Contact Us

2-1-1 San Diego
P.O. Box 420039
San Diego, CA 92142
(858) 300-1300 (administration offices)

Dial 2-1-1 for help or go to www.211sandiego.org.

@211sd 211 San Diego

3 simple numbers.
1 helpful voice.
211 launches its new database, which provides a more user-friendly experience and includes functions such as GIS mapping.

More than 20 community leaders gather at 211’s first Community Partners Initiative meeting to discuss community feedback on the organization.

A unanimous vote from the County Board of Supervisors allows 211 to respond to information and referral calls received by the county-operated ACCESS call center.

211 becomes the contractor administrator for the statewide CalFresh contract, supporting the efforts of 18 other 211 agencies participating in the program.

211 kicks off its Healthcare Navigation program, which connects people in need to specialized health-related resources.

We truly appreciate the support of our individual donors this year.

JULY 2010
A month of growth and movement. The organization celebrates 5 years of service to its National211 Day Luncheon, where the event was sold out with 600 attendees honoring Supervisor Greg Cox for his community support.

MARCH 2011
211 assists those in San Diego impacted by the tsunami in Japan.

APRIL 2011
211 joins the San Diego Veterans Coalition and leads the Access and Resource Committee.

JUNE 2011
211 works with partnering organizations to prepare for the July launch of the Cougars to Call Veterans and Military Peer to Peer line at 211.

The organization trains 100 core volunteers at its First-Responder Disaster Response Team training.

A YEAR OF GROWTH & MOVEMENT

Michele Barl
Bradford Bates
James Beaubraux
Denny Bares
Anne Bernsten
Sherry Bird
Robyn Blue
Howard Bronman
Lillian Cordova
Joe Graver
Alvin Dabourian
Michael Daniels
Robert Dean
Sharon Delkovich
Sarah Duin-Vaughn
The Faehnle Family
Charles Ett
Stephen Escolarba
Fred and Florence Genser
William Gore
Linda Hackney
Robert Halmsohn
Henry Halmsohn
Mary Harding
James Hay
Steve Hermes
Gauthier Hering
Victoria Hilton
Nigel Hook
Allyce Hy Chen
Vira Joya
Mark Kriner
Joan Landisguth
Sarla Landicho
Saul Lawrence
Pat Libby
John Lyle
Scott Machell
Lea Marnese
Sara Metta
David McCaslin
Nell McNab
Albert Myrskyan
Sara Momson
Brian Munkey
Jim Munkey
Tim Nye
Mary Novell
Renato Palva
Laurin Paule
Cheri Pierce
Mary Ponder
Nancy Porter
Ram Rainbold, RPh
Douglas Sawyer
Thomas Scott
Bette Shepherd
Kate Schultz
Mark Stern
Dr. Carbon Stoskopf
Donald Stump
Alex Taylor
Duane Trumby
Julie Vatnairs
The Verbeck Family
Ker Walker
Colleen Ward
Cheryl Wilson
Stephanie Winberg
Heather Woodruff

211 San Diego Board of Directors (2010-11):

Dr. Clyde H. Beck, Jr., Chair
Community Health Consultant
Mary Norvell, Secretary
Hooper, Lundy & Bookman
Brian Baker
Quikcom Incorporated
Chief Kevin Crawford
City of Carlsbad Fire Department
Henry Halmsohn
Immediate Past Chair
Melissa Hayden-Cook
Sharp Health Plan
Dr. James T. Hay, M.D., F.A.A.P.
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Stacey L. Nakahara
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Alyce Smith Cooper
RN/Chaplain, Mission Hospice
Dr. Carleen Stoskopf
San Diego State University
Lory Wallach CTR, MHP
Family Health Centers of San Diego

Shown in photograph left to right: Vira Joya, Dr. Clyde H. Beck, Jr., Dr. James T. Hay, Elizabeth McPhail, Jonathan Grissom, Lily Wallach, John Bertrand, Henry Halmsohn, Dr. Carleen Stoskopf, Brian Sauer and John Griner.
2-1-1 San Diego has been a collaborative effort since its inception, the result of support from multiple public and private organizations. We are extremely grateful for their commitment.

