



## Helpful Tips for Using 2-1-1 NorCal

Choose how to get connected: Call, Text, or Visit Online

### Call 2-1-1

- When calling you can use a cell or landline.
- To reach 2-1-1 NorCal resources, calls must be from Shasta or Tehama County (Siskiyou Fall 2019).
- You will be connected to a live specialist 24/7/365.
- The service is free, confidential and available in many languages.
- To reach 2-1-1 NorCal resources from outside these counties, use the county's 800 number:
  - 2-1-1 Shasta 1-855-211-7822
  - 2-1-1 Tehama 1-866-963-8182
  - Siskiyou (Look for # and Launch of service in Fall 2019).
- Butte-Glenn 2-1-1 can be reached at 866-916-3556
- The 2-1-1 call center can transfer you to the county you need services in if you do not have the 800 number.
- Not all counties in California have 2-1-1.

### Text your zip code to 898-211 (Txt-211)

- Text service is available in Spanish and English 24/7/365.
- To reach 2-1-1 NorCal resources, texts must be from Shasta or Tehama County (Siskiyou Fall 2019).
- Keyword campaigns are joined by texting a Keyword (Campfire, Opioid, BePrepared) to 898-211. Once someone joins, they will receive messages that are pushed out from the call center.
- If someone "opts out" of these texts, they will no longer receive text messages from the 2-1-1 Call Center.

### Search for resources online at 211norcal.org

- Use the blue tiles of categories for the most comprehensive resources available.
- Using the keyword search can cause important resources to be left out due to differences in the way people might describe services and the "database taxonomy of terms" (database lingo for the extensive category and label system for resources).
  - If using keyword search, type slowly and choose from one of the auto-populated terms.
- Visit the [Special Services](#) tab for resources from special programs that 2-1-1 and community partners collaborate on.
- Visit the [Disaster Resources](#) tab for resources for the 2018 Fires in Shasta and Butte County
  - [Disaster Resources](#) is also where you will find information about fire preparedness and any future disasters.
- Visit the [News and Events](#) tab for community resources and events that are happening now or in the near future. Our community partners are welcome to submit information to us to post here.

### Follow us on Facebook and Instagram @211NorCal

- On our social media you will find News and events, Disaster Preparedness/response information, along with highlights from 2-1-1 NorCal Outreach events.

Agencies can apply to be listed in 2-1-1 NorCal's database through a fillable PDF found under the [About](#) tab, or at this link: <https://211norcal.org/shasta/agencies/>

Have questions or requests for 2-1-1 cards? Contact 2-1-1 Program Manager Kalie Brisbon at [kbrisbon@norcalunitedway.org](mailto:kbrisbon@norcalunitedway.org).