

## 2-1-1 Feedback

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

### Sample of feedback from callers in 2016:

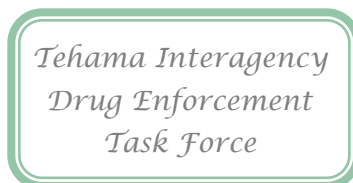
- "Referrals were helpful. We were able to visit food pantries, receive food and Christmas toys."
- "[The call specialist] I spoke with was very understanding of my needs, very polite and professional. I would recommend this service to anybody."
- "She was really nice and helpful. I'm appreciative that 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 Tehama in 2016!



Dignity Health



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



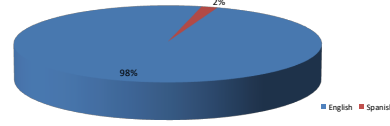
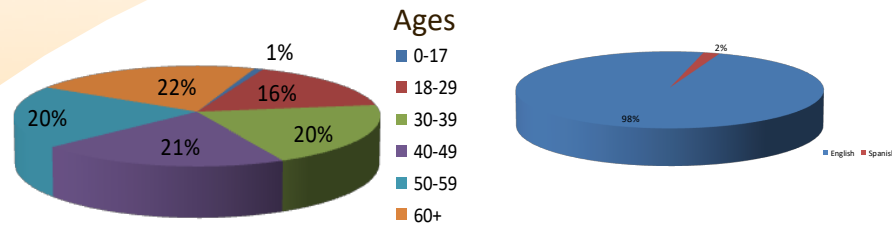
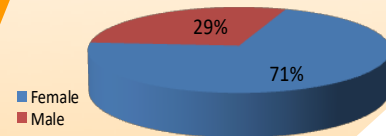
## 2-1-1 Tehama Annual Report for 2016

Connecting people quickly and effectively  
to local health and human resources

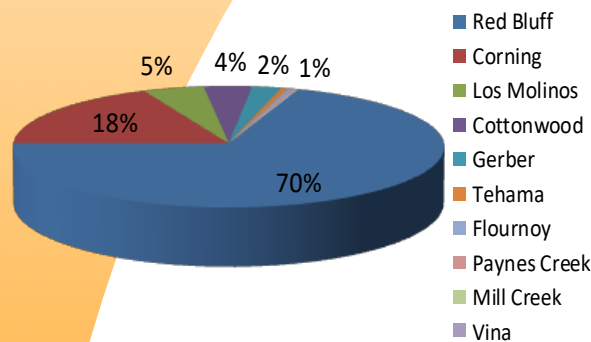


## 2-1-1 Tehama Callers

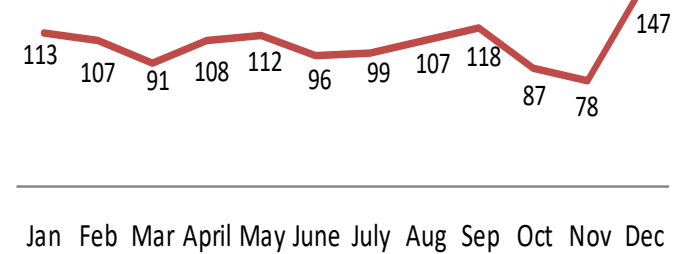
### Caller Demographics:



### Locations of Tehama County callers:



2-1-1 Tehama received a total of 1,263 calls in 2016, an increase of 10.3% over the previous year. Total calls by month:

