



Pinpointing Vulnerability of COVID-19: Real-Time Safety Net Needs to Support Philanthropy's Response

April 27, 2020 | 11:00 AM to 12:30 PM

Meeting Notes

Resources

Speaker Contact

- Kelly Batson | kbatson@uwba.org
- Kalie Brisbon | kbrisbon@norcalunitedway.org
- Larry Olmstead | lolmstead@norcalunitedway.org
- Peter Manzo | pmanzo@unitedwaysca.org
- Nicole Bennett | bennett.nicole@bcg.com

Speaker Resources

- <https://www.211ca.org/about-2-1-1>
- <http://www.unitedwaysca.org/realcost>

Upcoming Programs

- 4/28: [Supporting California's Small Businesses in Covid-19 Recovery](#)
- 4/29: [Women in California's Prisons during the COVID-19 Crisis](#)
- 4/30: [Transforming and Modernizing Civil Justice in the United States](#)
- May 1: [Homelessness Prevention during the COVID-19 crisis](#)
- May 7: [Trust-Based Philanthropy Practice: Simplify & Streamline](#)
- May 7: [Youth Mental Health](#)

Introduction & Framing

NCG will be transitioning from these weekly calls to issues-based calls and peer-to-peer virtual meetings. NCG will also begin offering programs that focus on building resiliency within ourselves, our organizations, and our communities. Emergencies like this are opportunities for learning and transforming the ways we do things. Join us on May 12th for our initial conversation around resilience. Stay tuned for more details on our [website!](#)

Today's call focused on two areas of data and how they help funders and nonprofits plan for the near-term and long-term social safety net needs in the Bay Area and the more rural counties in Northern California.



Kelly Batson, Senior VP, Community Impact, United Ways of Bay Area & Larry Olmstead, President and CEO, United Way of Northern California

- 2-1-1 Infrastructure & Overview
 - Phone number that connects callers around the country with health and human services in their community. 2-1-1 helps with coordinated entry for housing/homelessness, connections to EITC, health coverage enrollment, counseling and mental health and more.
 - There are more than twenty 211s in the state of California.
 - 211 collects data, including demographic data, all year round. The number one need in the Bay Area in 2019 was housing.
 - 211 was an invaluable resource during the 2018 fires in Northern California
 - Many who used 211 during these fires, are now using it to find needed services due to the impacts of COVID-19.
 - Prior to COVID-19, 35%-40% of the population United Way works with were struggling to make ends meet.
 - Were able to raise 13 million to aid those impacted by the fires, will need to raise funds for the impacts of the pandemic as well.
 - United Ways Response
 - The 211 network is vitally important, there is a paramount need for information and referrals.
 - Currently coordinating smaller nonprofits who are on the ground, who don't have a lot of infrastructure.
 - Providing navigation services for the population, aiding them to cut through the red tape in accessing certain resources.
 - 211's Vital Role in Disaster
 - Serves as an important conduit of public information, working with local officials and various response agencies.



- When COVID-19 shelter in place hit, the community used it. Need to build the capacity and infrastructure so that it can continue being a robust resource in the community.
- The 211 network will be used for the Governor's new restaurant delivery program, in which restaurants will deliver food to seniors.
- Will continue to coordinate delivery efforts and services of local agencies, but need to invest in people who can be innovative and make the technology work and update resources.
- Due to COVID-19, there has been a dramatic increase in caller volume. The top basic needs include food assistance, income loss, homeless shelters, and rent assistance.
- There are 12 United Ways that operate 2-1-1 programs supporting over 24 counties, and UWs fund almost all other 2-1-1s in the state.
- Will see a big uptick on social services, will be dealing with socioeconomic issues for a while.

Nicole Bennett, Partner, Boston Consulting Group – Shared an overview of Boston Consulting Group's research and data analysis on the near-term economic impacts of COVID-19 in Alameda, San Francisco, Santa Clara, and San Mateo counties.