

2-1-1 Overview



A Program of Connecting
Point



2-1-1 is an Information & Referral provider. What is I&R?

- Who uses I&R: Everybody can use and benefit from I&R throughout their lives.
- Who provides I&R: Independent nonprofits, libraries, community-based organizations, or government agencies at every level.
- How I&R works: I&R providers create and maintain resource databases of programs and services and share information through various channels.



Our Resource Database:



Maintained by Connecting Point Resource Team



Resources Within & Serving Nevada County



Total of 2,345 database Resource Records: 763 agencies, 1,479 programs, 103 sites



Verified Annually: 1,392 in 2023



Populates 211 website @ 211connectingpoint.org

Housing & Homelessness Assistance with 2-1-1:

- Coordinated Entry Provider for Nevada County
 - *931 Nevada County Coordinated Entries in 2023*
- Emergency Shelter Referrals
- Housing Provider & Case Manager Referrals
- Entry Point for both Placer & Nevada Counties Long Term Housing Wait Lists AKA By Name Lists (BNL)
- Coordinated Entry Assessment & Vulnerability Index available by dialing 2-1-1, or via HIPAA Compliant web-based form for Housing Providers to submit with their clients who are experiencing homelessness.



Additional Basic Needs Referrals & Services:

Referrals to Connecting Point Navigators for CalFRESH, Employment Services , Senior Navigation & Travel Training

COVID19, Health Care & Mental Health/SUD Needs & Referrals

- Vaccination Scheduling
- COVID Supportive Service Referrals
- CalFRESH Sign Up
- Transportation Information, 1:1 & group Travel Training
- Health Access Vending Machine Partner



Travel Training & Trip Planning

- **Travel Training & Trip Planning: CalTrans funded program**
 - *Training seniors & consumers with barriers to accessing transportation on how to navigate and utilize the public transportation system in Nevada County*
 - **Since 1/1/2023, we have presented Travel Training to 33 Seniors, provided 1 Discount Card drop-off & completed 5 Individual Assessments to prepare consumers for Ride-A-Longs with our Travel Trainer.**
 - **Trip Planning: Offering driving and bus route directions, mapping out times and stops for individuals who need transportation to resources we provide**

Disaster, PSPS & PSOM



Disaster Call Center for Nevada County – we respond to Fires, Extreme Weather Events & more....

Our Disaster Portal – Send & Receive referrals seamlessly with Disaster Partners

PSPS/PG&E Screening & Care Coordination

- ***Care Coordinator helps create a Safety Plan for clients to use in disasters & power outages***

PSOM Screening for Disaster & Disability Access & Resource (DDAR) Referrals to FREED

- ***Assistance with hotel rooms, backup batteries, gas/propane vouchers, and more – for seniors and individuals with disabilities/chronic health conditions***

Preparedness, Active Response & Recovery Resources

- ***5,178 River Fire Calls between 8/4/2021-9/22/2021***
- ***5,717 Winter Storm Calls between 12/27/2021-1/14/2022***
- ***2,161 Winter Storm Calls between 1/1/2023-3/31/2023***

Specialized Services & Programs:



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Ready to Grow (R2G)

- **Partnership between CP & First 5 Nevada County**
- **Specialized I&R for families with children ages 0-5**
- **Case Management with referrals to childcare providers, pediatricians, food programs, parenting classes, playgroups and more**
- **Referrals to Navigators for Ages & Stages Questionnaire (ASQ) to help screen for developmental delays**
- **During Fiscal Year ,we completed:**
 - ***R2G Case Management with 56 families***
 - ***Provided over 1,500 Nevada County families with young children***
 - ***Administered 20 Ages & Stages Questionnaires***
 - ***Focus on Early Intervention & Adverse Childhood Experiences (ACEs)***

