



**2012 Don and Rosemary Vial Awards  
for Digital Inclusion:  
Outstanding Performance by an  
Organization Nominee**



[www.211california.org](http://www.211california.org)

2-1-1 California is the statewide network of local 2-1-1 information and referral providers, and is a collaboration of United Ways of California and the California Alliance of Information and Referral Services (CAIRS). 2-1-1 California is a free phone number and online database that connects Californians quickly and effectively to existing health and human service programs, joblessness support and disaster response information in their communities. It is available 24 hours a day, 7 days a week and in 150 different languages and connects people of all income levels, language, and cultural backgrounds to resources tailored to their needs and circumstances, taking into account accessibility, eligibility requirements and other factors through live assistance from certified I & R specialists or online. Currently, 92 percent of the state's population in 27 counties has access to 2-1-1. Nationally, 2-1-1 covers 80 percent of the US population. The mission of 2-1-1 California is to ensure that California develops the statewide infrastructure and support necessary to ensure quality 2-1-1 services for everyone.

2-1-1 California providers operate in 27 counties throughout California, incorporating a process of screening and referring callers to Digital Literacy resources in their community as a regular part of their process. These 27 providers have conducted extensive research in their communities and added resources around computer training programs, sites where the public can access computers and the Internet, free or low-cost computers and broadband Internet service to their databases. To date, 2-1-1 California has reached out to more than 180,000 callers, and screened and referred 50,402 callers to Digital Literacy resources. As a result of those referrals, 3,470 adults have received computer training.

2-1-1 California providers have personally talked to more than 150,000 people throughout the state in an effort to connect them with Digital Literacy resources. In addition, 2-1-1 California's leadership has worked with other non-profit organizations throughout the state in an effort to find creative solutions to addressing the Digital Divide. This has included exploring possibilities for purchasing broadband from telecommunications companies and re-selling to underserved communities at a discounted rate.

2-1-1 California providers are well-known and widely respected for the work they perform in their local communities and at the state level. They have formed strong and lasting partnerships not only with other non-profit organizations in their community, but community leaders and government agencies within their communities and the state. The program is also well-respected among the community residents it serves. The number one reason callers say they contacted us is that they were referred by a friend or family member.

2-1-1 California has engaged the community at all levels. In addition to speaking directly with more than 150,000 members of the community, members of the organization have met with several telecommunications providers urging them to offer low-cost broadband services to the public; and have begun working with another non-profit organization on a pilot program to offer low cost computers to the public and has met with local and state officials encouraging them to support our efforts.

2-1-1 California has engaged a diverse group of stakeholders to achieve its goals, working with local non-profits and government agencies to compile comprehensive databases of resources and alert the community to the resources available. 2-1-1 California organizational leadership has met with telecommunications leaders, as well as elected officials and other non-profit organizations to explore possibilities for collaboration.