



# 2023 211 San Benito County Annual Report



# WHAT IS 211?



## Our Mission:

To connect with 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
- Efficient and sustainable services
- Integrity in all we pursue and provide

# OUR IMPACT



**962**

**Number of Referrals**



**737**

**Number of Phone Calls**



**30**

**2-Way Text**



**1080**

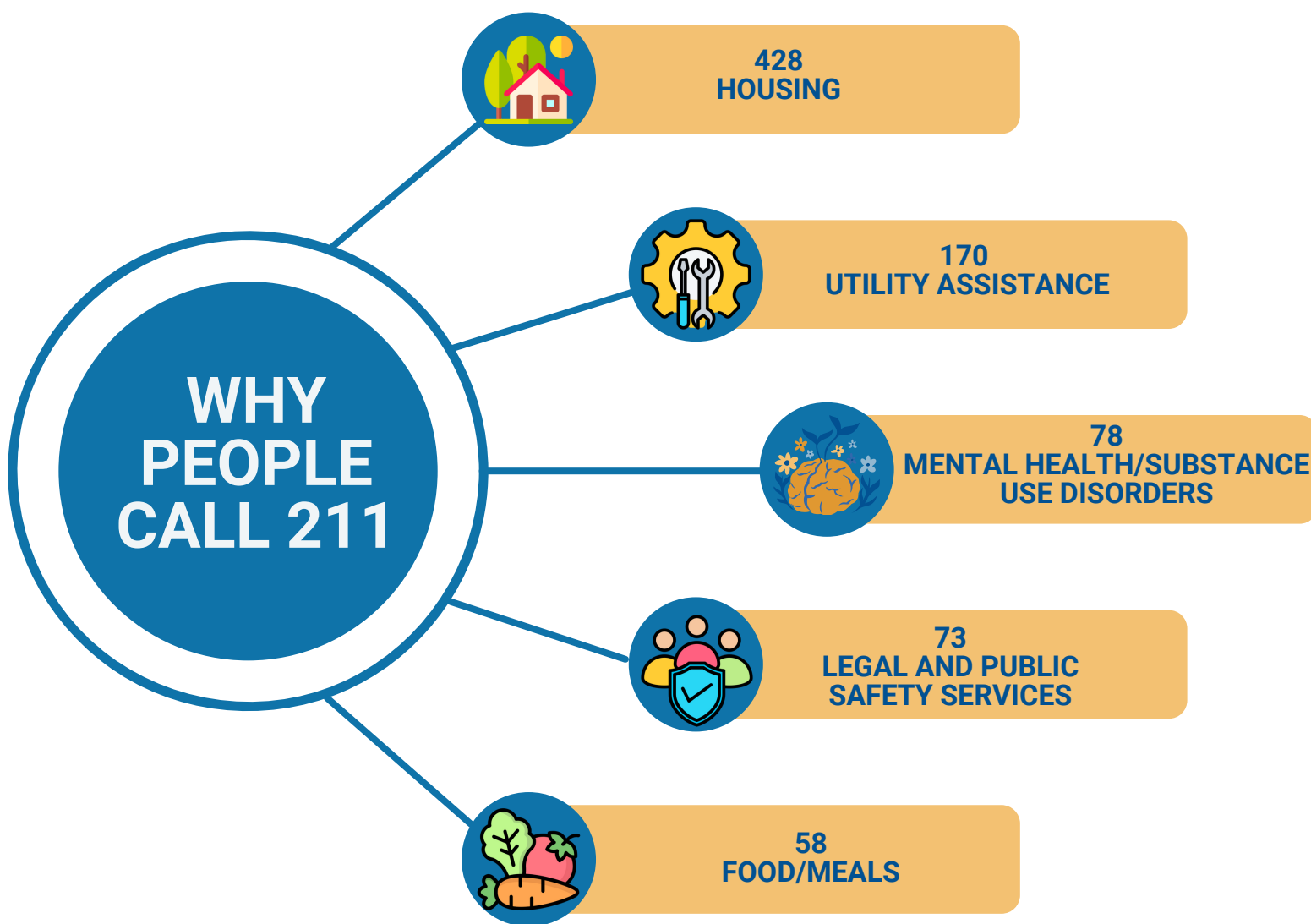
**Number of Needs**





# WHY PEOPLE CALL 211

Amidst the challenges of 2023, 211 emerged as a beacon of hope, responding to 6,078 caller needs with unparalleled dedication. This includes: Housing (428), Utility Assistance (170), Mental Health/Substance Use Disorders (78), Legal Consumer and Public Safety Services (73), and Food/Meals (58). 211's diverse support extended a helping hand, making a significant impact in the lives of those seeking assistance in times of need.





# TOP AGENCIES AND PROGRAMS

AGENCIES	# of Needs
COMMUNITY SERVICES & WORKFORCE DEVELOPMENT	195
CATHOLIC CHARITIES DIOCESE OF MONTEREY	159
EDEN HOUSING	47
HEALTH AND HUMAN SERVICES AGENCY SAN BENITO COUNTY	43
PROGRAMS	# of Referrals
FINANCIAL STABILITY SERVICES (CATHOLIC CHARITIES DIOCESE OF MONTEREY)	102
LOW INCOME HOUSING (COMMUNITY SERVICES DEVELOPMENT CORPORATION)	60
LIHEAP / UTILITY ASSISTANCE (COMMUNITY SERVICES & WORKFORCE DEVELOPMENT)	59
HOUSING SERVICES (EDEN HOUSING)	34

# 211- 211 TEXT IT CAMPAIGNS

## 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

Learn more about low-cost internet offers in your area. When you text GETACP, we'll ask you a series of questions to determine eligibility and refer you to the best offer we can find. We'll follow up periodically with reminders and notifications.

### 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.



# 211 SAN BENITO COUNTY SUCCESS STORY

Jessica has cognitive disabilities, recently had her first baby and is currently living with friends. She called 211 seeking assistance in any area she may qualify, not knowing exactly where to start. The call specialists at 211 San Benito County provided her with referrals to local food pantries, housing resources, deposit aid and CalWORKs information to assist her in receiving the benefits she is eligible for and requires to care for her new child.

## 211'S EMAIL OUTREACH

Quarterly 211 San Benito County sends out a 211 quarterly report email to over 250 agencies providing information about the 211 call's needs, referrals, unmet needs. Additionally, we provide information about 211 other programs, and new services.







## **SPECIAL THANKS TO OUR SPONSORS**

- **City of Hollister**
- **First 5 SBC**
- **PG&E**
- **SBC Office of Emergency Services**
- **SBC Health & Human Services**
- **Individual donors**