

2·1·1

Orange County



FISCAL YEAR
2021 | **ANNUAL
REPORT**

LOVE. COMPASSION. COMMUNITY.

Get Involved. Spread the Word. Join the Movement.

MISSION

211OC links Orange County's most vulnerable with the health and human service resources they need.

VISION

An enriched quality of life for Orange County residents and their families.

211OC IS DEDICATED TO BUILDING AN ORANGE COUNTY WHERE

- *No one is homeless*
- *No one is hungry*
- *Everyone is counted*
- *Everyone can afford a quality life*
- *Veterans come home to the support they deserve*
- *Women are safe*
- *Families are strong*
- *Former inmates contribute to a healthy vibrant community*

CONTENTS

Letter from our CEO	3
Programs	4
GetHelpOC™	7
Pandemic Response	8
Accomplishments	9
Financials	11
Testimonials	12
How to Help	13

Dear Friends,

The last 24 months have been incredibly trying for the global community. The pandemic left so many around the world grasping for basic needs. We were forced to isolate ourselves from friends and family, yet we looked for ways to maintain some semblance of “normalcy.” While many in our county were unaffected financially, others lost their jobs or saw hours cut, creating a population of “newly vulnerable” people who had never sought assistance before.

As first responders on the front lines helping connect residents to the help they need, 2-1-1 Orange County (211OC) recognized early in 2020 that we would play a critical role in assisting community members during the public health crisis. This annual report will provide an overview of how we mobilized as an agency to increase the number of available people to answer calls and respond to texts and emails.

While many have resumed to life as it was pre-COVID, community needs remain high. Our incoming call volume from people looking for help hovers at 300+ each day. Housing, food and rental assistance are the greatest needs, followed closely by Substance Use Disorder treatment services.

I cannot praise our staff and volunteers enough for their tireless work during the year. Their empathetic response to people looking for guidance was remarkable. They made a significant impact in the lives of thousands of Orange County residents.

Moving forward, we are committed to expanding our impact. This coming year, we will be launching GetHelpOC™: a Community Information Exchange (CIE), which transforms our services beyond our roots as an information and referral agency. GetHelpOC™ will operate as a virtual Health and Human Services Hub through which people seeking help will be connected directly to a service provider through a “warm handoff” thus preventing hundreds, if not thousands, of our neighbors from falling through the cracks.

I want to thank you all for the many ways you have partnered with 2-1-1 Orange County. Together, we are extending love and compassion to our community.

Sincerely,



Karen B. Williams
President & C.E.O.



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Chief Executive Officer, 211OC

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PROGRAMS

GET HELP CONNECTION CENTER



Open 24 hours a day, 7 days a week, 365 days a year, this is 211OC's flagship program. This program is staffed by multilingual Information and Referral Specialists who identify the root cause of individual and family problems and connect clients who call, text or email with a wide range of resources that meet all underlying needs, in order to prevent personal or family crises.

FAMILY RESOURCE CENTERS

Information and Referral Care Coordinators provide on-site assistance to families in need. Care Coordinators develop relationships with members, identify needs, and link them with resources and other services.



VETERAN INTAKE PROGRAM



Housed at the Tierney Center for Veterans Services, this program serves as a "virtual front door" providing access for all veterans, transitioning veterans, reserves, guards, and their families to a coordinated coalition of veteran service providers delivering high-quality service. Our Veteran Intake Coordinator connects all veterans through a needs assessment, intake, and "warm handoff" to a peer navigator to help them identify resources and opportunities, ensuring no veterans fall through the cracks.

CALFRESH ENROLLMENT

A team of trained application assistants provides compassionate assistance to those wishing to apply for CalFresh (also known as "SNAP" or "food stamps") benefits. Our assistants also offer referrals for food programs and other services if needed.



PROGRAMS, CONTINUED

MEAL DELIVERY PROGRAMS



In partnership with local restaurants, these programs provides high-quality meals to Orange County residents struggling with food insecurity. These individuals include the elderly, those with underlying medical conditions, and low-income families not served by other prepared food programs or community resources.



HELP ME GROW



Through a contract with Children's Hospital of Orange County, trained specialists provide information, referral, and care coordination for families with concerns about development, behavior, or learning regarding their young children. Care Coordinators help connect families and children to developmental, behavioral, or learning resources by coordinating care with intake, triage, referrals, linkage to services, and follow-up.

HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)



Federal law requires that all communities have an HMIS with the capacity to collect unduplicated counts of individuals and families experiencing homelessness. 211OC manages Orange County's HMIS, which all homeless service providers use. Through HMIS, our community can collect information from projects serving homeless families and individuals, share data, perform needs analyses, and establish funding priorities.



211 RIDE



This online navigation tool helps community members in multiple counties in need of transportation services navigate public transportation and find the most efficient method to meet their needs.



WORKFORCE DEVELOPMENT



Through a collaboration with the Orange County Workforce Development Board, this program provides training and work experience for individuals who are new to the workforce, have been out of the workforce for an extended period, have inconsistent work experience, or have developmental disabilities. Participants are placed with 211OC for three months, at which time some are hired by the agency or move on to other employment opportunities.

PUBLIC SAFETY POWER SHUTOFF (PSPS)

Through a partnership with Southern California Edison and Southern California Gas and Electric, Public Safety Power Shutoff (PSPS) Care Coordinators work with clients who feel unprepared for a power shutoff and enroll them into programs that provide discounts to people who rely on energy for their medical equipment. During active PSPS events our Connection Center is activated to respond to community needs by connecting them to services such as: food, transportation, motel vouchers, and event-specific resources through Community Resource Centers.



LOVE.
COMPASSION.
COMMUNITY.





GetHelpOC™:

a Community Information Exchange

Since 1984, 211OC has answered the community's call for Information and Referrals. For nearly 38 years, we have been a bridge between our community and a referral network of agencies and programs that provide specialized, critical support services.

However, the current service delivery system poses barriers to accessing care by placing the burden of finding an appropriate service provider on the person seeking assistance, a challenge made even more significant when experiencing crisis or hardship. In addition, self-navigation takes considerable time and effort and often leads to confusion and frustration. Further, the experience of retelling the personal story in the quest to find the needed support can be just as damaging as the traumatic experience itself.

We are poised to remedy this weakness in the system by implementing GetHelpOC™. To truly improve the lives of our most vulnerable residents and achieve holistic health equity, our community needs an integrated system of care-coordination.

In late 2020, 2-1-1 Orange County (211OC) began work on a project that will completely transform our community's health and human services delivery system and how people connect to services.

GetHelpOC™ is a county-wide Community Information Exchange (CIE) built BY the community FOR the community and administered by 211OC.

The CIE will remove the barriers to finding support by constructing a virtual facility where all residents can be linked with a warm handoff to resources, including healthcare, housing, behavioral health, social services, and government assistance.

The GetHelpOC™ CIE will strengthen the health and human services ecosystem and technological infrastructure that connects our nonprofits, government, academic, and philanthropic sectors. By removing barriers to services through a guided connection to the resource, we have an opportunity to make the greatest impact. Through this innovation in coordinating care, we can advance wellness and health equity throughout our county, identify and reduce barriers and gaps in the system, and advance our collective efforts for our community to thrive.

Over the last fiscal year, we made tremendous progress in building this virtual facility. We assembled an Advisory Council of leaders from multiple service-provider sectors who have been meeting regularly as a thought partner helping guide the development of the program. We have chosen a database platform and have begun customizing it to meet the needs. A group of Early Adapters has agreed to test the system, and we anticipate a full roll-out by the fall of 2022.

Together, we will deliver love and compassion to our community.

211OC'S PANDEMIC RESPONSE

VIEW 12 MONTH COVID REPORT



In late February 2020, recognizing that the mostly-regional public health crisis was quickly becoming a global crisis, 211OC developed a COVID-19 training for Orange County social service agencies detailing how we would be proactively responding to the pandemic. Beginning March 9, 2020, our staff, including our Information and Referral Specialists at the Connection Center, began working remotely, leaning on our expertise and experience to respond rapidly.

We began communications daily with the County's Emergency Operations Center, keeping the County updated with the community's changing needs. During the onset of the pandemic, agencies and stakeholders sought 211OC's support to report on county-wide needs. In March, we began publishing a daily community needs dashboard on our website, displaying contact volumes, services sought, and trends. We also emailed a weekly Community Needs Brief to a list of over 2,500 recipients.



