2-1-1®
SAN DIEGO

211 SAN DIEGO

211 Mission:
Our mission is to serve as a nexus to bring the community (organizations) together to help people efficiently get appropriate services, and provide vital data and trend information for proactive community planning.

211 Every Day:
211 San Diego is a resource and information hub for the San Diego County area that connects people with community, health, and disaster services through a free, 24/7, stigma-free confidential call center and searchable online database.

211 San Diego and Public Health:
In collaboration with County of San Diego Public Health, 211 serves as the region's 24-hour public health line during times of public health crises, such as COVID-19, to provide resources and navigation support to the public.

211San Diego
by the numbers

- **400,000** connections/year
- **1,200+** service providers
- **200+** languages offered
- **92%** customer satisfaction
- **98%** referrals accuracy
- **140+** highly trained staff

2-1-1 San Diego

- Information and Referral Services
- Navigation Services
- Resource Database: **1,300** agencies and over **6,000** services

Public Benefits

Benefits and Enrollment

Veterans

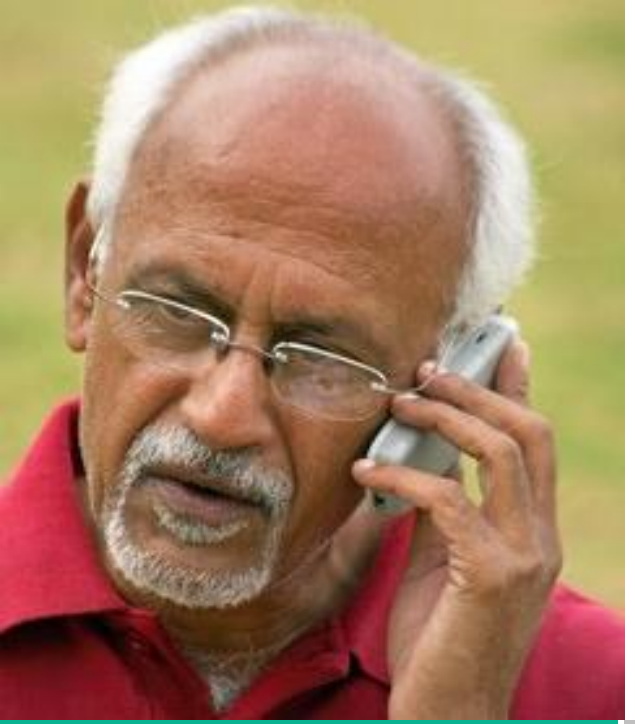
Courage to Call

Health

Health Navigation

Disaster

Fire Response



2-1-1 San Diego answers calls to the County of San Diego's Access line (the County's Family Resource Customer Service Call Center).

2-1-1 San Diego provides up-to-date information about applications for public benefits like Medi-Cal and CalFresh

Callers can report changes and updates to their cases over the phone with us instead of having to visit a Family Resource Center in person.

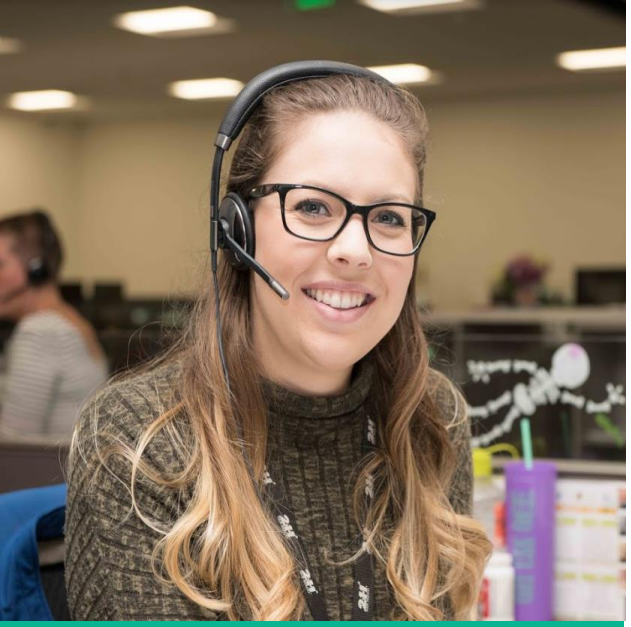
County of San Diego ACCESS Line

OUR IMPACT

2-1-1 San Diego answers approximately **16,000 ACCESS calls** per month.

