

211 Ready to Take Your Call

This year, 211 San Diego will receive approximately 300,000 calls. Add in the visits to their website, www.211sandiego.org, and the electronic resource for community, health and disaster information will make about 500,000 contacts with County residents in 2010. According to Meg Storer, Communications and Development Manager, the City of Chula Vista generates 211 San Diego's third highest call volume of any city in the County.

"We receive calls from everyone," Storer said. "Next to the cities of San Diego and El Cajon, Chula Vista is our highest call volume. With the economy's slide, the calls have increased from this area. Our organization connects residents with the resources they can use to better their situation. Our staff is trained to handle calls for service and to ask secondary questions about unstated needs."


Launched in 2005, 211 San Diego partners with many local agencies to provide callers with information, referrals and guidance on how to maximize the resources available around town. Storer says that with approximately 9,000 non-profit organizations in San Diego knowing about all the services available to assist can be a challenge. 211 San Diego staff and volunteers help community members find the appropriate service whether the need is centered on finances, childcare, health or updated disaster information like during the 2007 wildfires.

"When the wildfires broke out, the Office of Emergency Services partnered with 211 as a place for non-emergency information," said Storer. "We took about 120,000 calls in 10 days. We did this with our regular staff and 1,000 volunteers. With every call, our goal is to put the person calling on the right path to information and to empower them to take the next step."

Assisting in that effort are sev-

eral employees who call Chula Vista home. In their roles as call specialists and service delivery managers, local residents regularly aid their fellow community members with helpful information and advice on nearby resources. Chief Operating Officer Mona Freels also welcomes the opportunity working at 211 San Diego provides for her to make a difference.

"I work at 211 San Diego because it allows me to combine my passion of helping people with my gift of administration," Freels said. "I cannot think of a better way to give back to the community that has given us so much. My family doesn't just live in the community, we embody the community. It serves our emotional, spiritual and relational needs. We eat, live, worship and shop Chula Vista. Working at 211 gives me the chance to help my neighbors with a multilingual, free service, 24/7."

For more information on the assistance available at 211 San Diego, call 2-1-1 or visit the website at www.211sandiego.org. 

Concordia Preschool Graduates Ready for Kindergarten

Concordia Preschool is graduating its maiden pre-K class from the new preschool that opened last August in the Windingwalk area and now has 150 students. The graduating four year olds have been busy learning letter recognition, how to count to 100, as well as how to use rhythm and instruments. This school year the pre-K class produced a Living Nativity production that drew 650 people from the community as well as producing their first music video. The Summer Program is gearing up to launch June 21 with special programs that can be purchased by the month or by the week. Enrichment and fun activities (including splash days) are the norm. Check out the schedule online at www.concordiachurch.com or call (619) 656-8100 for more information.

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