

211 California: Connecting to Critical Services

Alana Hitchcock

Executive Director & CEO

California 211 Providers Network
(211 California)



“Our 211 system is an incredible system in the state of California that connects people to real services, in real time. 211 is connecting the unconnected, providing people with real solutions, and providing essential information and support during disasters.

Everyone needs to know about 211.”

- Greg Cox, 211 California Board of Directors

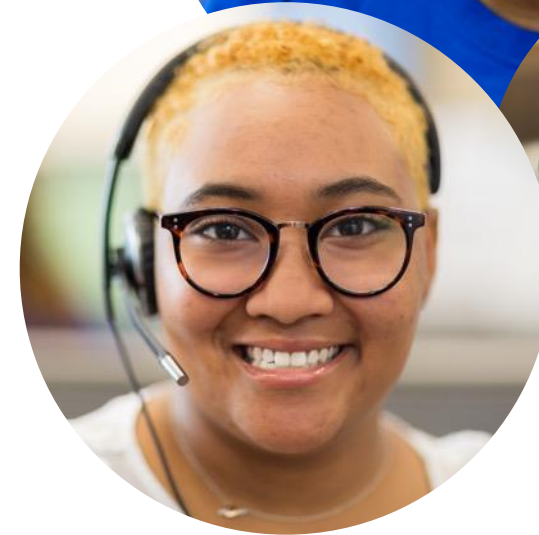


About 211

211 is the 24/7 triage center for social and disaster needs

211 connects people in need to services in their community using:

- Skilled, caring live assessment
- Comprehensive community resource databases
- Multi-channel service (phone, text, online)
- Multi-lingual service
- Specialty programs & direct services that increase accessibility, equity, and service connections