2-1-1 San Diego breaks new ground! In more ways than one.

This year we opened the doors to our new facility — the new structural foundation from which we connect San Diegans to services that help them live a better life. Since that very first day more than 3,000 people have visited the space. They are our nonprofit partners, our community leaders, and our funders.

Many of them realized for the very first time the wide and deep set of services we provide. Many of them understand our commitment to professionalism, innovation and partnership. Yet our ground-breaking work didn’t end with our new building.

The foundation of our core programs — built on the power of technology — is now stronger than ever before. This year more than 220,000 people were served through our 2-1-1 Contact Center alone and more than 200,000 via our searchable online database. We could not have achieved this without the dedication, expertise and drive of the 2-1-1 executive and leadership team, staff, Board of Directors and our committed partners.

This strong, professional and innovative core program has evolved into a hub of information, one that allows every single person in need to utilize our services and those from our partners, its strength and credibility have in turn allowed us to expand, creating programs like Healthcare Navigation, Military/Veterans Services and Disaster Assistance.

And it’s only getting better.

As we have matured, we have built more than a strong foundation. We have built momentum. In the coming year we will continue to grow, to meet the emerging needs of our communities. We will leverage every nonprofit, government and community leader has a seat at the table to determine — together — how we will make San Diego better than ever before.

On behalf of the staff and Board of Director of 2-1-1 San Diego, we are proud and humbled to play this role. And we look excited to the year ahead as we imagine all that we will achieve.

John Obarian, Chief Executive Officer

2-1-1 San Diego Board of Directors

OUR VISION for 2-1-1 San Diego is simple: Everyone knows us, uses us, and refers us to get the information they need for a happier, healthier life.

OUR MISSION is to help people by connecting them efficiently to the service delivery system, and provide vital trend information for community planning.

GROWTH IMPACT 2010-2011
2-1-1’s Contact Center

Every day people dial 2-1-1 for assistance navigating the complex system of community, health and disaster services. Highly trained Client Service Representatives have helped more than 220,000 clients access services such as food assistance, healthcare information and housing and educational services.

Dial 2-1-1 for
- Housing & Shelter Assistance
- Food Assistance
- Utility Assistance
- Military & Veteran Services
- Disaster Response
- Mental Health Resources
- Substance Abuse Services
- Healthcare Services
- Legal Services
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- Physical Activity & Nutrition Resources
- Financial Assistance
- Senior Services
- Volunteer Services
- Education Assistance
- Employment Resources

Be a part of it! Join us in our movement:

VOLUNTEER.
2-1-1 San Diego could never achieve so much impact without the help of our many dedicated volunteers. We are committed to building personal relationships with every individual who volunteers their time to advance our mission.

ADVOCATE.
Each year, National 2-1-1 Day is celebrated across the nation on February 11 (2-11) to raise awareness about the importance of having a 2-1-1 in every community. Join us on National 2-1-1 Day as we honor community leaders at our annual fundraiser, and help us tell others about this important event.

LEARN.
Take an interactive tour of our operations and see our work in action! You’ll also learn how we’ve served our community for 40 years. Additionally, we are pleased to offer our space at no cost to nonprofit organizations and collaborative groups.

GIVE.
Every month, more than 18,000 people use 2-1-1 to search for help to guide them through a personal crisis. Last year alone we answered more than 220,000 calls. By giving to 2-1-1, you provide this critical connection between a person in need and the resources they deserve.

To learn more about how you can get involved, please contact us at (858) 300-1240.

GROWTH IMPACT 2010-2011

www.211sandiego.org

Partnering for Access

In January 2011, Client Service Representatives began providing additional support to the County of San Diego Health and Human Services Agency’s ACCESS Customer Service Center by providing general information about public assistance case status and assisting with minor service requests for callers. As many as 77,000 calls were handled by 2-1-1 since the launch of the program, supporting the County’s Live Well, San Diego! initiative, aimed to improve the health and well-being of county residents.

Financials & Highlights*

Between 2005 and 2011 our staff has grown from 34 to 63!