This partnership makes it easier for callers to be informed about their public benefits, and helps County employees focus on their areas of expertise.

Access callers that need assistance beyond what can be provided on this County line can be transferred to 2-1-1 for a seamless connection to the thousands of other social service resources in our region.



County of San Diego Reschedule Line

2-1-1 San Diego also answers calls to the County of San Diego's Family Resource Center Reschedule Line.

2-1-1 San Diego agents are able to reschedule interviews with the County (required as part of the application process for public benefits like Medi-Cal and CalFresh).

Callers can easily reschedule their appointment over the phone, and 2-1-1 San Diego agents can submit electronic notices to the County if the caller need assistance beyond Interview rescheduling (if they need to change their Interview location or method).

OUR IMPACT

2-1-1 San Diego answers around **7,000 Reschedule Line calls** per month.

This partnership gives callers who need to reschedule their appointment a dedicated team to help them, and helps free up County eligibility workers to process applications instead of reschedule appointments.

Reschedule Line callers that need assistance beyond what can be provided on this County line can be transferred to 2-1-1 for a seamless connection to the thousands of other social service resources in our region.

2-1-1 San Diego is the only organization nationwide equipped to electronically submit Medi-Cal and CalFresh applications to the county for review with a legally valid, telephonic signature

Medi-Cal and CalFresh application assistance is provided by arranging over-the-phone appointments to clients who were pre-screened and referred by our phone center staff

Allows clients who have difficulty applying in person an additional method of accessing these benefits for themselves and their family.

Benefits & Enrollment

OUR IMPACT

In the last year, 2-1-1 San Diego connected over **7,000 families** to CalFresh benefits.

Approved applications provide an average of $185 in monthly benefits per family, which equates to **$1.9M in total annual benefits.**

CalFresh benefits also stimulate the economy, which brings the total impact to **$25.5M in economic stimulus** to San Diego County.

Courage to Call

Courage to Call is a program funded by the County of San Diego HHSA Mental Health Services, in collaboration with Mental Health Systems, Veterans Village of San Diego and 2-1-1 San Diego.

Courage to Call is the single access point for information, referrals, navigation, and ongoing care coordination for active duty military, veterans, and their families.

Supported by strengths-based case management and care coordination services offered through masters-level Veteran social workers.

OUR IMPACT

In the last year, about **3,500 military and veteran clients** connected to a Courage to Call peer-to-peer support specialist.

73% of clients were empowered by 2-1-1 San Diego to contact the referral they were provided.

90% or more of clients believe they are better able to handle things and know where to get help when they need it.

Health Navigation

Serves as a single access point for anyone in need of health services, addressing the health and social needs of the whole person by better connecting, empowering, educating, and advocating for clients with health needs.

Address risk factors and social determinants of health to help clients achieve a better quality of life and health outcomes.

Complete an in-depth holistic assessment and establish a care plan to address the needs of each client.

OUR IMPACT

In the last year, Health Navigation provided in-depth services to about **2,700 clients**.

Health Navigators assisted nearly **200 vulnerable senior clients**, empowering 80% to feel more secure in their home and enabling 86% to feel more able to manage their care.

Successfully enrolled 81% of prenatal women in Medi-Cal and 98% of clients were connected to prenatal care.

