

**OC Community Services  
2-1-1 Agreement  
May 17, 2011**

- OC Community Services is requesting approval of the second amendment with 2-1-1 Orange County to extend the term of the agreement effective July 1, 2011 - June 30, 2012 in an amount of \$200,000.
- The amendment will support continuing operation of the 2-1-1 Information and Referral Call Center for FY 2011-12.
- 2-1-1 is the only comprehensive Information and Referral Call Center in Orange County.
- 2-1-1 is the only call center designated by the California Public Utility Commission to provide 24 hours a day, 7 days a week health and human services non-emergency information and referrals via the 2-1-1 telephone number.
- 2-1-1 reduces health and human services call demand to many County agencies and relieves 9-1-1 systems from non-emergency calls.
- Since November of 2006, OC Community Services has contracted with 2-1-1 for \$200,000 per year to provide regional information and referral services.

**2-1-1 Call Volume Summary**

Fiscal Year	Calls Handled
04 05	19,712
05 06	41,762
06 07	52,192
07 08	64,701
08 09	85,865
09 10	101,812
(July - Mar)'10- 11 actuals	59,996
10-11 forecast	98,376
11-12 forecast	120,000

**Most requested services or needs in FY 2010-2011**

**Basic Needs:** (In order of most frequently requested)

1. Shelters assistance
2. Rental assistance
3. Food assistance
4. Utilities assistance

**Health Care Needs:**

1. Community Clinics
2. Insurance
3. Dental Health

**Income Security Needs:**

1. Food Stamps
2. Temporary Financial Assistance
3. Training/Employment Services

<b>2-1-1 Orange County FY 2011-12 Budget</b>	
<b>Revenue Sources</b>	
County of Orange	200,000
Children and Families Commission	200,000
Help Me Grow	148,845
City of Laguna Niguel	7,000
City of Anaheim	10,000
United Way of Orange County	100,000
Fee for Service	225,000
Grants	234,000
Social Enterprise	46,500
Special Events	31,000
Donations and Other	146,443
<b>Total</b>	<b>1,348,788</b>

2-1-1 connects families to health and human services throughout Orange County. In Spring 2011, The Olin Group conducted a survey of the organizations that 2-1-1 refers families and individuals to. The following is a summary of respondent responses.

### **Overall 2-1-1 service delivery**

- Survey response rate was 24%
- 97% felt that 2-1-1 provides a valuable community service
- 88% felt that 2-1-1—provides a valuable service to their organization
- 86% agree that 2-1-1 fills a gap their organization cannot address
- 83% believe 2-1-1 uses up-to-date information about their organization
- 66% know how to provide updated information to 2-1-1
- 45% believe referred clients are always, or nearly always, eligible for their services
- 67% said they always, or nearly always, recommend 2-1-1 to their clients
- 31% said they always, or nearly always call 2-1-1 to locate additional resources for their clients
- 40% rated their relationship as very strong or strong
- 84% expressed interest in having access to 2-1-1's online information on resources & services

### **Respondent Suggestions for Improvement**

- Improve outreach and communication to service providers
- Request updated information from providers on a regular basis
- Reduction of wait time, expand referral services, provide online option, improve accuracy of referrals

### **Report Recommendations**

- Provide clearer guidelines about how and when to update agency information
- Foster stronger relationship with service providers in the community
- Enhance and expand outreach efforts, including making presentations and providing outreach materials.
- Consider a different fee schedule for access to online information to resources and services

## **2-1-1 Summary of Customer Satisfaction Survey Responses FY 2010-2011**

2-1-1 Orange County implemented a customer service survey of callers during the 2<sup>nd</sup> and 3<sup>rd</sup> quarter of FY 2010 -2011. Callers were asked if they have used the service previously and if they received the help they needed. The following is a summary of those responses.

- 55% of callers who called 2-1-1 previously reported they received the help they needed.
- 100% of the people who contacted 211 for prescription assistance or flu shots, bus passes, moving assistance, furniture/bedding, were helped by the agencies referred
- 90% of the people looking for help with food received the assistance they needed
- 70% of those looking for shelter, utility assistance, tax assistance, gas vouchers, CalFresh, health care, clothing, mental health care, drugs and alcohol, employment and financial assistance were helped by the agencies referred
- 507 found rent assistance
- 99 found low cost housing
- 18 found help leaving a domestic violence situation
- 154 were accepted into shelter programs