At the same time, information was rapidly changing, requiring frequent updates to the 211OC resource database. Over 50% of the database's agency and program information was updated with program changes due to COVID-19. In addition, 70 COVID-specific related programs were launched and added to 211OC's resource database for community referrals. Further, we made significant modifications to the 211OC website, creating an information hub for community members seeking the most updated information on the COVID-19 crisis, stay-at-home orders, and county safety regulations.

We developed a dedicated COVID Information Page with links on the homepage to the Orange County Health Care Agency's COVID information website and the Center for Disease Control's (CDC) website so county residents could access the latest news and information. The page was updated multiple times daily with new resources and the latest COVID-19 information. We instituted a COVID-19 text program as another communication method to quickly link OC residents to both County and CDC sites for the most updated guidelines and information. In addition, twelve new agencies and 113 new projects were added as participants to the Homeless Management Information System (HMIS).



To support the significant increase in demand for food resources, we launched a Pandemic Response Volunteer Cadre of over 150 volunteers who answered food-related calls and responded to incoming text messages by COVID resources and links to local food pantries. These volunteers assisted in handling over 10,000 contacts.

As we approach the two-year milestone of living with COVID, community needs remain high. Our Helpline Connection Center currently receives an average of 270 calls each day, a 73% increase from February 2020. Of those 270 calls, 45% are from residents requesting housing assistance. Food resources, utility help, and treatment for substance use are the other most pressing needs identified by callers. The call trends indicate that needs will remain high for the foreseeable future, and 211OC's compassionate staff and volunteers remain committed to assisting Orange County's most vulnerable residents find the help they need.