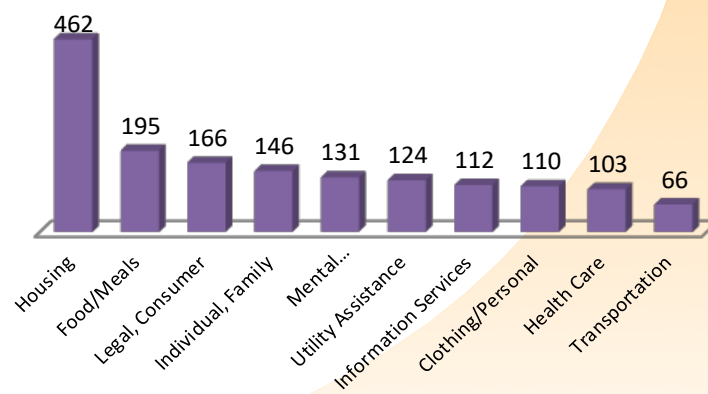


### Top 10 Caller Needs:

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

### Top Caller Unmet Needs:

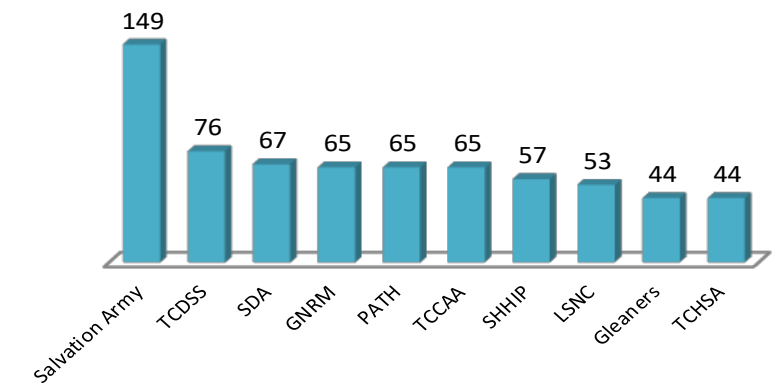
- Rent Payment Assistance
- Homeless Shelters
- Utility Service Payment Assistance
- Food Pantries/Emergency Food
- Rent Deposit Assistance



2-1-1 Tehama lists 362 Agencies with 612 Programs.

### Top 10 Agency Referrals:

- Salvation Army (Red Bluff)
- Tehama County Department of Social Services
- Seventh Day Adventist Church
- Good News Rescue Mission
- Poor and the Homeless Tehama Co. Coalition
- Tehama County Community Action Agency
- Self-Help Home Improvement Project
- Legal Services of Northern California
- Tehama County Gleaners
- Tehama County Health Services Agency



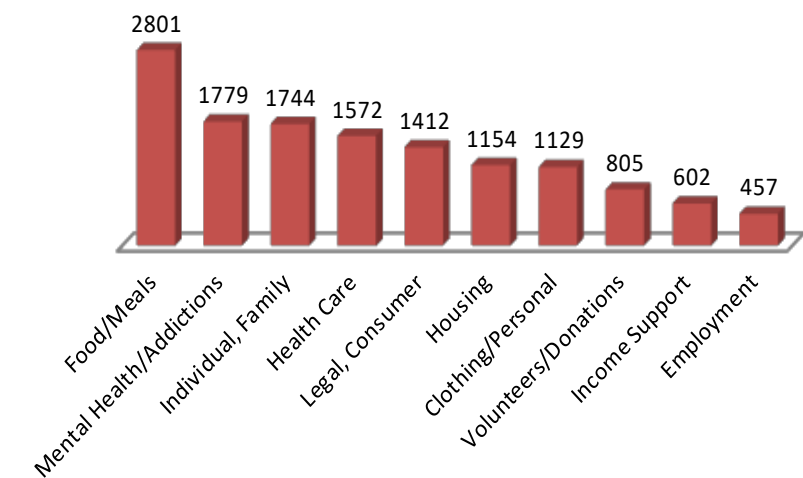
## 2-1-1 NorCal Website Users

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.

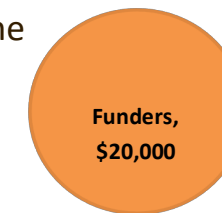
### Top 10 Needs of 2-1-1 NorCal Website Users:

- 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

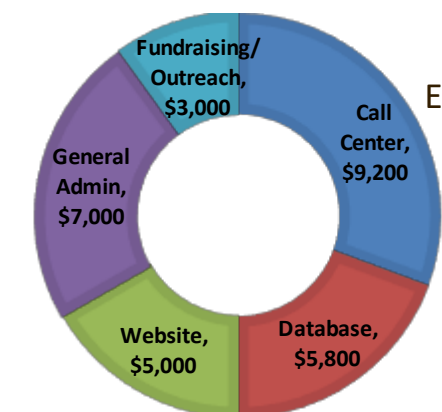


## 2-1-1 Tehama Finances

Income



Expenses



**Mission of 2-1-1 Tehama:** To quickly and effectively connect people in Tehama 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.