

# 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:

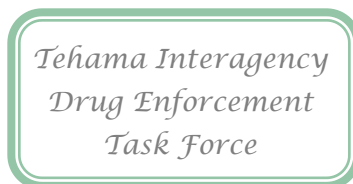
- ◇ 2,092 people called or texted 2-1-1 Shasta.
- ◇ 356 people called or texted 2-1-1 Tehama.
- ◇ 4,560 people visited 211norcal.org's Resources for Evacuees page.
- ◇ 5,445 people visited 211norcal.org's Camp Fire resources page.
- ◇ 2-1-1 contact centers in Alameda County, Ohio, Connecticut and Michigan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

## 2-1-1 Tehama Funders

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



Dignity Health



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



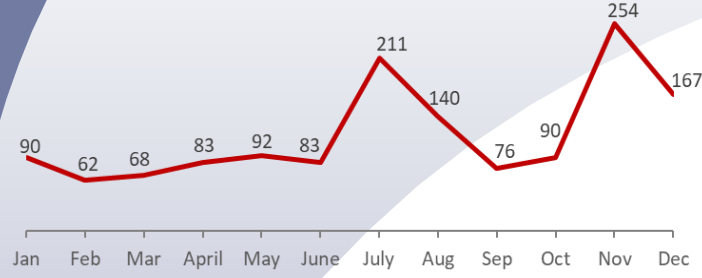
# 2-1-1 Tehama Annual Report for 2018

Connecting people quickly and effectively  
to local health and human resources



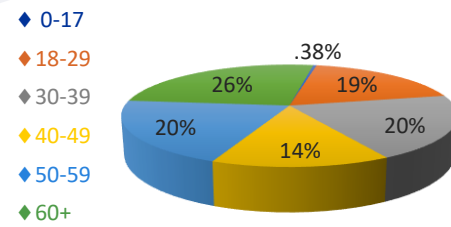
# 2-1-1 Connects Communities

**1,416 Total Annual Calls/Texts by Month:**  
1.9% increase from 2017 Total 1,390



(356 Fire Disaster-Related Calls/Texts)

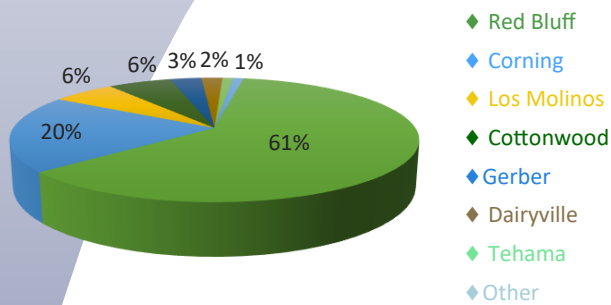
**Contacts' Ages:**



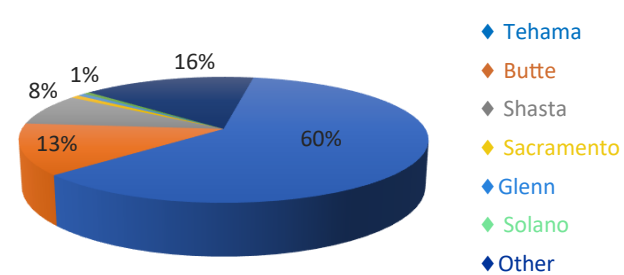
**Contacts' Languages:**



**Top Tehama County Communities of Contacts:**

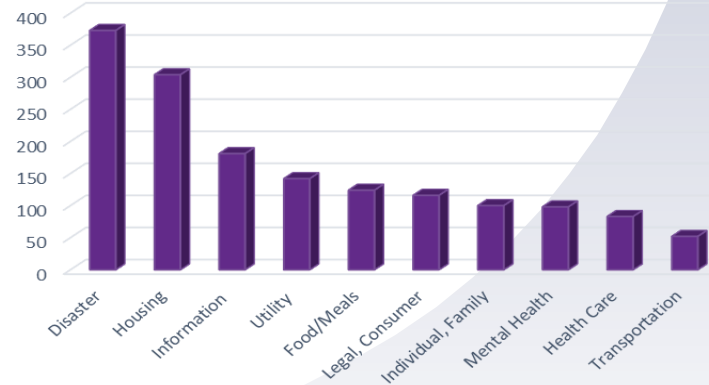


**Top County of Contacts:**



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

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



**Top Unmet Needs:**

1. Rent Payment Assistance
2. Utility Service Payment Assistance
3. Food Pantries
4. Homeless Shelter
5. Gas Money

**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.

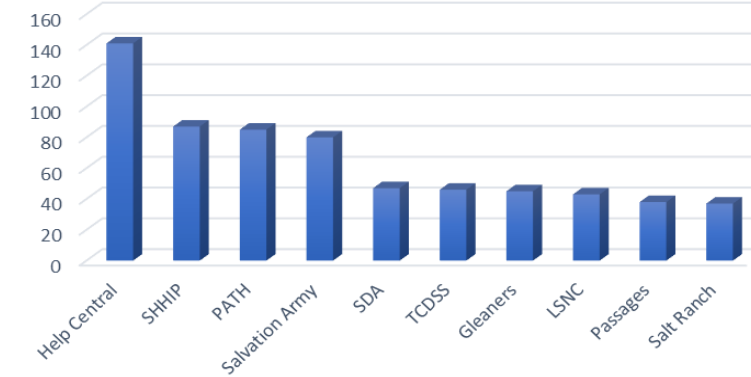
**2-1-1 NorCal:** 2-1-1 Tehama shares a database and call center with 2-1-1 Shasta - together, they are called 2-1-1 NorCal.

# 2-1-1 Resources

2-1-1 Tehama lists 274 Agencies and 470 Programs. 2-1-1 Tehama accesses 403 Agencies and 458 Programs through California's shared state and national database.

**Top 10 Agency Referrals:**

1. Help Central, Inc. / Butte 2-1-1
2. Self-Help Home Improvement Project
3. Poor and the Homeless Tehama Co. Coalition
4. The Salvation Army Red Bluff Service Center
5. Seventh Day Adventist Church
6. Tehama County Department of Social Services
7. Tehama County Gleaners
8. Legal Services of Northern California
9. Passages
10. Salt Ranch for the Homeless and Poor in Red Bluff



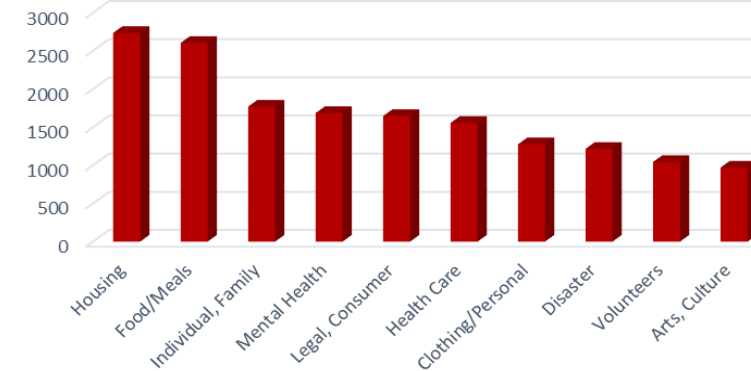
# 2-1-1 NorCal Website Users

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

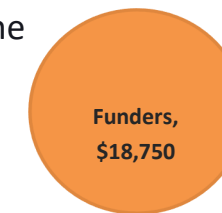
**Top 10 needs of 2-1-1 NorCal Website Users:**

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 Tehama Budget

**Income**



**Expenses**