Fire Response

2006

2-1-1 San Diego was approved for 24/7 dissemination of non-emergency disaster information

Offsets non-emergency calls to 9-1-1

Provide real-time information to public safety (OES)

More than 200 Disaster Response Team volunteers

COVID-19 RESPONSE ACTIVITY

- Directly responding to needs of community – Needs have moved from “about” COVID to “because of” COVID.
- These inquiries have become our new normal
- With a finger on the pulse of the community, we have been able to see first hand the impact of COVID-19 on individuals and families as well as the nonprofit, community-based organizations.
- Identified opportunities to leverage the Community Information Exchange (CIE) for coordination, communication, infrastructure, collecting needs, etc.

COVID-19 IMPACT ON THE COMMUNITY

Some nonprofit, community-based organizations highly effected by the economic impact of COVID-19:

- Limiting staff
- Hours of operation limited
- Struggle to meet the increased demand

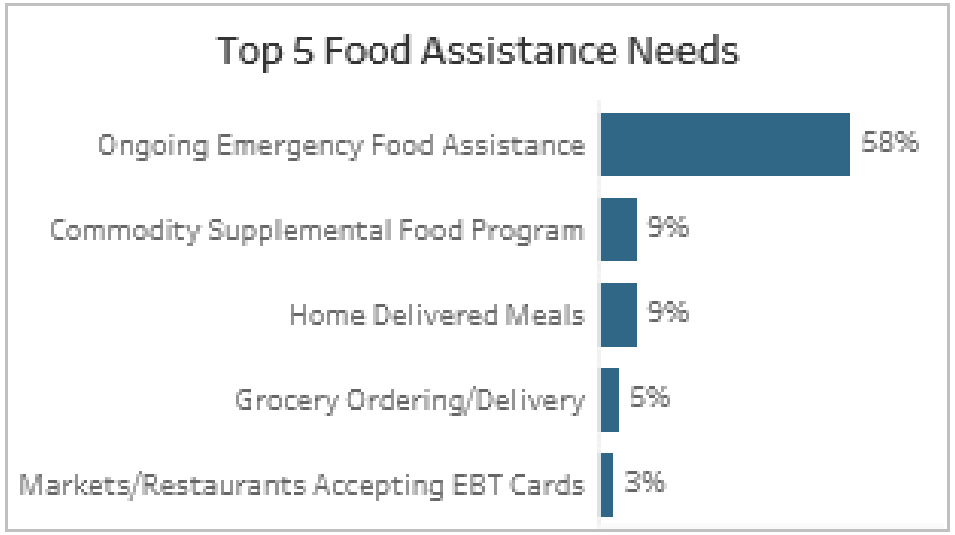
Stay-at-home Order:

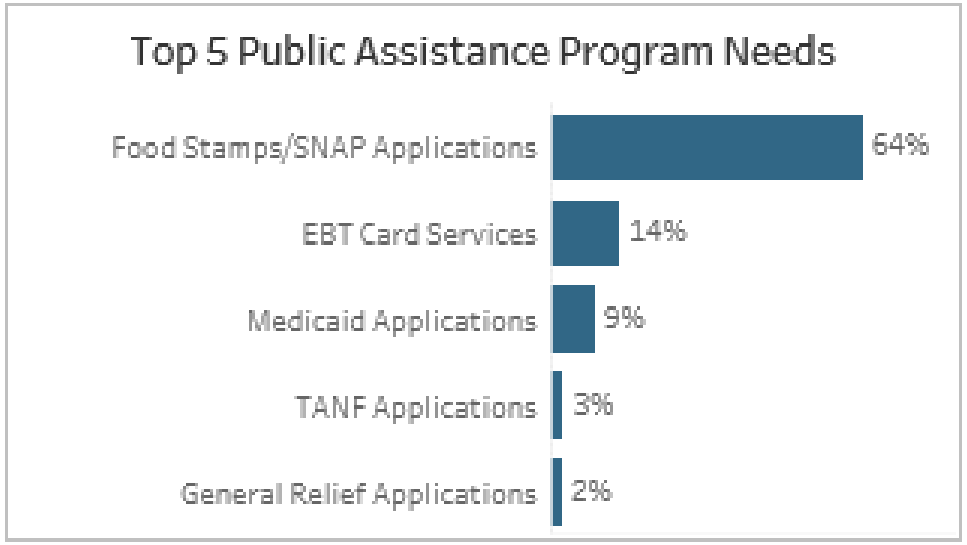
- Increased need for delivery of essential items: food box delivery and distribution especially for people with underlying health conditions and adults and leveraged the CIE to coordinate