ACCOMPLISHMENTS

526,554

Self Searches on
www.211oc.org

170,036

Incoming Calls, Emails and Texts
to the Connection Center

8393

Families served
through Family
Resource Centers

258,606

Meals provided through
Meal Delivery Programs

2270

CalFresh
Applications
Completed

534

Veterans served
through the
Tierney Center for
Veteran Services

460

Households served
by Housing Specialists

ACCOMPLISHMENTS, CONTINUED

2685

Total programs in
our database

20,926

Households protected from
eviction, foreclosure, and
homelessness

940

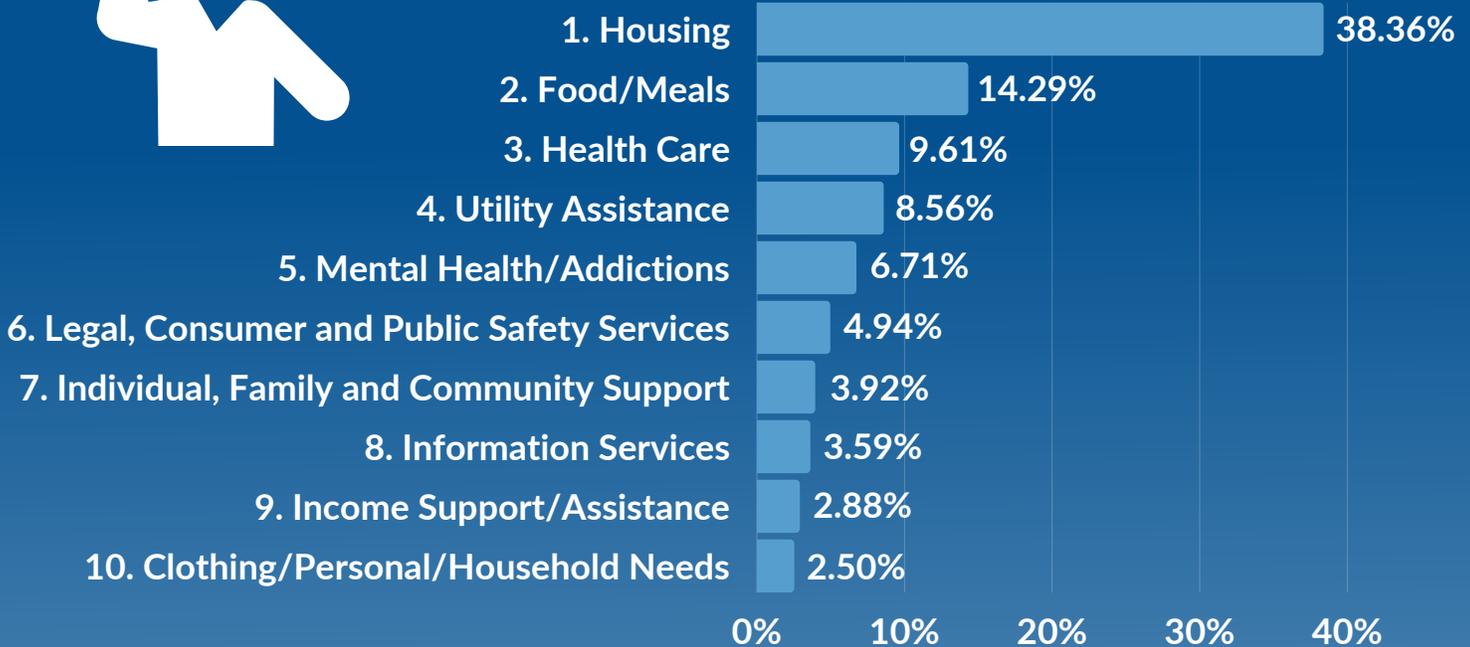
Total agencies
in our database

9700

Families served by
Help Me Grow



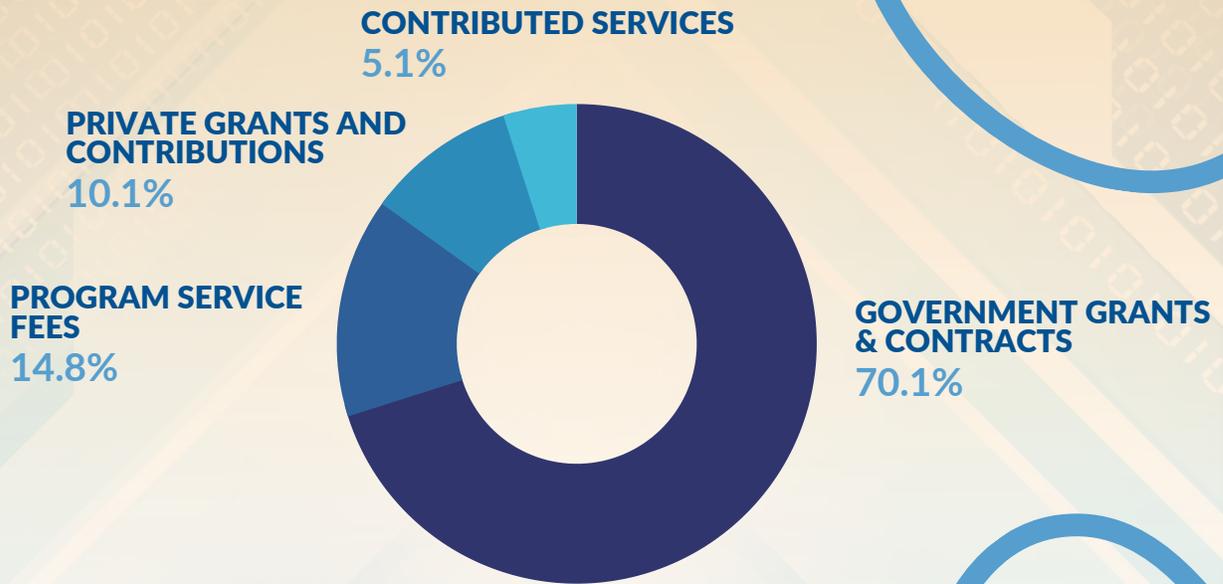
TOP TEN NEEDS



FINANCIALS*

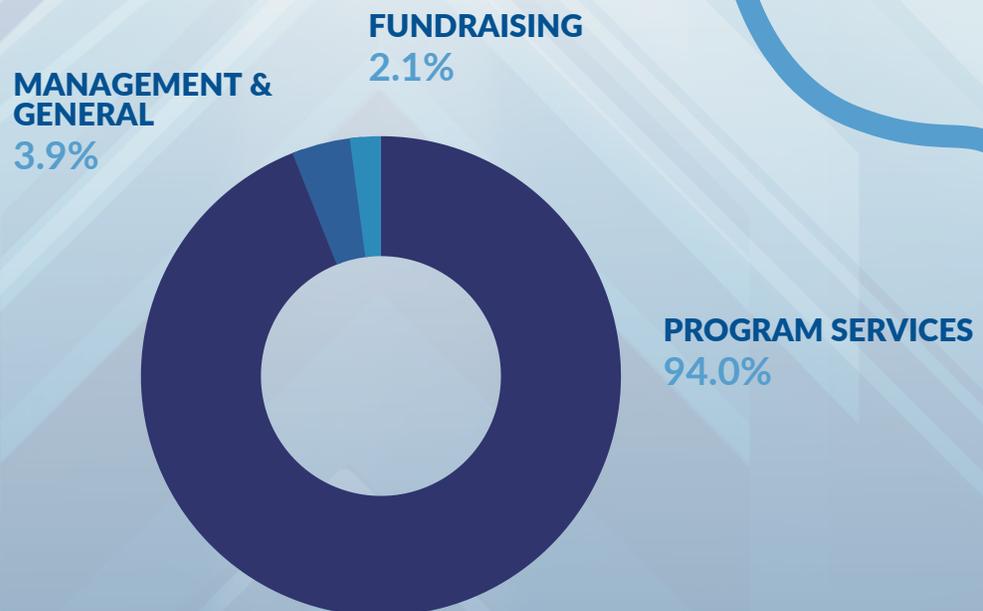
REVENUE:

\$5,193,960



EXPENSES:

\$4,818,582



*Based on our 2021 Financial Audit

TESTIMONIALS & STORIES

Senior US Navy Veteran Richard and his wife, Katie, called 211OC for some help. They heard about 211 from one of the Governor's COVID news conferences during the early months of the lockdown. They do not have any children or family members and they were not able to go outside due to underlying health conditions. Unfortunately, they were not able to partake in their normal activities out of fear. Our Veteran Intake Coordinator was able to connect them with a delivered food box and the Delivering with Dignity program, where fresh meals were delivered to their doorstep. In addition, they received additional support with grocery and pharmacy pick-ups and drop-offs. They continue to call and thank us for that one-on-one support through our veteran program.

"My husband and I are senior citizens in our 70s on a fixed income trying to make ends meet with inflation, as well as trying to stay healthy during COVID. I am also a Stage 4 cancer patient with a compromised immune system which puts me at greater risk of catching the COVID virus. The Nutrition Gap Program has saved our lives by helping us with our food needs, thereby keeping us safe from having to go to stores to shop for food. We have no family and live alone which makes it even more difficult for us. We are so blessed to be able to participate in Nutrition Gap Program and are so thankful for the caring people running this program."

- Food Programs Recipient

