

## 2-1-1 NorCal During Fire Disasters 2018

When a Disaster Strikes... 2-1-1 is a number people can call or text for vital information regarding evacuations, shelters, road closures and other resources. 2-1-1 helps relieve the burden of non-emergency calls on 9-1-1 and can save callers time by providing referrals to organizations that can meet their needs. 2-1-1 partners with OES, CALFIRE and other agencies for up-to-date information.

In response to the 2018 wildfires:

- ◇ 2,092 people called or texted 2-1-1 Shasta.
- ◇ 356 people called or texted 2-1-1 Tehama.
- ◇ 4,560 people visited 211norcal.org's Carr and Delta Fire resources page.
- ◇ 5,445 people visited 211norcal.org's Camp Fire resources page.
- ◇ 2-1-1 contact centers in Alameda County, CA; Ohio; Connecticut, and Michigan stepped in to help answer calls and texts when overflow assistance was needed.

## 2-1-1 Shasta Funders

We want to send a big thank you to those who funded 2-1-1 Shasta in 2018!



Dignity Health



To find services in Shasta County, or for more information about 2-1-1 NorCal, visit [211norcal.org](http://211norcal.org).



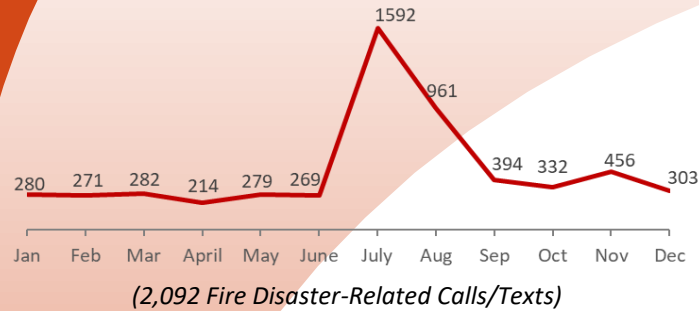
## 2-1-1 Shasta Annual Report for 2018

Connecting people quickly and effectively  
to local health and human resources

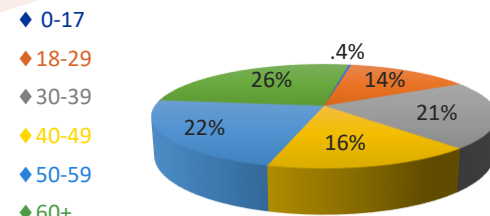


# 2-1-1 Connects Communities

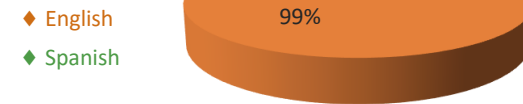
**5,633 Total Annual Calls/Texts by Month:**  
48% increase from 2017 Total 3,805