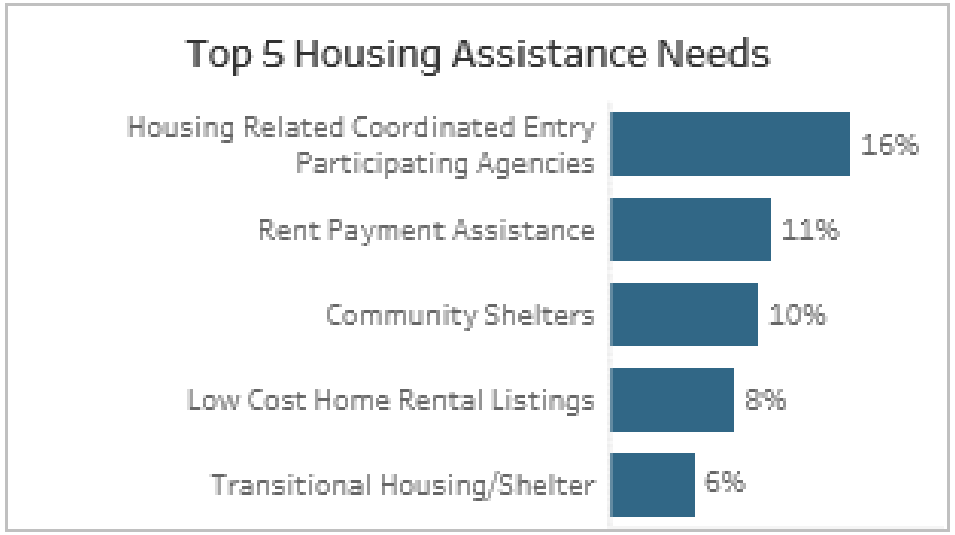
Urgent and immediate need information around symptoms, testing and treatment

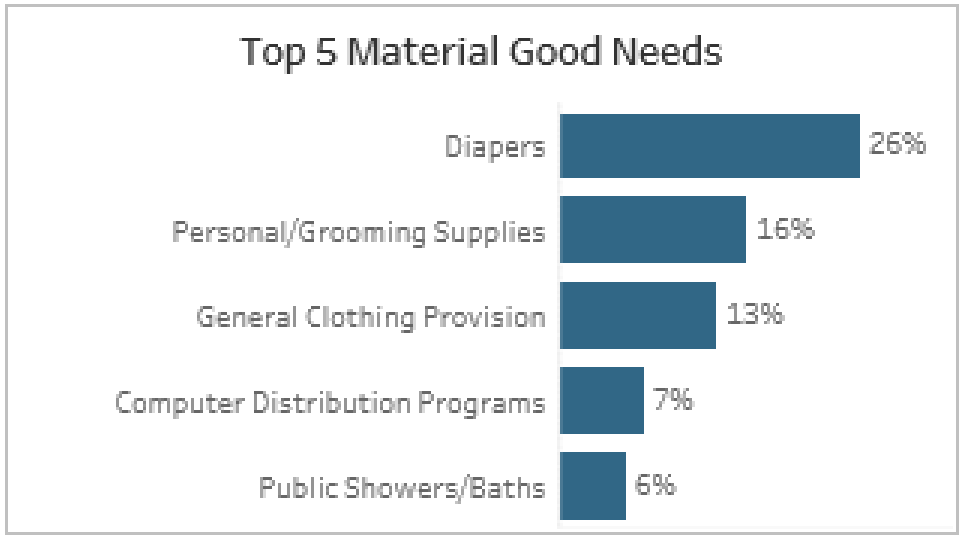
- Launched the public health nurse line leveraging 211's infrastructure to meet this high demand of calls
- Provide the 211-dialing code as the one-stop-shop for Testing Site referrals.
- Provide information and referral support to clients calling for Testing Sites.
- Liaison with the County's Public Health Nurse Triage Line and manage service delivery and transfers.
- Provide information to CBO's working with the County to provide Tracing and Treatment services.