"I received a call from a mother whose 15-year-old son has Down Syndrome and a speech delay. She was looking for help obtaining a device that would help him speak and be heard. They were borrowing one from the school district, but access was restricted during the summer and she could not afford to purchase one. She said he is now very frustrated without being able to communicate. I referred her to the Maryan Parnan Foundation for Injured Children which helped the mom obtain help for her son. She is so very grateful that he now has his own, higher quality, device."

- 211OC Staff

Sandra called the El Modena Family Resource Center seeking assistance after she and her partner both lost their jobs due to COVID-19. Sandra recently gave birth to twin babies and was worried about how she was going to afford the added costs. We were able to get her registered for the monthly diaper distribution and the monthly Clementine food trolley program. By providing these resources once a month, we are helping to ease the worry of choosing between formula and diapers. Sandra is now resting and healing after her delivery but she is eager to get back to work. In the meantime, knowing that these programs will be able to help her two growing babies will give her some comfort after experiencing significant uncertainty.

HOW TO HELP

All the work we've done over the past year could not have happened without the support of our donors and volunteers. We invite you to consider how you can partner with us to bring relief to Orange County's vulnerable residents.

WAYS TO GIVE FINANCIALLY

Check: Mail a check to 2-1-1 Orange County
Credit Card or PayPal – Donate securely on our website



[click here to give](#)

VOLUNTEER

There are many ways you can volunteer with 211OC.



[click here to sign up](#)

SUBSCRIBE

Subscribe to our email list to keep updated with information about community needs, volunteer opportunities, events, and fundraisers.



[click here to subscribe](#)

BECOME AN AMBASSADOR FOR CHANGE

Sign the pledge to spread the word about 211OC.



[click here to sign](#)

FOLLOW

Follow us on our social media channels to get positive stories, videos and articles.



LOVE. COMPASSION. COMMUNITY.

Get Involved. Spread the Word. Join the Movement.



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