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## PRESS RELEASE

### 211 LA Announces Research Partnership with UCLA Kaiser Permanente Center for Health Equity

**Los Angeles** — Today, [211 LA](#), the largest non-profit community information and referral service in the nation, announced a new partnership with the [UCLA Kaiser Permanente Center for Health Equity](#). This new partnership provides mutual benefits—linking UCLA researchers with information about population health needs for the county's most vulnerable residents while providing 211 LA with more effective data collection strategies and more efficient screening and evaluation tools. Each year 211 LA fields approximately 500,000 calls, linking Los Angeles' most vulnerable families and individuals to vital community resources to provide health care, child care, prenatal care and access to food and shelter, among other services.

"I am very excited about this collaboration, said Dr. Alison Herrmann, PhD, Project Director of the UCLA Kaiser Permanente Center for Health Equity. "This is a unique way for us to reach Los Angeles county residents who have the greatest health needs. We hope to partner with 211 LA to implement programs to address chronic and non-chronic health conditions that disproportionately affect our residents. This work will include a focus on improving a range of important health behaviors including childhood vaccinations, cancer screening, tobacco use, healthy nutrition and physical activity."

For one of the partnership's first collaborative projects, Dr. Bergen Nelson, MD, MS, Assistant Professor of Pediatrics at UCLA and the UCLA/RAND Prevention Research Center, will assist 211 LA in evaluating the Developmental Screening and Care Coordination Program. This program provides telephone-based developmental and behavioral screening for children from birth to five-years-of-age and links families to services such as early care and education, parent training programs and developmental evaluations through Regional Centers and school districts. Additionally, the program coordinates care through follow-up calls with families and community agencies.

"We hope this partnership will allow 211 LA to better serve the vulnerable populations in Los Angeles County," said 211 LA County Executive Director Maribel Marin. "We understand the value of performance- and evidence-based practices in improving access to health care, preventive services, and integrated service networks and we know UCLA will provide us with the tools necessary to ensure we are providing the best possible service."

In addition to the partnership with UCLA, 211 LA has developed unprecedented data-sharing agreements through memoranda of understanding with a number of key community partners, including Los Angeles County Office of Education Special Education, Head Starts, Infant/Early Childhood Mental Health programs, Community Clinics, Family Resource Centers and all seven Regional Centers in Los Angeles County. UCLA will help evaluate the program by analyzing existing data and developing new research questions, to evaluate, for example, whether the program has reduced the age of identification for delays/developmental disabilities and increased timely access to intervention services.

UCLA Kaiser Permanente Center for Health Equity researchers and 211 LA share a commitment to support Los Angeles residents through the upcoming changes in health insurance eligibility that will occur through the implementation of the Affordable Care Act. 211 LA is well-positioned to help families navigate through confusing new insurance enrollment procedures and UCLA has the research capacity to measure the impact of 211 LA's work in this area.

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