



2-1-1 Feedback

At 2-1-1 Shasta, we value input from those who use our services!

Sample of feedback from callers in 2016:

- "Referrals were helpful. We were able to visit food pantries, receive food and Christmas toys."
- "[The call specialist] I spoke with was very understanding of my needs, very polite and professional. I would recommend this service to anybody."
- "She was really nice and helpful. I'm appreciative that she listened."
- "I was given much more than I expected. I wanted a number but was too busy to take it down and do not have a cell phone. [The call specialist] said she would call me back in a few minutes."
- "[The call specialist] was amazing!"
- "You guys are way more helpful than going to the other places by yourself."
- "[The referrals] were helpful, I received the assistance I needed."
- "[The call specialist] was wonderful."
- "The referral met my need. I was able to receive shelter and am no longer in need of housing. I will keep you in mind and call as needed."
- "She went way beyond. She was very caring and made me feel comfortable asking for help."

2-1-1 Funders

We want to send a big thank you to those who funded 2-1-1 Shasta in 2016!



Dignity Health



To find services in Shasta County, or for more information about 2-1-1 NorCal, visit 211norcal.org.

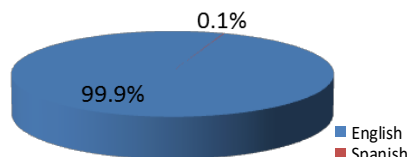
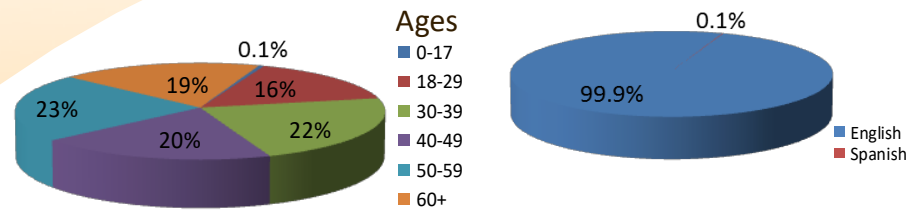
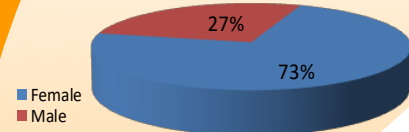
2-1-1 Shasta Annual Report for 2016

Connecting people quickly and effectively
to local health and human resources

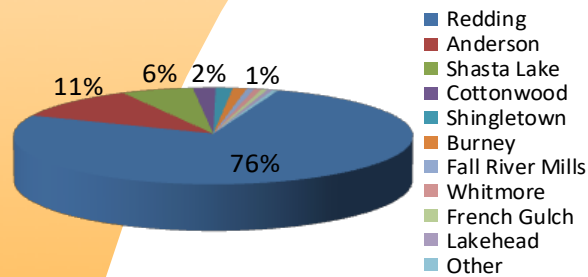


2-1-1 Shasta Callers

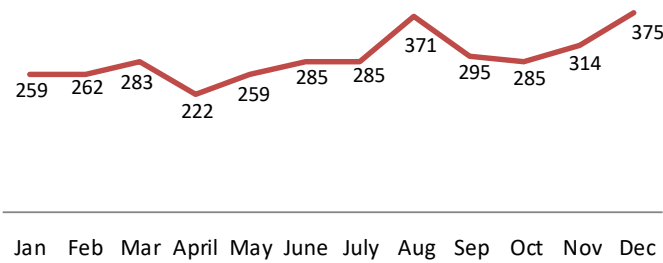
Caller Demographics:



Locations of Shasta County Callers:

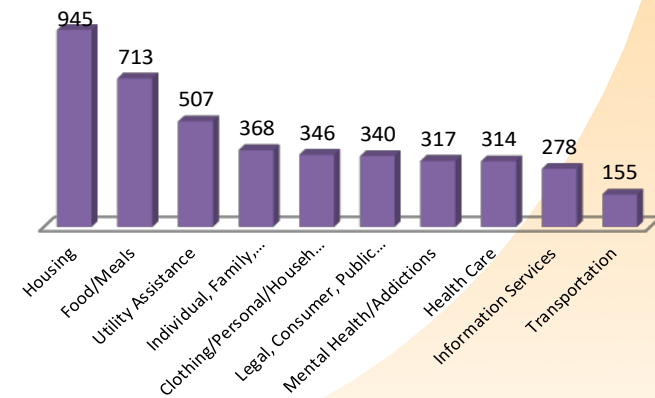


2-1-1 Shasta received a total of 3,495 calls in 2016, an increase of 5.7% over the previous year.
Total calls by month:



