ROADMAP
to Stability

Wherever you and your family are on this road, we are here to help you.

United Way of Northern California

211
Get Connected. Get Help.
Welcome to United Way of Northern California’s

ROADMAP TO STABILITY

Whether you've lost your home in a natural disaster, need help obtaining health coverage, or are in need of other services and don't know where to turn, the Roadmap to Stability is your tool to connect you to resources you may need. We look forward to focusing on the solutions with you!

About United Way of Northern California
United Way of Northern California has been actively serving our community since 1953. We are a part of the world's largest philanthropic network with deep and enduring relationships across government, business and nonprofit sectors. We collaborate with others in everything we do. Because of this, we have the strength and backing to take on complex issues.

We believe in running toward the difficult problems facing our communities, rather than running away from them.

Our Mission
To fight for the health, education and financial stability of every person in our community, and to be there for the community and its residents during times of crisis

Visit www.norcalunitedway.org or www.211norcal.org for more information, and follow our social media accounts for details on current and special offerings.
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GET ONLINE

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GET EMPLOYED

If you need a job, turn to p. 4

GET HEALTHY

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GET BANKED

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GET MORE

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FILE TAXES

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GET MORE

To access local resources, turn to p. 9
Now more than ever, access to internet is vital to school, work, and completing important tasks; but it is not always affordable. United Way of Northern California can help qualified candidates access affordable internet at their home through a new broadband program we have available!

**How do I qualify?**

If anyone in your home is currently enrolled in SNAP, WIC, Medi-Cal, CalFRESH, or any government assistance program, your household is eligible. You can also qualify based on household income.

**What do I need?**

While the documentation for proof of income and services may vary, a W-2 and government program enrollment information is most commonly needed upon enrollment.

**How to utilize this service:**

To learn more about this resource or to access it, text INTERNET to 211-211 or visit www.broadband.unitedwaysca.org.
GET EMPLOYED

Do you need help finding a job?

211 services can help you get connected to employment preparation, job finding assistance, veteran & youth employment programs, and more! If you need help finding a job, 211 is your hub for local resources like these and more.

**Connect with employment focused community partners through your local 211.**

Call 211 from any cell or landline in the below counties or dial the 800 number from out of the county.

<table>
<thead>
<tr>
<th>211 NorCal</th>
<th>Butte/Glenn 211</th>
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<tbody>
<tr>
<td>Shasta 855-211-7822</td>
<td>Butte 866-916-3566</td>
</tr>
<tr>
<td>Siskiyou 844-987-0590</td>
<td>Glenn 855-839-1175</td>
</tr>
<tr>
<td>Tehama 866-963-8182</td>
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*Services in Development: Lassen, Modoc, Plumas, Trinity (stay tuned!)*

**Who can help?**

**Alliance for Workforce Development**
www.afwd.org/job-seekers
(Butte, Glenn, Lassen, Modoc, Plumas)

**The SMART Business Resource Center**
www.thesmartcenter.biz
(Shasta, Siskiyou, Trinity)

**Job Training Center**
www.jobtrainingcenter.org
(Tehama)

**Take the Next Step!**

Move on to p. 5 for Health Information Resources
Our mission at United Way of Northern California is to fight for the health, education, and financial stability of every person in our community. One way we do that is by helping our community members access affordable healthcare. Our staff is trained to complete the application process with you, and we do it for free!

Who is eligible?

This service is available year round to anyone who has experienced a life changing circumstance and during open enrollment. Native Americans can buy or change plans through Covered California at any time. Medi-Cal is also available to mixed immigration families.

How to utilize this service:

If you have never applied for Medi-Cal or Covered CA before, our trained staff can assist you. Appointments are free! To make yours, call our office at 530-241-7521 and say “I’d like to make an appointment to apply for healthcare.”

Reduce your chances of getting sick!

Get vaccinated against illnesses that are easily preventable like the flu, measles and COVID-19. Dial 211 to schedule your vaccine appointment today!
United Way of Northern California can connect you with partnering banks to enable individuals to re-establish financial stability. Bank On will help you get access to credit, build savings and ensure your money is safe, secure, and insured. Bank On works to ensure that everyone has access to safe and affordable financial products/services. A Bank On account features low costs, no overdraft fees, robust transaction capabilities such as a debit or prepaid card, and online bill pay.

