



211: “WE’RE HERE FOR YOU”

Everyone deserves support to meet their basic needs, and our state is abundant in community care and resources. That’s why our 211 resource helpline acts as a bridge, providing confidential information and referrals to services statewide to ensure people have their basic needs met. Available 24 hours a day, seven days a week, year-round, 211 refers people – at no cost – to critical services like rental assistance, food programs, child care, employment resources and more.

211 is a vital resource for our partners, nonprofits, social workers and people living in our state. When resources seem limited and expertise is needed, caring and compassionate 211 community resource specialists are a phone call or text away. Kamaria Mayo and Sindy Castillo-Olivares are two of them. Castillo-Olivares says that when callers reach out, **“there’s a person that cares, that is listening to them, that’s not ignoring their problem. We’re here for you.”**

Castillo-Olivares is one of several multilingual community resource specialists who engage with callers in Spanish, Hmong, Russian, Somali and English. A 24/7 interpreter service is available for callers in other languages. Castillo-Olivares shared: **“The benefit of supporting someone in their own language is sending them to the right place; making sure they understand what to do and what steps to take, so they are not confused because of the language barrier.”**

Beyond supporting individuals, we use data gathered through 211 to inform our own investments and share insights across the philanthropic, nonprofit and public sectors. Together, we disrupt inequities and create lasting change, so everyone in our region has what they need to thrive.