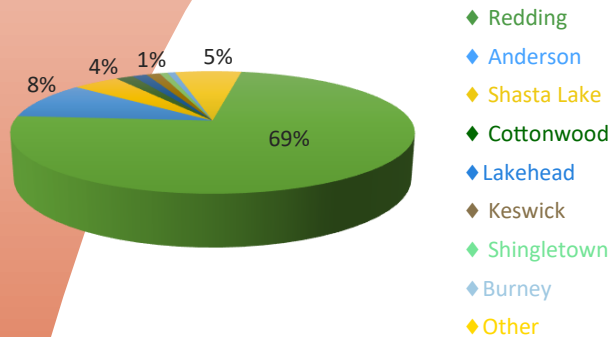
**Client's Ages:**



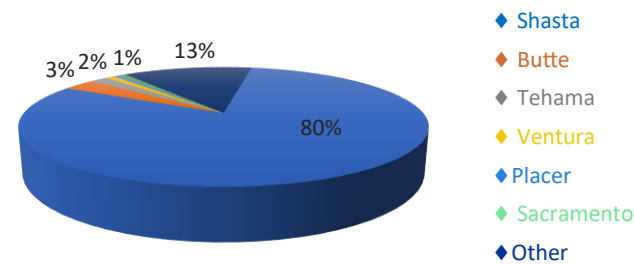
**Client's Languages:**



**Where Shasta Client's live**

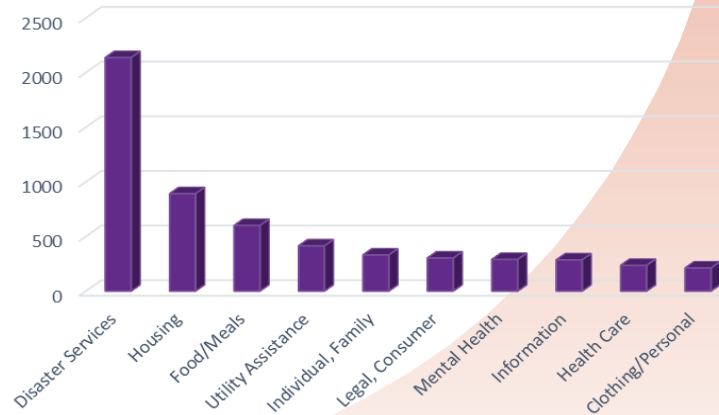


**2-1-1 Client Residence by County**



**Top 10 Needs via Calls/Texts in 2018**

1. Disaster Services
2. Housing
3. Food/Meals
4. Utility Assistance
5. Individual, Family and Community Support
6. Legal, Consumer and Public Safety Services
7. Mental Health/Addictions
8. Information Services
9. Health Care
10. Clothing/Personal/Household Needs



**Top Unmet Needs:**

1. Utility Service Payment Assistance
2. Homeless Shelter
3. Gas Money
4. Rent Payment Assistance
5. Rental Deposit Assistance

**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.

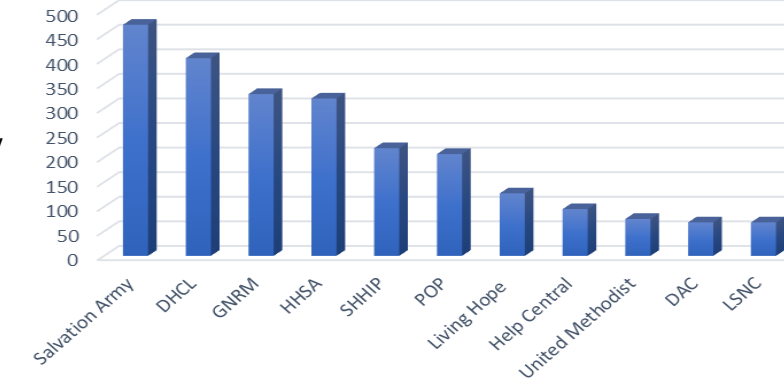
**2-1-1 NorCal:** 2-1-1 Shasta shares a database and call center with 2-1-1 Tehama - together, they are called 2-1-1 NorCal.

# 2-1-1 Resources

2-1-1 Shasta lists 314 Agencies and 604 Programs. 2-1-1 Shasta accesses 403 Agencies and 458 Programs through California's shared state and national database.

**Top 10 Agency Referrals:**

1. The Salvation Army Redding Corps
2. Dignity Health Connected Living
3. Good News Rescue Mission
4. Shasta County Health and Human Services Agency
5. Self-Help Home Improvement Project
6. People of Progress
7. Living Hope Compassion Ministries
8. Help Central, Inc. / Butte 2-1-1
9. Shasta Lake United Methodist Church
10. Disability Action Center



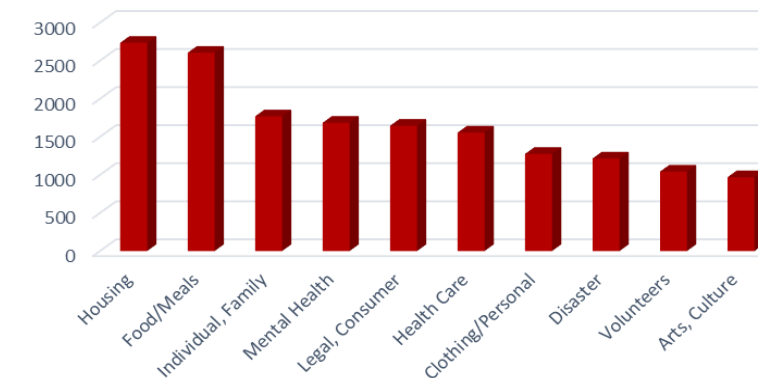
# 2-1-1 NorCal Website Users

In 2018, 2-1-1 NorCal website users searched for services a total of 168,681 times.

18.2% increase from 2017 Total 142,701

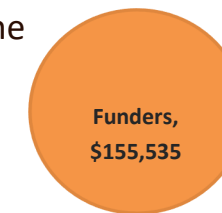
**Top 10 needs of 2-1-1 NorCal Website Users:**

1. Housing
2. Food/Meals
3. Individual, Family and Community Support
4. Mental Health/Addictions
5. Legal, Consumer and Public Safety Services
6. Health Care
7. Clothing/Personal/Household Needs
8. Disaster Services
9. Volunteers/Donations
10. Arts, Culture and Recreation



# 2-1-1 Shasta Budget

**Income**



**Expenses**