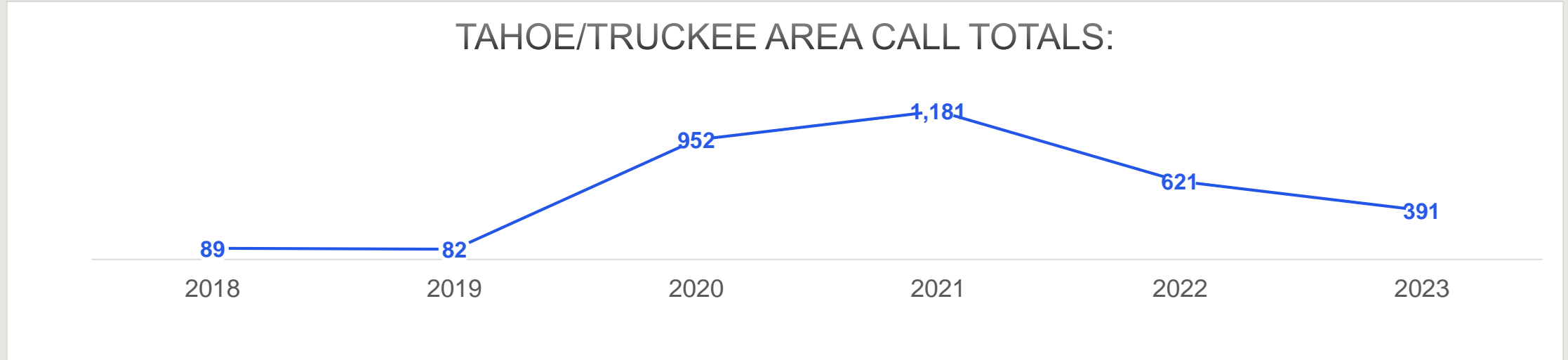
Specialized Programs & Services, cont.:

Kick it CA – Tobacco Cessation Program

- Screen Nevada County callers for tobacco use within the household
- Refer tobacco users interested in quitting to the Kick It CA helpline
 - *Referral is sent electronically to Kick It CA*
 - *Kick It CA offers counseling, nicotine patches, nicotine gum & additional cessation tools – all FREE!*
 - *Callers receive a 20\$ gift card for being referred and completing 1 free counseling session*
- Social Media Outreach
 - *Utilization of Facebook, Instagram & Twitter to promote Kick It CA and Tobacco Cessation resources*



Growth within the Tahoe/Truckee area!



211 awareness within the Tahoe/Truckee area led to significant call increase during COVID19 Pandemic. While COVID related calls have tapered off, we continue to do outreach in the region, and promote the COAD, while developing partner relationships.

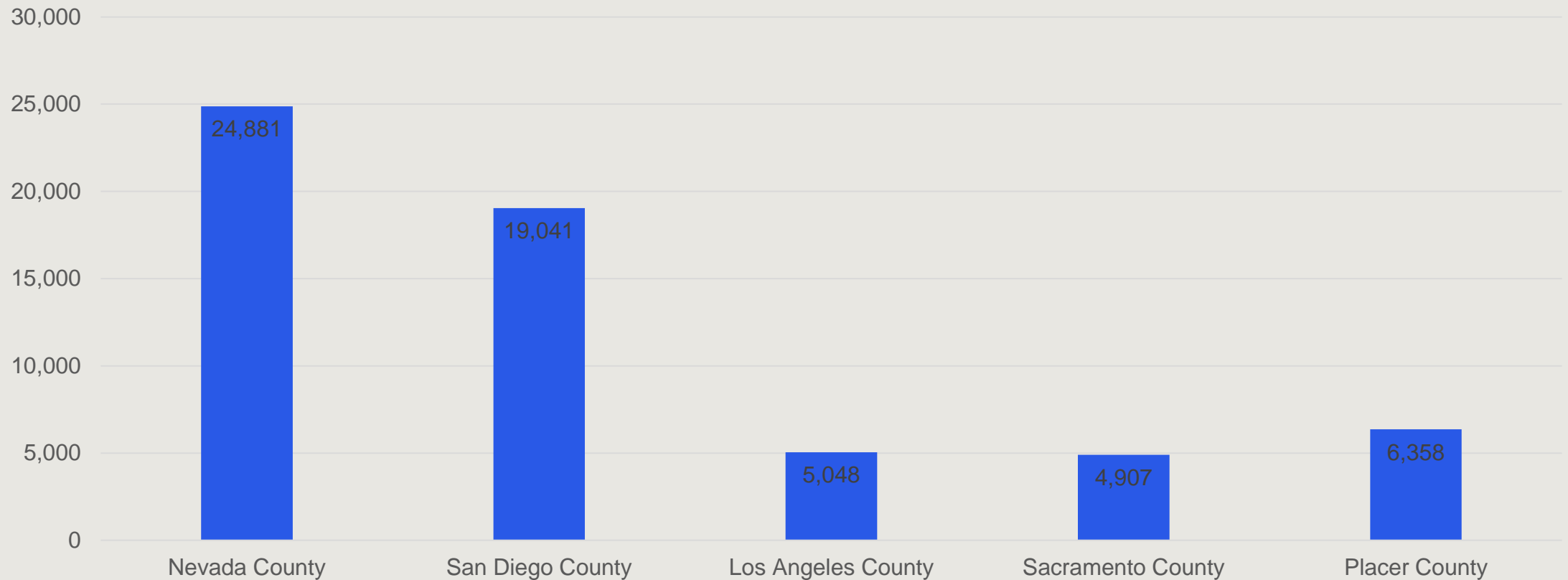
Top needs in this area during 2023 included:

