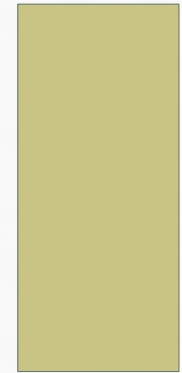


# 2-1-1 EL DORADO

A 24/7 REFERRAL NETWORK



# WHAT IS 2-1-1?

- 2-1-1 is:
  - A free to the public, confidential “Information and Referral” service (I&R).
  - Available 24 hours per day, seven days per week, nationwide.
  - Available in 150 different languages.
- 2-1-1 uses certified I & R specialists and online websites to refer services.
- Service referrals take into account accessibility, eligibility requirements and other factors.

# WHAT IS 2-1-1

- 2-1-1 is spearheaded by the United Way across the nation.
- 2-1-1 California is a California network of 2-1-1 organizations in the State.
- Last year, California's 2-1-1 organizations handled 150,000 requests for substance abuse/mental health services.
- 38 California Counties provide access to 2-1-1.

# OVERVIEW OF STATE 2-1-1 STATUS



Provided by  
[www.211california.org](http://www.211california.org)

# HOW DOES IT WORK?

- Demonstration of 2-1-1 webpage:
- <http://www.211ventura.org/>
- Demonstration of Reporting Capabilities:
- <http://www.211ventura.org/reports/>

## BENEFITS OF 2-1-1

- Having one central number for state and local agencies streamlines referral process and reduces costs associated with multiple 800#s.
- Directs non-emergency calls away from 911 during times of disaster, allowing first-responders to better focus on emergency response.
- Updated at least annually.
- Tracks all calls and reports on data which could drive service/needs.

# HEALTHY COMMUNITIES GOAL

- Aligns with County Strategic Plan Healthy Communities:
- Project 1.1 – Children and Youth
  - Objective 1.1.1 “Identify the community portals that would provide access options for children and youth requiring services;” and
  - Objective 1.1.2 “Develop a community-based triage to identify the appropriate system of care to service the need.”

# HEALTHY COMMUNITIES GOAL CON'T

- Project 1.2 - Adults
  - Objective 1.2.1 "Identify the community portals that would provide access options for adults requiring services;" and
  - Objective 1.2.2 "Develop a community-based triage to identify the appropriate system of care to service the need."
- Project 1.3 - Seniors
  - Objective 1.3.1 "Identify the community portals that would provide access options for seniors requiring services."
  - Objective 1.3.2 "Develop a community-based triage to identify the appropriate system of care to service the need."



# ESTIMATED USE AND COST

- Estimated calls based on population size would be 3,000/month.
- Costs would include:
  - Set Up Costs
  - PUC 2-1-1 Number Application
  - Ongoing Maintenance
- Estimate expense between \$50k – 75k annually.

# NEXT STEPS

- Board Interest?
- Decide best way to move forward:
  - Headed up by County Department/Agency?
  - Headed up Community Partner/Agency working with County?
  - Contract Out (RFP) or create within the County?
- How to Fund expense?
  - United Way Funding
  - CA State Loan
  - Grant Potential
  - Hospitals and Community Partners

## REFERENCE AND BILLS

- Senate Bill Number 1212 provides support for areas that do not currently have 2-1-1 service.
- Assembly Bill Number 2737 authorizes the Public Utilities Commission to implement 2-1-1 abbreviated dialing system for state wide information and referral services.

# MORE INFORMATION

Questions?

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