211 California Annual Report 2022

211 California hereby files this Annual Report to the Director of the Communications Division of the California Public Utilities Commission pursuant to Decision 11-09-016, Appendix A.

I. **Discussion of Lead Entity's Compliance with these and all other rules governing the performance of its duties:**

211 California certifies that it was in compliance with the requirements set forth for the Board of Directors under section 2.a.i - 2.a.v and 2.b.i during 2022.

List of Board of Directors for 2022:
1. Maribel Marin, Executive Director, 211 Los Angeles County and President, CAIRS
2. Kelly Brown, Community Information Officer, 211 Ventura County
3. Greg Cox, Board of Supervisors, San Diego
4. Richard Abrusci, President and CEO, Goodwill Industries Sacramento Valley & N. Nevada (211 Sacramento and 211 Yolo)
5. Kelly Long, Board of Supervisors - Ventura County
6. Tara Sullivan-Hames, Executive Director, Help Central Inc./Butte Glenn 211
7. Camey Christenson, Chief Business Development Officer, 211/CIE San Diego
8. Shirli Driz, Business Consultant
9. Larry Olmstead, President & CEO, United Way of Northern California

II. **Review of activities performed in the past calendar year, including but not limited to those listed below in Item 5 of these rules:**

A. **Overseeing and monitoring the implementation of Alliance of Information and Referral Systems (AIRS) Standards, and any additional California-specific quality guidelines and performance requirements that 211 service providers develop with the Lead Entity:**
Monitored the adherence to AIRS Standards through tracking agency accreditations via annual communications with AIRS on agency Accreditation and staff Certifications.
211 of LA County and 2-1-1 San Bernardino County/Inland Empire United Way renewed their accreditation in 2022.

B. **Organizing a network for coordinated, mutual assistance response when faced with a local or regional disaster or emergency that would lead 211 call centers to receive more calls than they are able to answer:**
Organized and held 211 network meetings that included coordinating mutual assistance response for local or regional disasters or emergencies:
1. January 12, 2022 Joint Board/Network Collaborative Meeting

2. February 9, 2022 Joint Board/Network Collaborative Meeting
3. March 9, 2022 Joint Board/Network Collaborative Meeting
4. April 13, 2022 Joint Board/Network Collaborative Meeting
5. May 12, 2022 Joint Board/Network Collaborative Meeting
6. June 8, 2022 Joint Board/Network Collaborative Meeting
7. July 13, 2022 Joint Board/Network Collaborative Meeting
8. August 2022 Board of Directors Retreat
9. September 14, 2022 Joint Board/Network Collaborative Meeting
10. November 19, 2022 Joint Board/Network Collaborative Meeting
11. December 14, 2022 Joint Board/Network Collaborative Meeting

C. **Soliciting, allocating, and managing funding for statewide 211 activities:**
Conversations continued with many stakeholders as to the future of 211 funding including CalOES, CalFIRE and the California Department of Public Health. As of 2022 211 CA continues to partner with PGE and SCE to deliver PSPS (Public Safety Power Shutoffs) programming and services that are delivered by local 211s statewide in those utility service areas. 211 CA also continued its contract through March 2022 with California Coverage & Health Initiatives ("CCHI") to provide health insurance referrals to CCHI's member organizations as well as provide administrative support to contracted local 211 agencies for the purposes of requiring monthly health insurance referral reports. In 2022 211 CA entered into contract with 211 LA (funding received through California Dept. of Civil Rights) to implement a statewide CA vs. Hate hotline to report hate crimes and provide Care Coordination and support to callers through that process. During COVID 211s received funding through CDPH as subcontractors of United Ways of California and other agencies for pandemic information and referral. Also during COVID 211 implemented statewide services in response to the pandemic for disaster-only 211 service.

D. **Determining methods for assuring coverage in counties not yet served by 211:**
The CPUC chose to manage the SB1212 implementation process independently instead of in partnership through 211 CA as was originally planned. The CPUC issued their own Request for Proposals to bring disaster coverage to those not served. During COVID 211 implemented statewide services in response to the pandemic for disaster only 211 service where there was no previous 211 services available.

211 CA continued through the year to be engaged with all unserved counties and their stakeholders to educate them and assist in their future implementation as well as encourage the development of full 211 systems in those counties.

E. **Negotiating on behalf of 211 service providers with statewide and regional agencies and organizations that may be interested in contracting for services that span more**

than one 211 call center coverage area:
Ongoing development and implementation of a multi-county collaboration with transportation authorities for 211 Ride, a portal that contains both the daily public transportation schedule for all public transportation services and the 211 database transportation resources like all dial-a-ride, shuttles, etc. Current Counties participating in this project include Riverside, San Bernardino, Los Angeles, Orange, and Contra Costa Counties. During COVID 211s worked collaboratively to provide services statewide and to provide CDPH with daily data reports for referrals and needs.