- 1) HOUSING
- 2) UTILITY ASSISTANCE
- 3) DISASTER SERVICES

Answered Calls Per 100K Residents by County

211 Nevada County is often #1 in California in terms of population penetration!

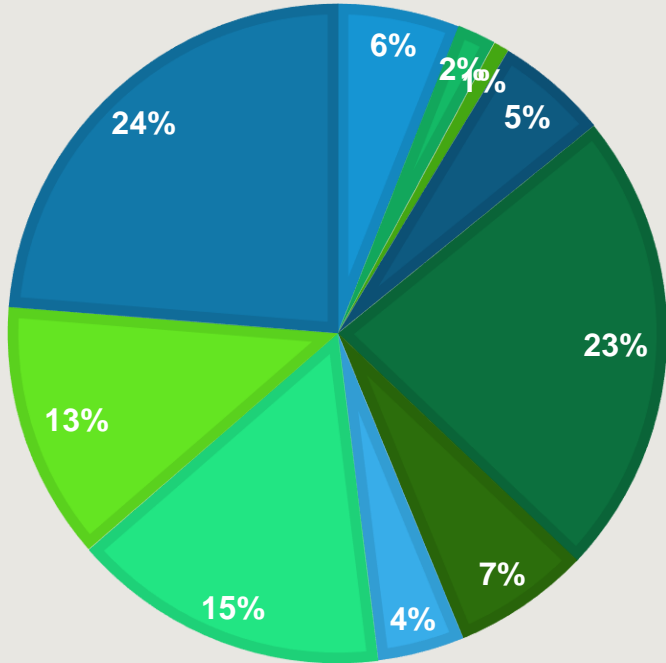
Jan 2022 - Jan 2023



211 Nevada County Funding

FUNDING SOURCES FY23-24

- AAA4 - \$47,234
- Ca v Hate - \$15,000
- CodeRED - \$6,000
- First5 NC - \$43,695
- NCHHS 211 - \$181,197
- NCHHS CE - \$53,042
- Kick it CA - \$33,492
- PSPS/PGE - \$123,000
- Listos3.0 - \$100,000
- FTA CalTrans - \$187,500



Connect With Us:

In 2023, 2-1-1 handled 18,683 calls/texts from Nevada County residents



24/7, 365 days a year – se habla español



Talk to a CSR

Dial 211 or 833-DIAL211

Text your zip code to 898-211

Via webchat through the 211 Connecting Point website



Get resources on the web @ 211connectingpoint.org