Top 10 Caller Needs:

- Housing
- Food/Meals
- Utility Assistance
- Individual, Family and Community Support
- Clothing/Personal/Household Needs
- Legal, Consumer and Public Safety Services
- Mental Health/Addictions
- Health Care
- Information Services
- Transportation



Top Unmet Needs :

- Rent Payment Assistance
- Utility Service Payment Assistance
- Homeless Shelters
- Gas Money
- Food Pantries/Emergency Food

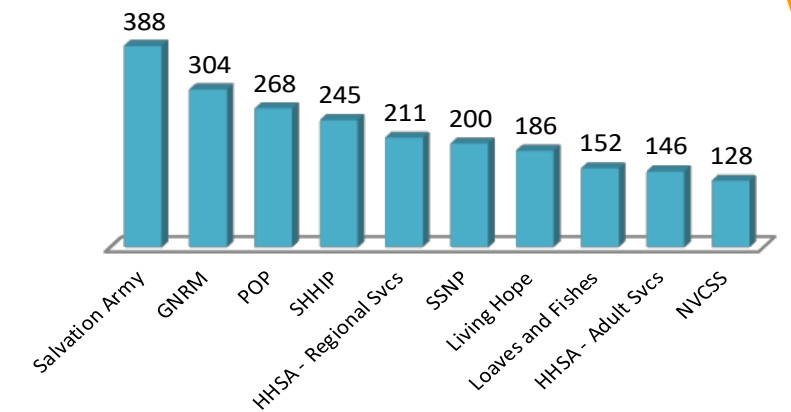
Mission of 2-1-1 Shasta: To quickly and effectively connect people in Shasta County to local resources that help with needs ranging from food, housing, transportation and health care to education, support groups, recreation and volunteer activities. 2-1-1 also provides essential information during disasters. 2-1-1 services are free, confidential and available seven days a week, 24 hours a day, in 150 different languages.

2-1-1 NorCal: 2-1-1 Tehama shares a database and call center with 2-1-1 Shasta - together, they are called 2-1-1 NorCal.

2-1-1 Shasta lists 403 Agencies with 733 Programs.

Top 10 Agency Referrals:

- Salvation Army - Redding
- Good News Rescue Mission
- People of Progress
- Self-Help Home Improvement Project
- Shasta County Health and Human Services - Regional Services
- Shasta Senior Nutrition Program
- Living Hope Compassion Ministries
- Redding Loaves and Fishes
- Northern Valley Catholic Social Services
- Shasta County Health and Human Services - Adult Services
- Northern Valley Catholic Social Service



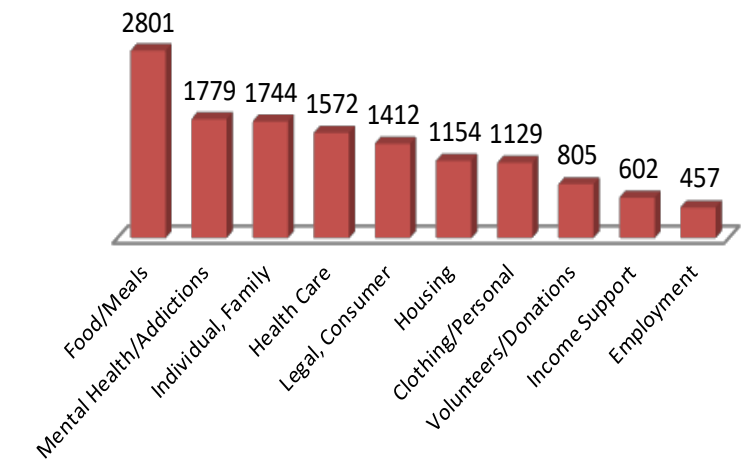
2-1-1 NorCal Website Users

In 2016, 2-1-1 NorCal website users searched for services a total of 115,795 times.

- Searches were conducted from 21,732 unique IP addresses.

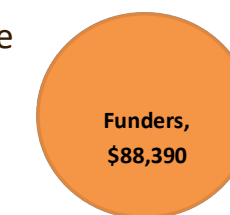
Top 10 Needs of 2-1-1 NorCal Website Users:

- Food/Meals
- Mental Health/Addictions
- Individual, Family and Community Support
- Health Care
- Legal, Consumer and Public Safety Services
- Housing
- Clothing/Personal/Household Needs
- Volunteers/Donations
- Income Support/Assistance
- Employment



2-1-1 Shasta Finances

Income



Expenses

