



## Agency Surveys

You want to gather specific data?

- We have over 800 callers a month that we can survey on a focus topic.



## Special Focus Page on HelpCentral.org (Butte211.org)

We can create content on a special focus page highlighted on our web site. Content may include prevention and education information, screening tools, seasonal services and more. We can also:

- Add links to agencies' program fliers, online applications, online public surveys, print directory, public calendars, media releases and public advisories.



## Resource Guides

- Choose from a selection of print or online directory styles. Directories can be targeted to specialized services customized for clients or as comprehensive as 600 Agencies and over 1200 Programs for Butte County residents.



## Disaster Assistance

Butte 2-1-1 can assist with disseminating official public information during and following a community emergency or disaster.

- Emergency preparedness, supplies, kits
- Road closures, shelters, evacuations
- Recovery services
- Rumor control and public advisories

For more information, please contact us:

	<b>Need Help? Call 2-1-1</b> Your link to free and low cost community resources
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Tara Sullivan-Hames

# MENU OF SERVICES



## 2-1-1 Everyday Helpline Services

- 24/7 live help 365 days for your staff, clients & the public
  - Phone or text 2-1-1 to reach a live information specialist
  - Professional assessment, information and referral to services
  - Follow Up with vulnerable callers and to help reduce barriers
  - Public transit information and trip planning on B-Line
  - Multilingual, confidential 2-1-1 Information Specialist service
  - Updated comprehensive community resource database
  - Public web site with free searchable resource database
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## 2-1-1 Texting Platform

Texting provides a consistent message for communicating resource information, client reminders, or prevention and education messaging. Create static or seasonal real time messages. There are two customizable options:

- Same message out to recipients at same time
- Preset, sequential messages



## 2-1-1 Customized Call Routing

Use the 2-1-1 number to direct the general public to services.

- Callers can select an easy menu option to connect directly with specialized information lines
- Callers transfer seamlessly from 2-1-1 to an agency's preset destination



## Pre-Screening and Navigation

Butte 2-1-1 can conduct pre-screening for programs and services. In partnership with other agencies we can:

- Identify best referral pathways and establish protocols for warm hand offs
- Use built-in screening tools and data forms that are forwarded to program intake
- Provide over the phone online application assistance and follow up



## Data Reporting

Butte 211 can also:

- Report out the number of referrals to various programs or services
- Share demographic data on callers referred to programs
- Identify unmet needs in the community
- Help with data for grant writing purposes

-more-