NEED TRENDS

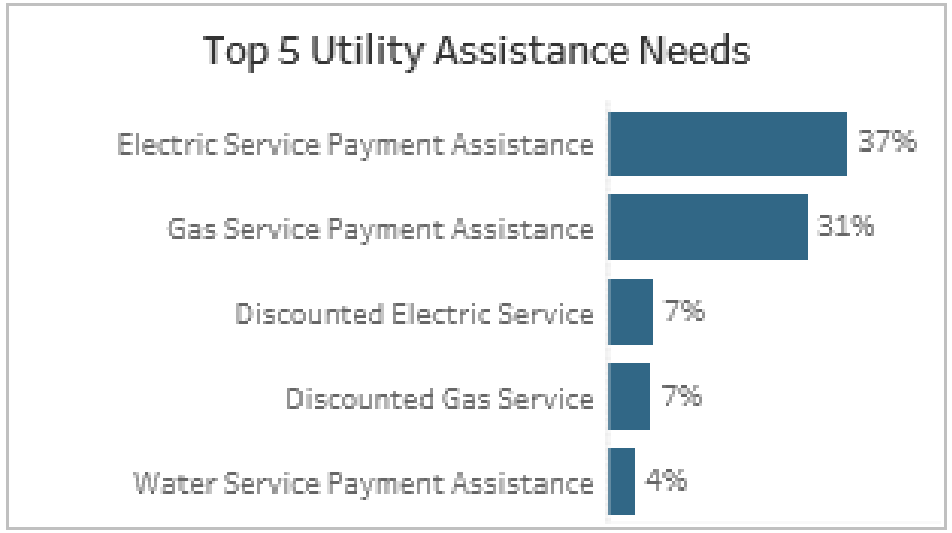

Top 5 Food Assistance Needs
Ongoing Emergency Food Assistance
58%
Commodity Supplemental Food Program
9%
Home Delivered Meals
9%
Grocery Ordering/Delivery
5%
Markets/Restaurants Accepting EBT Cards
3%