F. **Providing oversight and management to those statewide and regional contracts that are established:**
211 CA provided fiscal management and administration of the PGE, SCE, CCHI and CA vs. Hate contracts.

G. **Collecting, analyzing and reporting data regarding call volume and outcomes, contract monitoring, staff training, quality control, gap analysis, and other areas as mutually agreed:**
211 CA produced data reports on problem needs, and 2-1-1 calls/texts/emails handled annually by each 211 state-wide entity and overall. During COVID 211 produced data reports daily to CDPH on referrals and problem needs. 211 also reported on PSPS, CA vs. Hate and CCHI data to respective funders. 211 representatives visited multiple call centers to understand their training, quality standards, and challenges. Through 211 CA, individual 211 systems were able to share and receive input/feedback on efficiencies.

H. **Setting up a redundant statewide telecommunications systems through the 211 Emergency Network operating in California:**
As part of the SCE and PGE PSPS contracts, network wide emergency mutual assistance systems and processes were developed and tested with participating local 211s.

I. **Because Emergency Response and Recovery Only 211 services are complementary to first responder and other emergency services, coordination is primarily focused around procurement and/or verification of information that needs to be communicated to impacted residents and the general public. In addition to receiving California Emergency Management Agency incident reports, a Lead Entity will work to get placed on the alert notification systems or web based emergency operations center (Web EOC) management databases of local emergency management agencies in unserved areas. A Lead Entity will communicate with these local emergency management agencies to inform them in the event of a disaster, the statewide 211 network has been activated so that they can alert and inform the public about 211 service availability.**

Coordinated with EOCs from multiple counties, local 211s and CDPH regarding various COVID, fire, weather, disaster and other public health related events.

J. Perform call analysis and assess effectiveness and penetration of disaster related information within county or locality served:
Daily referrals and problem needs data reports were provided during COVID to CDPH.

K. Act as liaison with governmental, non-governmental, and voluntary organizations that 211 service providers work with during both normal periods and emergencies:
Acted as a liaison with organizations such as California State Association of Counties, California State Sheriffs Association, Rural Counties Representative of California, CalFire, United Way WorldWide, United Ways of CA, Salvation Army and others.

Provided advocacy and consultation to multiple state and locally elected officials.

L. Ensure that the public is aware of 211 service during an emergency, develop a redundant statewide 211 telecommunications system throughout California:
Presented multiple times to local elected and appointed officials in an effort to educate the public to use the 211 system during an emergency in lieu of offering multiple ten-digit numbers. Participating in post-emergency debriefs with multiple counties on their use of the 211 networks. As part of the PSPS contracts with PGE and SCE, marketing and outreach was conducted in the utility service coverage territories via texts, flyers, emails, social media posts and other methods to educate and inform on 211 services and on how to plan and prepare for Public Safety Power Shutoffs, wildfires and other disasters.

M. In order to ensure the provision of the 211 service during an emergency, develop a redundant statewide 211 telecommunications system throughout California:
During each disaster, the 211 CA network was fully activated to assist in the handling of overflow call and texting services.

N. Develop an infrastructure and trained staff familiar with the populations that will be served by 211 during both normal periods and emergencies:
Open communication via email updates and network calls amongst 211 CA network members to ensure all stakeholders and other call centers assisting were fully trained and informed.

III. Within 60 days of the end of a declared emergency, a Lead Entity must electronically serve any reports issued to other agencies by it and its members regarding a specific declared emergency, to the Director of Communications Division and its successor divisions.
Received after action reports were properly served to the CPUC and are attached herein.

Sacramento County Warming Spaces Needs and Referrals December 28, 2022 through January 19, 2023

Capitol City Seventh-Day Adventist Church — 370

Union Gospel Mission Sacramento — 276

2·1·1 Sacramento

957 Unique Calls

1,217 Expressed Need

1,453 Referrals Made

CAS Shelter — 219

The Outreach and Engagement Cen... — 150

North 5th Street S... — 84

Trinity Episcopal Cathedral — 31

Meadowview Women's S... — 29

Shelter Sacramento — 26

X Street Navigation C... — 26

Evacuation Centers — 25

North A Street Shelter — 25

Central Library — 20

Rancho Cordova ... — 20

Saint John's Luth... — 11

Howe Park Com...

Arcade... — 9

Coloni... — 9

McKinl... — 9

Sacram... — 9

Southgate ... — 8

Nort... — 5

Ar... — 4

Co... — 4

Del... — 4

City of Sac...

Depar...

Elk...

Ell...

Ra...

North Hig...

The G...

Syl...

Westminst...

Winte...

City of Ref...

City o...

