



**GET CONNECTED.
GET HELP.**

211

NCG COVID-19 Funders Call

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What we will cover

- What is 211 and how it works
- 211 in CA
- Needs in the Safety Net
 - Bay Area
 - Rural and NorCal
- 211 in a disaster
 - COVID-19 Response
- Role of Philanthropy
 - Statewide, Bay Area and NorCal
- Q&A



WHAT IS 211?

211 is a free, easy-to-remember phone number that connects callers with health and human services in their community. 2-1-1 is available 24 hours a day, 7 days a week, and in hundreds of languages.

**211-211 is a platform in the works*

HOW DOES IT WORK?

- Call: You can dial 2-1-1 and speak with a caring, knowledgeable Specialist.
- Click: You can visit our 211 websites to search the 211 database in that area
- Text: You can text your zip code to 898211* and a live Specialist will promptly reply.



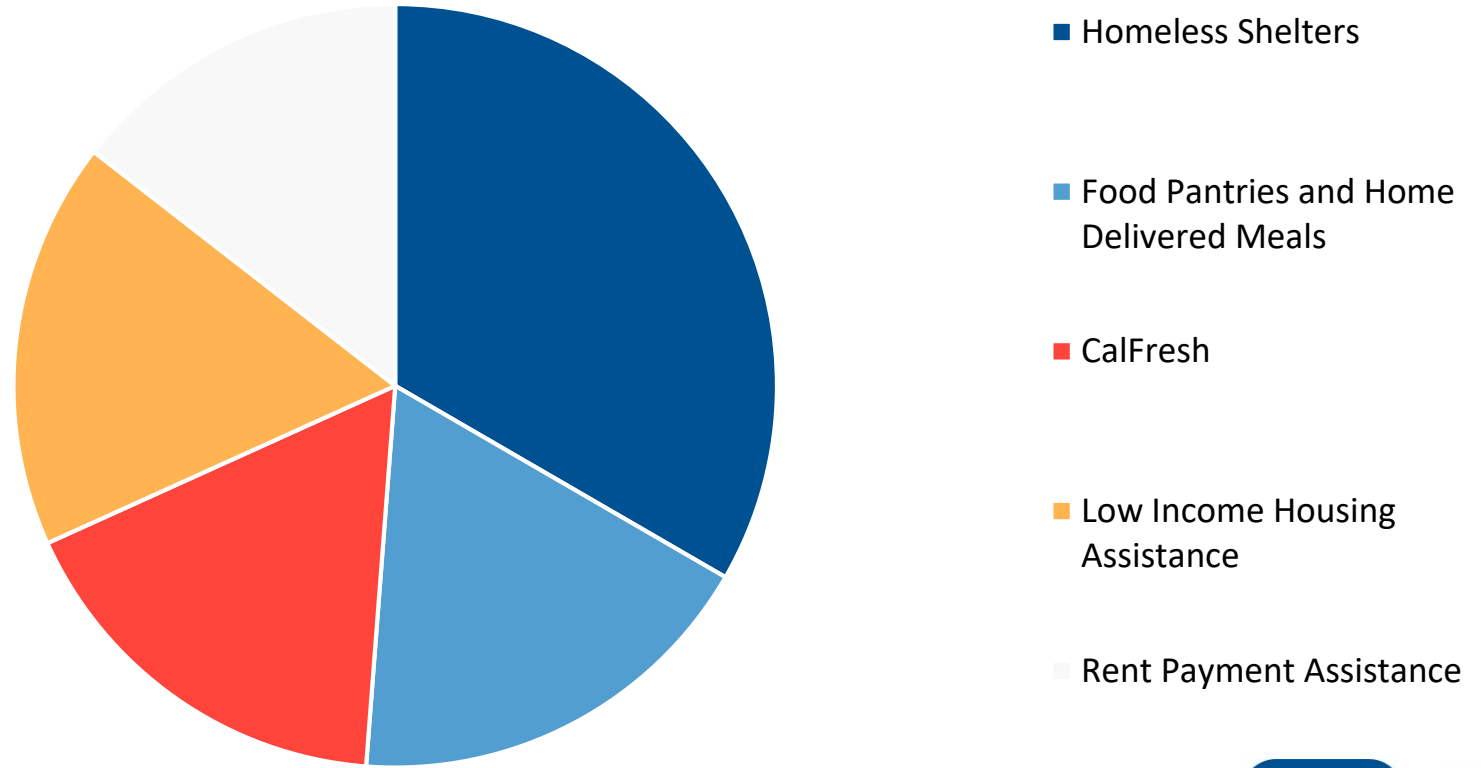
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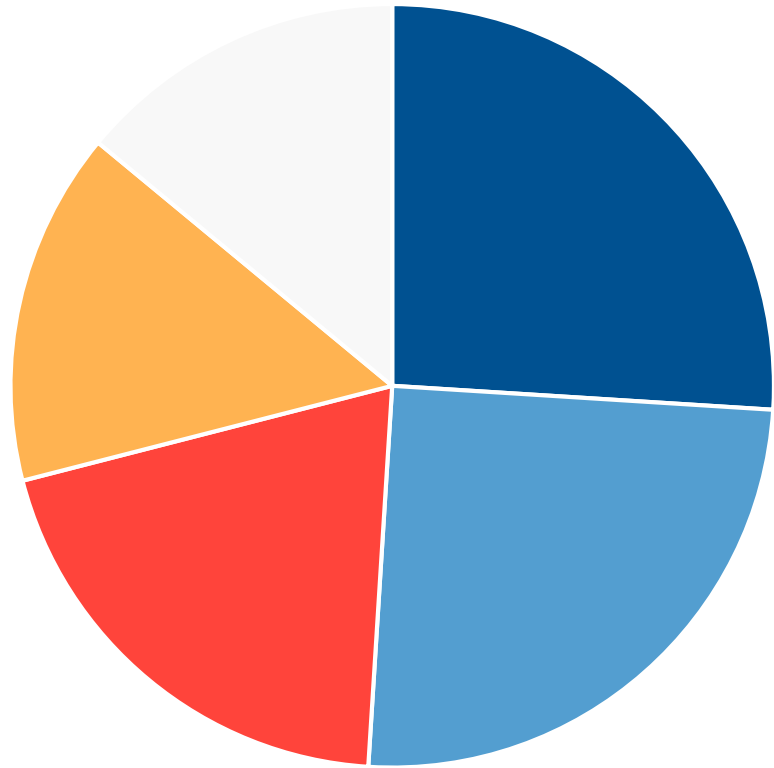
211 in California