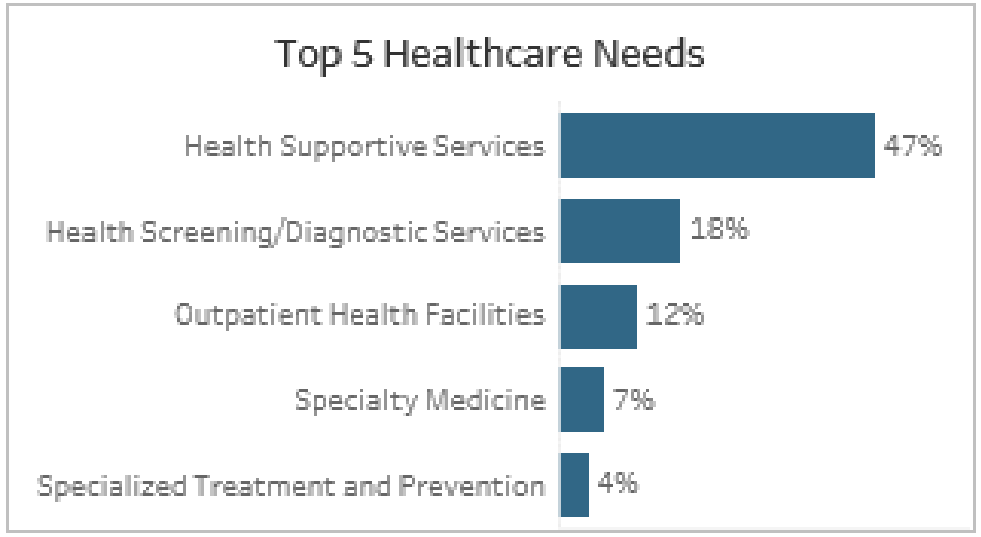

Top 5 Public Assistance Program Needs
Food Stamps/SNAP Applications
64%
EBT Card Services
14%
Medicaid Applications
9%
TANF Applications
3%
General Relief Applications
2%

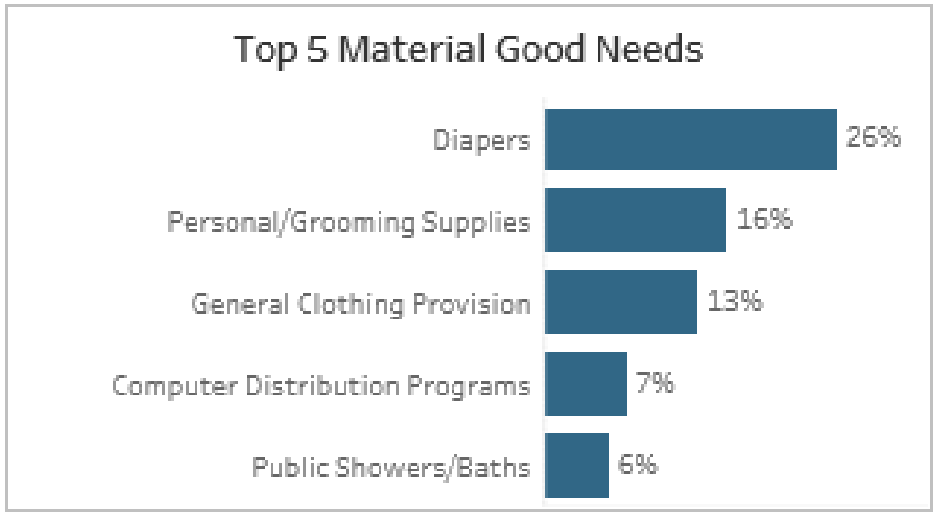

Top 5 Housing Assistance Needs
Housing Related Coordinated Entry Participating Agencies
16%
Rent Payment Assistance
11%
Community Shelters
10%
Low Cost Home Rental Listings
8%
Transitional Housing/Shelter
6%


Top 5 Material Good Needs
Diapers
26%
Personal/Grooming Supplies
16%
General Clothing Provision
13%
Computer Distribution Programs
7%
Public Showers/Baths
6%

NEED TRENDS


Top 5 Utility Assistance Needs
Electric Service Payment Assistance
37%
Gas Service Payment Assistance
31%
Discounted Electric Service
7%
Discounted Gas Service
7%
Water Service Payment Assistance
4%


Top 5 Healthcare Needs
Health Supportive Services
47%
Health Screening/Diagnostic Services
18%
Outpatient Health Facilities
12%
Specialty Medicine
7%
Specialized Treatment and Prevention
4%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Computer Distribution Programs
7%
Public Showers/Baths
6%

COMMUNITY INFORMATION EXCHANGE (CIE)

An ecosystem comprised of multidisciplinary network partners that use a shared language, resource database, and integrated technology platform to deliver enhanced community planning.

Community Information Exchange Partners: 100

THE VALUE of CIE

- Real-Time Needs and Response
- Ever-Changing Resource Database
- Cross-Sector Collaboration
- Infrastructure
- Movement towards Prevention