During and after a disaster*, people in impacted areas can call 2-1-1 to get current and accurate information about where to go, what to do, and how to help.

2-1-1 is an easy-to-remember, 3-digit telephone number people can call and get connected to a live operator.

Multi-lingual operators are equipped with the latest databases of essential health, housing, and human services information before, during, and after a natural disaster or terrorist attack.

This FREE service is available 24 hours a day, 7 days a week, and 365 days a year.

* Disaster = fire, flood, major earthquake, landslide, heat wave, health pandemic, etc.

Why call 2-1-1 instead of 9-1-1?

When disaster strikes, 9-1-1 is the number to call for life threatening situations requiring immediate attention. 2-1-1 is the number to call for critical information such as locations of emergency shelters, closed transportation routes, locations and hours of disaster relief services, assistance with temporary housing, and other basic social needs.