Healthcare Navigation Program

More than 20 percent of adult San Diegans struggle to access healthcare. Our Healthcare Navigation program addresses this need by serving as an entry point for clients. Healthcare Navigation provides a wide range of support, including an assessment of need and eligibility, assistance in setting up medical and clinical appointments, and help completing applications for Medi-Cal, Healthy Families and prescription assistance.

Benefits & Enrollment/CalFresh

One of every six people in San Diego County experienced hunger this past year. Working with multiple partners and community leaders, 2-1-1’s Benefits & Enrollment program helps people find the assistance they need to put food on their table, most frequently by connecting them to the statewide CalFresh program. Our close partnership with the County allows us to electronically submit applications using an innovative telephonic signature, ensuring seamless delivery of service and shorter processing times.

Military & Veteran Services

San Diego County has one of the highest populations of Veterans and Active Duty Military in the nation. In fact, more than 60,000 military personnel have returned to Southern California since March 2010, which is why we launched the Military, Veteran and Family Access Program. The program provides specialized services, tailored information and referrals to help our veterans, active duty military and loved ones access food, housing, utility assistance, and public benefit programs like CalFresh and Medi-Cal.


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* These figures represent financial highlights from the fiscal year ending June 30, 2011 and 2010. Note: 2-1-1 San Diego’s audited financial statements, A copy of the audited financial statements and IRS Form 990 are available upon request.
**Our Partner Agencies**

The reason the 2-1-1 database is such a powerful and effective resource is because of the thousands of agencies who are part of it.

Those who search our database have access to information on a wide and varied list, including:

- **1,276 Community, Health & Disaster Services**
- **3,339 Programs**
- **6,000 Program Sites**

Our commitment doesn’t end with simply providing information. With a 97% accuracy rate on referrals, we ensure it is correct.

We achieve this in part by giving agencies the ability to easily revise and update their information. We also monitor the number of visits to individual program pages and provide updates to our partners on a monthly basis.

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**Health and Human Services Agency, County of San Diego**

**Advancement Charities. Division.**

**Cushman & Wakefield, Inc.**

**Electronical Heavens Services.**

**Society of Saint Vincent de Paul of San Diego**

**South Bay Community Services.**

Visit [www.211sandiego.org](http://www.211sandiego.org)

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**Disaster Response**

In addition to responding to individuals’ personal crises or problems, 2-1-1 is also committed to being there for our community in times of disaster.

We take our designated role as the 24/7 disaster information line for San Diego very seriously, partnering with the County’s Office of Emergency Services to provide the public with a place to turn for non-emergency needs.

Our first test was in August 2005 for Hurricane Katrina. Though not a local disaster we joined 2-1-1 across the country to help the American Red Cross, providing information on evacuation routes and shelters, and assisting those seeking out loved ones.

Then came the wildfires in October 2007, the largest scale disaster our county had seen in decades. 2-1-1 worked around the clock, providing one-minute information and connecting more than 122,000 San Diegans to critical resources.

County officials and the media both referred to 2-1-1 as the place to call for non-emergency information. More than 5,000 volunteers rolled up their sleeves to help.

Since then, 2-1-1 has provided critical information and connection in local and regional emergencies of all scales, including Hurricanes Gustav and Ike, the H1N1 Virus and the Tsunami in Japan.

We also participate in all major disaster response exercises in the region, including the San Onofre Nuclear Generating Station exercise and the Great Shake Out.

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**Hurricane Katrina. Hurricane Gustav. Hurricane Ike.**

Our Impact. The Numbers Behind the Story

At 2-1-1 San Diego, we know we make a difference for our community by connecting people with the information they need for a happier, healthier life. We get to see it every day. But we also know our work is far too important for our community to simply take our word for it. That’s why we continually collect the data to prove it. A sample of our impact from just the past year is below.