- More than 20 211s in the state (fewer actual call centers)
- Previously uncovered counties are now on for disaster response

Bay Area Needs in 2019



NorCal and Rural Needs in 2019



- General Disaster Information
- Food Pantries and Home Delivered Meals
- Comprehensive I&R
- Low Income Housing Assistance
- Electric Service Payment Assistance



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211 in a Disaster

During emergencies and disasters, 211 will serve as an important conduit of public information, working with local officials and various response agencies.

We provide information about:

- Resources for food and water
- Evacuation Routes
- Emergency Shelters
- Donations
- Long term recovery services
- Mental health services





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COVID-19 Call Data

(March – April)

- 25,750 Calls and two-way texts
- 39,161 texts to 211-211 with keyword “Coronavirus” or “COVID-19”
- Top COVID-19 reasons – Best info source, testing availability, essential business info
- Top basic needs reasons – food assistance, income loss, homeless shelters, rent assistance

211 County  

- 211 Bay Area
- 211 El Dorado
- 211 Fresno
- 211 Lake County IL
- 211 Monterey
- 211 San Luis Obispo
- 211 Santa Barbara
- 211 Santa Clara
- 211 Shasta
- 211 Sonoma
- 211 Tehama
- 211 Ventura
- Alpine-Disaster 211
- Amador-Public Health...
- Calaveras-Disaster 211
- Colusa-Disaster 211
- Del Norte-Disaster 211*
- Inyo-Disaster 211*
- LakeCA-Disaster 211
- Lassen-Disaster 211*
- Madera-Disaster 211*

What Can Philanthropy Do

- Support **local 211s AND the greater 211 statewide system** for the response, recovery, and beyond
- Support United Way Relief Funds:
 - United Ways of California <https://www.unitedwaysca.org/coviduw>
 - NorCal: <https://www.norcalunitedway.org/coronavirus-fund>
 - Bay Area: <https://uwba.org/covid19fund/>

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Thank you. Questions?

