

Butte 2-1-1 Overview



What is 2-1-1?

- It is a simple 3-digit phone number that connects people with essential health and human services.
- Services are available 24-hours a day, 7 days a week, by dialing 2-1-1 from a cell phone or landline.
- 2-1-1 offers help to all Butte County residents. Callers connect to a wide variety of community services such as housing, food, shelter, counseling, children's services, job training, transportation, veteran's services, prevention programs, and health care.
- **2-1-1 is a free, multilingual, and confidential service.**

Who provides 2-1-1 services?

- More than 93% of California's population in 37 counties, and 91% of the U.S. population in all 50 states, has access to 211.
- In Butte County, Help Central Inc., a local non-profit organization, is authorized by the California Public Utilities Commission (CPUC) to provide 2-1-1 services.
- Butte 2-1-1 activated in the fall of 2013 and has served more than **23,000** Butte County residents to date. The Butte 2-1-1 web site averages **30,000** visits and more than **17,000** searches for health and human services each year.
- Butte 2-1-1's Information and Referral Specialists assist callers through live telephone help and two-way text messaging. Specialists are trained in assessing the needs of the caller and use a comprehensive database to provide the caller with service options and referrals.

Benefits of 2-1-1

- 2-1-1 simplifies and streamlines public access to services; **it is the entry point for connecting people to all types of help and assistance.**
- Butte 2-1-1 maintains the comprehensive public database of health and human services for Butte County.
- 2-1-1 helps with providing accurate public information during and after **local community emergencies or disasters.**
- 2-1-1 can track and provide community data to identify gaps in services and to help target effective responses for the communities' neediest populations.
- In some areas, 2-1-1 eliminates up to 50% of inappropriate, non-emergency calls to 911.
- 2-1-1 reduces duplication of agency efforts and costs to maintain accurate and current community resource information.
- 2-1-1 is a collaborative effort that facilitates partnerships between agencies.