About the 211 CA Network

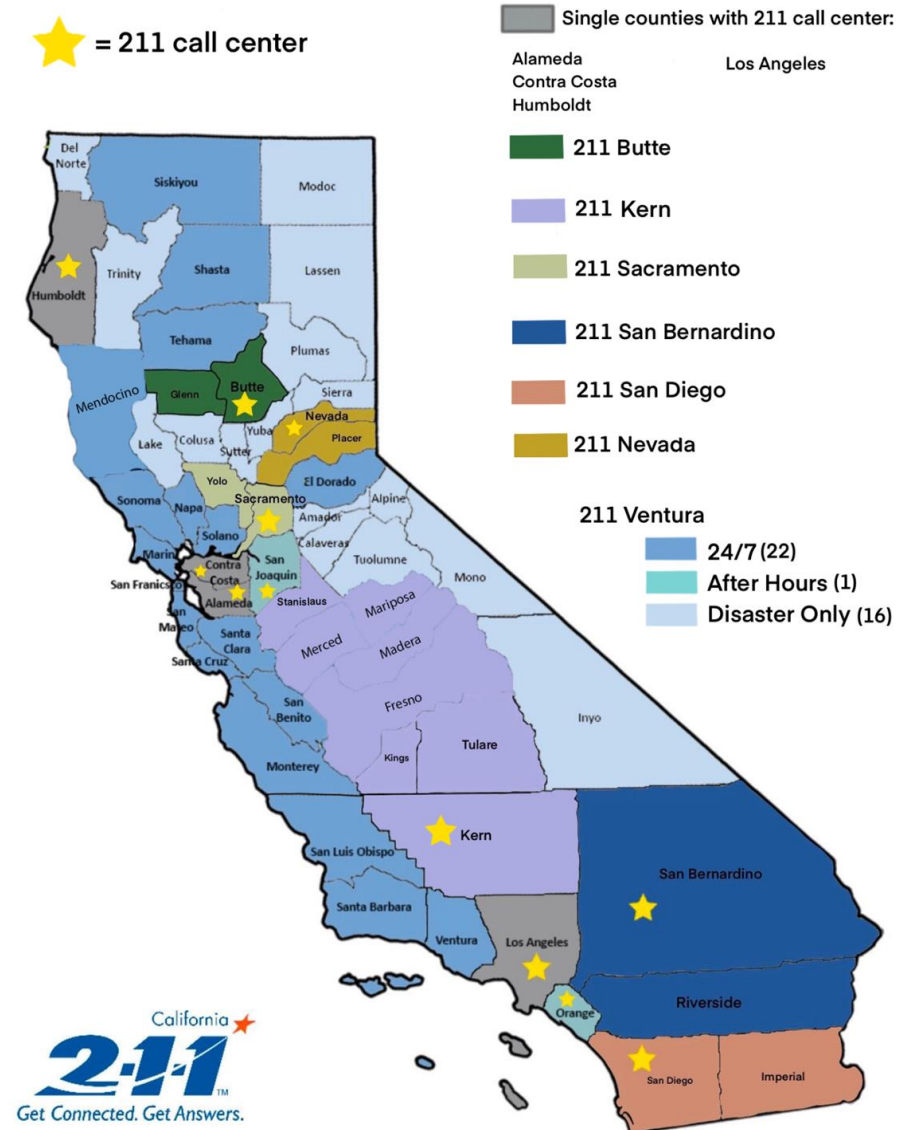


- CBOs & Local governments
- CPUC-authorized lead entities and partnering organizations
- 50% are local United Ways
- Programs and fundings sources vary widely by county
- Members are accredited by national standards body AIRS
- Mutual assistance for disaster response

Together, the 211 California network provides 24/7/365 service to over 98% of the state's population, and provides disaster-only coverage statewide.

211 Services in California

- 42 counties full 211
- 16 counties disaster only under SB1212*
- Multiple applications in process to CPUC
- Regional approaches under development

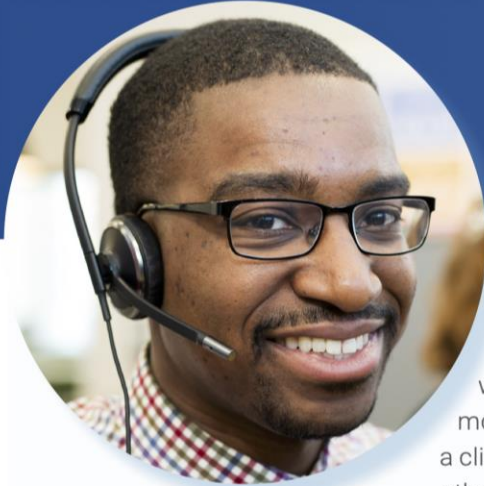


211 Infrastructure Act

- SB 318 (Ochoa Bogh), The 211 Infrastructure Act
- Bipartisan Co-Authors Sen Roth, Asm Arambula, Asm Patterson
- Establishes 211 Support Services Grant Program
- Supports core 211 operating services
- Invest in network data sharing capabilities
- Establishes innovation fund
- Improves service equity across CA
- **Hearing in Senate Human Services Committee April 17th**

2022 Statewide Needs Report

From Hello to Help, 211 is Here.



2.1M requests for help

211 IS A VITAL HUMAN SERVICE ACROSS CALIFORNIA AND NORTH AMERICA. 24/7 people can contact 211 to access free and confidential community health and human services. 211 provides expert, caring help in more than 180 languages – no matter the situation, the specialists at 211 listen, identify problems, and connect people in need with resources and services in their community that improve their lives. 211 tackles underlying root causes – 211 does more than “patch people through” to agencies. Instead, 211 specialists are trained to identify and address root causes of a client’s problem and connect them with a wide range of available resources that meet all the underlying needs. There is no other network in the country that has a similar pulse on America’s needs. 211 makes the social services ecosystem more efficient by ensuring people in need are connected to agencies that can help them.



176K

referrals to reduce hunger and food insecurity

710K

referrals to housing and homeless prevention services



144K

referrals for utilities assistance

25K

referrals to disaster services like shelter and emergency food

109K

referrals for financial assistance and coaching



157K

referrals for healthcare

97K

referrals for COVID-19 information, testing, or vaccines

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Statewide Initiatives & 2023 Updates



- CA vs Hate hotline & care coordination services (May)
- Kick it CA Tobacco Cessation
- Public Safety Power Shutoff
- Severe Weather Activation & Assistance
- Housing & unhoused crisis
- Social Determinants of Health, CalAIM, Health partnerships

211 – 988 - 911

211 maintains a comprehensive database of community resources and provides information and referrals for essential needs like:

- Food
- Housing and Shelter
- Utility Assistance
- Healthcare Services
- Government Services

211 also can connect people with information and referrals for:

- Transportation
- Legal Services
- Counseling and Support Groups
- Disaster Aftercare
- Everything Else

988 provides crisis support for:

- Thoughts of Suicide
- Mental Health Crisis
- Substance Use Crisis
- Emotional Distress

911 provides first responder dispatch for:

- Medical Emergency
- Fire
- Reporting a Crime
- Disaster Response
- Life Threatening Situation



211 & Local Government Partnerships



Thank you

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