People helped:

- **221,395** Total calls answered in more than 150 languages
- **249,930** Clients referred to services in San Diego
- **53,493** People pre-screened for potential CalFresh eligibility
- **2,590** CalFresh applications completed
- **2,681** Clients connected to First 5 of San Diego services for families, young children and pregnant women
- **10,218** Clients connected to Healthcare Navigation Specialists
- **31,680** Individuals screened for SDG&E’s utility assistance programs
- **6,321** Veteran or Military clients served

- **✓** Average wait time for 2-1-1 caller: less than two minutes
- **✓** Would Call 2-1-1 Again: 93%
- **✓** Accuracy of Agency Referral: 97%
- **✓** Number of Partner Agencies Trained on the Database: 200

JUST IN TIME
Saul, a 2-1-1 Client Service Representative, received a frantic call from an 80-year old woman. Her son was on a breathing machine and scheduled for discharge from the hospital that day. Unable to pay her utility bill, the mother received notice that the power in her home would soon be shut off, leaving her son’s life in jeopardy. Saul coordinated a same-day appointment with the MAAC agency, which provided a $1,000 voucher in utility assistance. This ensured the life-saving power would stay on for months.

GETTING HER DAUGHTER BACK
Sonja called 2-1-1 San Diego seeking crisis intervention services for her 17 year old daughter, who was abusing prescription drugs and alcohol. 2-1-1 staffer Luisa referred Sonja to the Access and Cris Line. Later, Sonja reported the information gave her access to health care professionals in her neighborhood who helped get her daughter on the right path. The two of them continue to attend group meetings each week. Sonja says the help didn’t just give her necessary information, it gave Sonja her daughter back.

PUTTING FOOD ON THE TABLE
Beth and Mike, parents of two young children, needed food assistance but were told they did not qualify for CalFresh, the California’s nutrition assistance program, because of the financial aid Mike received from his school. Scared and frustrated, they called 2-1-1 and spoke with Minerva, a 2-1-1 Benefits & Enrollment Specialist, who explained that they’d been misinformed. Due to certain parameters around school aid they actually did qualify for the program. Minerva helped the couple apply for expedited assistance, and they received their first EBT card with $400 for that month within 72 hours.

SERVING THOSE WHO’VE SERVED US
A homeless “Operation Enduring Freedom” veteran living at the Salvation Army called 2-1-1 in search of employment referrals. 2-1-1 referred the gentleman to a special program, one that provides work readiness training, job placement services and supportive housing for homeless veterans. A recent follow up call with him brought good news. The program didn’t just help him find permanent shelter, but also helped him develop the skills he needed to find employment.
The Stories Behind Our Work

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"2-1-1 San Diego is a vital communications tool during times of crisis. We are proud 2-1-1 is on the forefront of the public safety response.”
- Chief Kevin Crawford, City of Carlsbad

The expertise of 2-1-1 San Diego combined with the generosity of our volunteers embodies the best of the American spirit that will get our community through the next emergency.”
- County Supervisor Greg Cox

The 2-1-1 service was an invaluable resource during the fires in that it freed up calls from 9-1-1. We could give information on re-populated neighborhoods to the 2-1-1 operators. We saw 9-1-1 calls diminish over time because of that.”
- Bill Gore, Sheriff, San Diego County

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Health and Human Services Agency, County of San Diego
Advancement Charities.
Community Services.
San Diego United Way
Cushman Services.
Heavenly
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South Bay
Mission.
And So Much More.
Boil Water Ordinance. North County
Financials & Highlights*

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John Obahian, Chief Executive Officer
Dr. Clyde "Buzz" Black, Chair
2-1-1 San Diego Board of Directors
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Sarah Dull-Vaughn
The Filman Family
Charles Ertl
Stephen Escobedo
Fred and Rozen Gerson
William Gore
Linda Hackney
Robert Haimsohn
Henry Haimsohn
Mary Harding
James Hay
Steve Hermes
Gautrill Henning
Victoria Ilton
Nigel Hook
Alice Hy Chen
Vina Joyce
Mark Krusner
Joan Lindguth
Sandi Landicho
Gail Lawrence
Pat Libby
Jonn Lye
Scott Machell
Leare Marchese
Sarah Metta
David McCaslin
Neil McNab
Alpert Myarmian
Sara Mison
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Mary Novell
Renato Palma
Lauren Pasea
Cheri Pierre
Mary Pender
Nancy Porter
Randall Robb, Rob
Douglas Sawyer
Thomas Scott
Betty Shepherd
Kate Shultz
Mark Starr
Dr. Carlton Stokkopf
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