

**GET CONNECTED.
GET HELP.**

211



2022 Annual Report

February 11, 2023



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“Get Connected. Get Help”

Our Mission

Our mission is to connect San Benito County’s most vulnerable with the health and human service resources they need.

Our Values

Respect and compassion for all people. Excellent customer service. Community benefit is at the forefront of all we do. Entrepreneurial, collaborative, and innovative spirit. Efficient and sustainable services. Integrity in all we pursue and provide.



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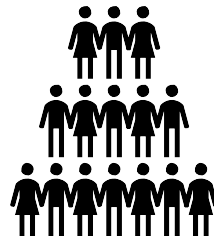
Our Impact in 2022

211'S IMPACT IS CAPTURED BY THE NUMBER OF CONNECTIONS THAT ARE MADE TO RESOURCES THROUGH OUR **PHONE SERVICE, OUR WEBSITE, AND THROUGH OUR COMMUNITY PARTNERS**. THE NUMBERS CAPTURED THROUGH OUR DATABASE NOT ONLY SHOW US WHO CALLED 211 AND HOW WE'VE HELPED THEM BUT IT ALSO HELPS GIVE US A GLIMPSE INTO WHAT THE NEEDS ARE SPECIFIC TO OUR COMMUNITY.



513

Number of distinct calls



710

Number of referrals



18

Number of 2-way text



2022 Texting Campaigns

Text the Keyword to 211-211



Keywords

Campaign Description

BENEFITS

We'll screen you for 18 social safety net benefits at the federal, state and local levels through BenefitKitchen.com when you text BENEFITS.

COVID-19

You'll receive updates and important information about COVID19.

GETACP

Text the keyword GETACP to 211-211 to receive information on how to apply for the Affordability Connectivity Program. ACP could help households to afford the broadband they need for work, school, healthcare and more.

KINSHIP

We'll connect you to our KinshipCareCA.org website and Call Center if you text KINSHIP. You'll be able to find local resources and best-fit service providers on the website, by phone with trained staff, or by text - 24/7.

RENT

Provide information of the Housing Is Key program.

TAXES

Get screened for CalEITC eligibility and get referred to myfreetaxes.org to file for free. You'll also receive information related to tax returns and updates that UWCA learns about.

Top Needs in San Benito with 211



Housing (187)



Utility Services (74)



Legal Services (34)



Food(34)

Additional Categories	# of Needs
Health & Supportive Services	25
Community Groups and Government/Administrative Offices	22
Public Assistance Programs	19
Information Services	15
Transportation	12
Temporary Financial Assistance	12

Top Five Referred Agencies

Agency	# of Referrals
Community Services & Workforce Development	105
Catholic Charities Diocese of Monterey	81
California Rural Legal Assistance Inc.	50
Health and Human Services Agency San Benito County	27
Seniors Council of Santa Cruz and San Benito Counties	24

Success Story



Ramon has not been able to pay for his rent since 2020 due to Covid-19. Ramon called 211 hoping he could get referred to an agency that could help him. 211 was able to give Ramon a referral to Housing is Key program. A call specialist then asked him if he had other needs. Ramon needed the covid-19 booster shot; the 211-call specialist was able to schedule him an appointment and provided him with a free Lyft ride to go to the health center and back to his home. Ramon couldn't believe he was helped in just 8 minutes! He was so excited to learn about 211 and told the call specialist he will be calling back to learn of any agencies providing free tax preparation during tax season.

We are grateful to our funders:

City of Hollister

First 5 SBC

Hazel Hawkins Hospital

PG & E

SBC Office of Emergency Services

SBC Health & Human Services

Individual donors

Thank you!

