



CITY OF COSTA MESA, CALIFORNIA

# Proclamation

**WHEREAS**, 2-1-1 OC is a trusted information and referral service that provides individuals across the county with connections to community, health, and disaster-related services; and

**WHEREAS**, by dialing the three-digit code (2-1-1), Orange County residents can speak with highly trained staff 24 hours a day, 365 days a year, and receive real-time assistance in over 150 languages; and

**WHEREAS**, 2-1-1 OC services the entire county and is available via phone, text, and web, and is tailored to provide people of all income levels, languages, and cultural backgrounds with unique resources specific to their concerns and geographic location; and

**WHEREAS**, 2-1-1 OC consistently assists with identifying emerging needs and can relay valuable insights to public officials at local, regional, and state levels; and

**WHEREAS**, 2-1-1 OC provides emergency operations during times of natural and other disasters, including providing accurate and timely information for preparations and longer-term referrals for follow-up services, as evidenced by its role in supporting the Orange County Office of Emergency Services during wildfires and other natural disasters; and

**WHEREAS**, since 2006, 2-1-1 OC call specialists have assisted with more than 5,400,000 requests for help, averaging 300,000 per year to locate community, health, and disaster-related services; and

**WHEREAS**, during uncertain economic times, the demand for rapid response assistance and complex case management increases significantly; and

**WHEREAS**, 2-1-1 OC has demonstrated its capabilities as an experienced responder able to scale its infrastructure and offer new services quickly, such as addressing rising food insecurity and assisting people for whom online forms present language, digital literacy, or internet access challenges; and

**WHEREAS**, the City of Costa Mesa commits to promoting the 2-1-1 OC service so that all Costa Mesa residents have equitable access to this critical service providing anti-poverty, housing support, family and child support, aging and disability, health equity, and disaster resource connections; and

**NOW, THEREFORE, I**, John B. Stephens, Mayor of the City of Costa Mesa, do hereby proclaim the month of February 2024 as **2-1-1 OC Month** in the City of Costa Mesa. Recognizing the occasion is crucial to promoting and strengthening 2-1-1 OC, which provides Orange County community members with free and confidential referrals to needed resources.

**Dated** this 20<sup>th</sup> day of February 2024.

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John B. Stephens, Mayor of the City of Costa Mesa