportation
 - Utility Assistance
 - Legal Assistance
 - Education
 - Health Care Resources
 - Vision and Dental Screening
 - Mental Health Counseling
 - Mental Health Crisis Response
 - Mental Health Facilities
 - Support Groups
 - Mental Health Specialty Care
 - Counseling
- 3. What kind of emergencies do you get involved with?** 211 provides information for all types of emergencies ranging from homelessness, hunger, and child abuse. During a major disaster 211 provides emergency services information regarding road closures, emergency shelters and evacuation notices.
- 4. Is there a national 211 number?** Yes, there is a national 211 number. Information regarding national 211 can be found at www.211.org. There are approximately 200 distinct 211 organizations around the country covering about 80% of the population. In California the coverage is about 90%.
- 5. Does 211 serve specific communities within Orange County?** They serve anyone and everyone in Orange County, CA and do not discriminate on any basis- age, race, gender, income, ethnic background, or sexual orientation. 211 utilizes a translation service to accommodate more than 150 languages.
- 6. How does calling 211 differ from calling 411?** Calling 211 is completely free and minimizes the use of automation. 211 employs trained informational and referral



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specialists to help navigate the caller for specific needs. 211 provides much more than directory assistance.

7. **Who can use 211?** 211 is available to all residents or visitors in the county 24 hours a day and 7 days a week.