



## 2-1-1 California Action Update - Volume 39, October, 2006 [www.211california.org](http://www.211california.org)

### ***2-1-1 Implemented in San Bernardino***

**Inland Empire United Way (IEUW)** implemented 2-1-1 in San Bernardino on September 20, 2006. The launch of 2-1-1 San Bernardino marks the eighth launch of this important telephone number in California.

Assemblywoman Gloria Negrete McLeod from the 61<sup>st</sup> Assembly District presented a short proclamation and County Board Supervisor Paul Biane made the first official 2-1-1 phone call from his cell phone to kick off the opening of the new service center.

For more information on 2-1-1 in San Bernardino, go to [www.211sb.org](http://www.211sb.org). IEUW is the designated 2-1-1 service provider for San Bernardino County. IEUW provides free and confidential, comprehensive I&R, 24 hours a day, 7 days a week, with live bilingual call specialists. The County of San Bernardino and First 5 San Bernardino provide major funding for the United Way service. It was also announced that Bank of America will renew its funding for a second year.

### ***California Public Utilities Commission Approves New 2-1-1 Service Providers***

United Way of Silicon Valley submitted its application to the CPUC, requesting authorization to serve as the designated 2-1-1 provider for Santa Clara County in June 2006. Authority was granted by the CPUC on September 7, 2006. United Way of Silicon Valley plans on launching 2-1-1 service in February 2007 in partnership with 2-1-1 Ventura (Interface Children & Family Services). UWSV will maintain the resource database while 2-1-1 Ventura will provide phone service. For more information visit [www.uwsv.org](http://www.uwsv.org)

United Way of Stanislaus Area, Inc., dba United Way of Stanislaus and the Mother Lode, submitted its application to the CPUC requesting authorization to serve as the designated 2-1-1 provider for Stanislaus County in May 2006. The CPUC approved their application on July 20, 2006. United Way of Stanislaus and the Mother Lode plan on launching 2-1-1 service in July 2007. For more information visit [www.uwaystan.org](http://www.uwaystan.org)

### ***Internet Phone Companies to Provide Access to 2-1-1***

**VONAGE, Time Warner, and Charter** digital/internet phone service providers have agreed to provide 2-1-1 access for their California customers, joining **T Mobile, Cingular, and Sprint/Nextel** who have each provided access free of charge to 2-1-1 service providers. Communication continues between the existing 2-1-1 service providers and **Verizon Wireless** in hopes that they will follow suit.

### ***2-1-1 Authorized Providers in California Counties***

<u>Alameda:</u>	Eden I&R ( <a href="http://www.edenir.org">www.edenir.org</a> )	<u>San Bernardino:</u>	Inland Empire United Way ( <a href="http://www.211sb.org">www.211sb.org</a> )
<u>Contra Costa:</u>	Contra Costa Crisis Ctr. ( <a href="http://crisis-center.org">crisis-center.org</a> )	<u>San Diego:</u>	211 San Diego ( <a href="http://www.211sandiego.org">www.211sandiego.org</a> )
<u>Los Angeles:</u>	211 LA County ( <a href="http://www.211LA.org">www.211LA.org</a> )	<u>San Francisco:</u>	HELPLINK/211 San Francisco ( <a href="http://211sf.org">211sf.org</a> )
<u>Marin:</u>	HELPLINK/211 San Francisco ( <a href="http://www.211sf.org">www.211sf.org</a> )	<u>Santa Barbara:</u>	211 HelpLine ( <a href="http://www.211sbcounty.org">www.211sbcounty.org</a> )
<u>Orange:</u>	211 Orange County ( <a href="http://211OC.org">211OC.org</a> )	<u>Santa Clara:</u>	Silicon Valley United Way ( <a href="http://uwsv.org">uwsv.org</a> )
<u>Riverside:</u>	Volunteer Center of Riverside County ( <a href="http://www.volunteercentersca.org">www.volunteercentersca.org</a> )	<u>Stanislaus:</u>	United Way of Stanislaus and the Mother Lode ( <a href="http://www.uwaystan.org">www.uwaystan.org</a> )
<u>Sacramento:</u>	InfoLine Sacramento ( <a href="http://www.communitycouncil.org">www.communitycouncil.org</a> )	<u>Ventura:</u>	Helpline 211 – Interface Children and Family Services ( <a href="http://www.icfs.org">www.icfs.org</a> )