

# The Board of Supervisors of Contra Costa County, California

In the matter of recognizing February 11, 2021 as  
National 211 Day

Resolution No. 2021/54

WHEREAS, 211 is a vital service leveraged by millions of people across North America, and February 11, 2021 is National 211 Day; and

WHEREAS, the nonprofit Contra Costa Crisis Center runs the 211 call center for Contra Costa County, answering calls 24 hours a day, 7 days a week; and

WHEREAS, every day people contact 211 to access free and confidential crisis and suicide prevention counseling, and referrals for disaster assistance, food, health care and insurance assistance, stable housing and utilities payment assistance, employment services, veteran services, and childcare and family services; and

WHEREAS, trained counselors at 211 listen, identify underlying problems and connect people in need with resources and services in their community that improve their lives; and

WHEREAS, the Contra Costa Crisis Center continues to respond to thousands of calls each month from those in need and participates in multiple coalitions, task force groups and alliances to respond to the Coronavirus pandemic; and

WHEREAS, 211 makes the social services network more efficient by ensuring people in need are connected to agencies that can help them; and

WHEREAS, 211 Contra Costa has engaged a small group of volunteers to create a campaign to generate greater public awareness about the resources offered through the 211 call center; and

WHEREAS, the staff and partners of County agencies, Contra Costa County cities and local nonprofits are being encouraged to share social media messages and images to increase awareness about the 211 call center.

NOW, THEREFORE, BE IT RESOLVED that the Board of Supervisors of Contra Costa County does hereby support the Contra Costa Crisis Center's effort to broaden awareness about the vital services provided through its 211 call center, and encourages residents to utilize the free, confidential services to seek support for themselves and loved ones.

*PASSED by a unanimous vote of the Board of Supervisors members present this 9<sup>th</sup> day of February, 2021.*



**DIANE BURGIS**  
Chair,  
District III Supervisor



**JOHN GIOIA**  
District I Supervisor



**CANDACE ANDERSEN**  
District II Supervisor



**KAREN MITCHOFF**  
District IV Supervisor



**FEDERAL D. GLOVER**  
District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown:

ATTESTED: February 9, 2021

MONICA NINO, Clerk of the Board of Supervisors and County Administrator

By  Deputy