**How can I sign up for a Bank On account?**

Visit www.joinbankon.org, find a local bank displaying the Bank On logo or ask to open an account from the list below.
- Bank of America - Advantage SafeBalance Banking Account
- Chase - Secure Banking Account
- Citi - Access Account
- Mechanics Bank - Bank On Checking Account
- Tri Counties Bank - Money Smart Checking
- U.S. Bank - Safe Debit Account
- Wells Fargo - Clear Access Banking

**Money Smart** is an FDIC approved, all ages online training that will increase your financial knowledge and confidence. These trainings are available at www.fdic.gov/resources/consumers/money-smart/index.html.

**How do I get started?**

Use the links above or call 530-241-7521 and say, “I’d like to know more about financial stability programs.”

**Take the Next Step!**

Move on to p. 7 for Tax Filing Resources
United Way of Northern California has a partnership with the IRS and operates the VITA (Volunteer Income Tax Assistance Program). Our staff and volunteers are trained and certified according to the IRS standards to prepare federal and state taxes for qualifying individuals / families with an earned income of less than $60,000 for individuals / households. We prepare your taxes and e-file them for you for free.

**When is this service available?**

The VITA tax season typically starts in late January and ends when the IRS declares tax season is over. However, we can assist with previous years and do prepare taxes for community members outside of the official tax season.

**How does VITA work?**

Bring in all your tax documents, a state issued id and your social security card. A VITA preparer will work with you to ensure you receive all available tax credits, and a reviewer will check to ensure all information has been inputted correctly. After you review and sign authorization forms, we will e-file for you.

**How do I make a VITA appointment?**

Appointments are free! Call our office at 530-241-7521 and say “I’d like to make a VITA appointment” or text “TAXES” to 211 and they’ll connect you with a staff member.
United Way of Northern California wants to connect you to CalSavers, California’s new retirement savings program that will offer millions of workers in California the opportunity to get on track for the future. Registration is quick and easy. Users can opt out or back in at any time. CalSavers is also available for employers to offer to employees at no cost.

Who is this for?
CalSavers is available to California workers who want to prepare for retirement but whose employers don’t offer a workplace retirement plan, or they are self-employed. It’s also for those who want to save extra.

How does it work?
Savers contribute to an Individual Retirement Account (IRA) that belongs to them. You can easily continue saving even if you change employers.

How do I learn more?
Visit www.calsavers.com for more information or call 530-241-7521 and say “I’d like to learn more about CalSavers.”
211 NorCal, a United Way of Northern California initiative, is a free resource hub available 24/7 by phone, text, or web. It is easy to access for individuals who are both tech savvy and those who prefer to speak to a real person. From healthcare to food to parenting and more, you’ll find your local resources in one place when you connect to 211.

Where is 211 available?

211 NorCal is currently available in Shasta, Siskiyou, and Tehama counties, and Butte/Glenn counties through Help Central, Inc., a partner 211 organization. Other counties may have Disaster 211 or variations of this service available.

What help is available through 211 NorCal?

- Arts & Recreation
- Children & Family
- Clothing & Household
- Cultural Groups
- Disability Services
- Emergency & Disasters
- Education & Employment
- Finances
- Food
- LGBTQ+ Support
- Government & Business
- Health
- Helplines & Reporting
- Homelessness
- Housing & Shelter
- Legal
- Mental Health
- Military & Veterans
- Seniors
- Substance Use Services
- Transportation
- Utilities
- Volunteering & Donations
- Youth Services

How to utilize this service:

To access this service, call 2-1-1 from any cell or landline. Text your zip code to 898-211 (Shasta, Tehama, Butte, Glenn). Visit NorCalUnited.co/211.
GET CONNECTED
Connect with 2-1-1 or your nearest United Way.

Connect with 2-1-1
Visit 2-1-1 on the web or social media:
211norcal.org
@211NorCal

211 NorCal Counties
Shasta 855-211-7822
Siskiyou 844-987-0590
Tehama 866-963-8182

Butte-Glenn 211 Counties
Butte - 866-916-3566
Glenn - 855-839-1175
helpcentral.org
@helpcentral.org

Connect with United Way of Northern California!
Redding
3300 Churn Creek Road
Redding, CA 96002
530-241-7521

Chico
2500 Floral Avenue, Ste. 20
Chico, CA 95973
530.809.4663

NorCalUnitedWay.org
@NorCalUnitedWay
We proudly serve a nine-county region that includes:
Butte • Glenn • Lassen • Modoc
Plumas • Shasta • Siskiyou • Tehama • Trinity

Please keep in mind that not all listed programs are available in every county we serve. Call your closest United Way of Northern California office and ask one of our trusted staff members to verify availability in your specific county.