Referrals Made
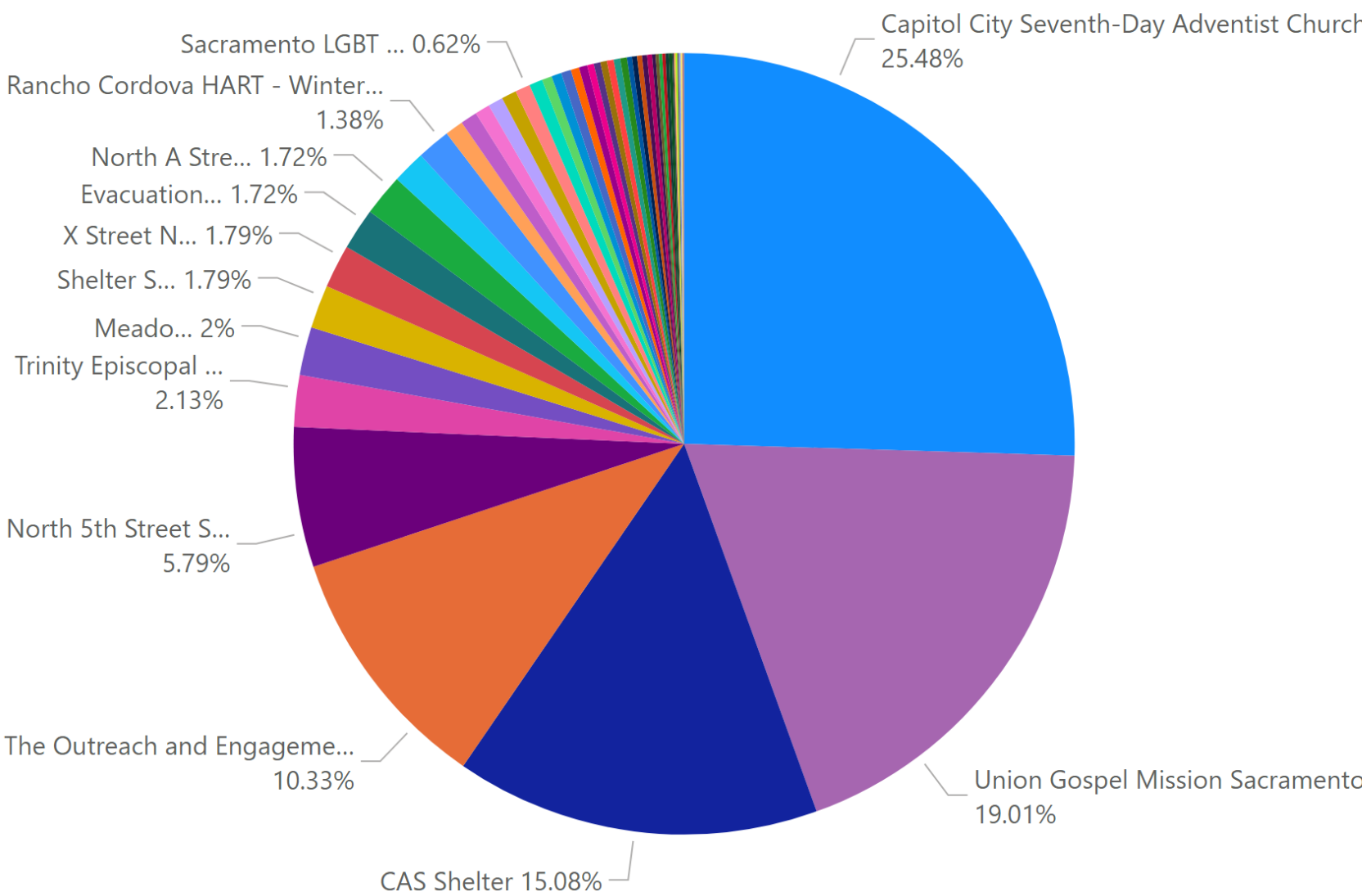
WarmingSite	Count
Capitol City Seventh-Day Adventist Church	370
Union Gospel Mission Sacramento	276
CAS Shelter	219
The Outreach and Engagement Center	150
North 5th Street Shelter Lobby	84
Trinity Episcopal Cathedral	31
Meadowview Women's Shelter	29
Shelter Sacramento	26
X Street Navigation Center	26
Evacuation Centers	25
North A Street Shelter	25
Central Library	20
Rancho Cordova HART - Winter Shelter Program Intake Site	20
Saint John's Lutheran Church	11
Howe Park Community Center	10
Arcade Library	9
Colonial Heights Library	9
McKinley Library	9
Sacramento LGBT Community Center	9
Southgate Library	8
City of Sacramento - Sam and Bonnie Pannell Community Center	6
North Highlands - Antelope Library	6
Westminster Presbyterian Church	6
City of Refuge	5
North Sacramento - Hagginwood Library	5
Arden-Dimick Library	4
Common Ground Shelter	4
Del Paso Heights Library	4
Department of Human Assistance - 28th Street	4
The Grove Shelter	4
Winter Shelter - HART of Folsom - Site: Winter Shelter - Intake	4
City of Sacramento - Hart Senior Center	3
Elk Grove Library	3
Ella K. McClatchy Library	3
Rancho Cordova Library	3
Total	**1,452**

Callers by Postal Code

957
Unique Calls
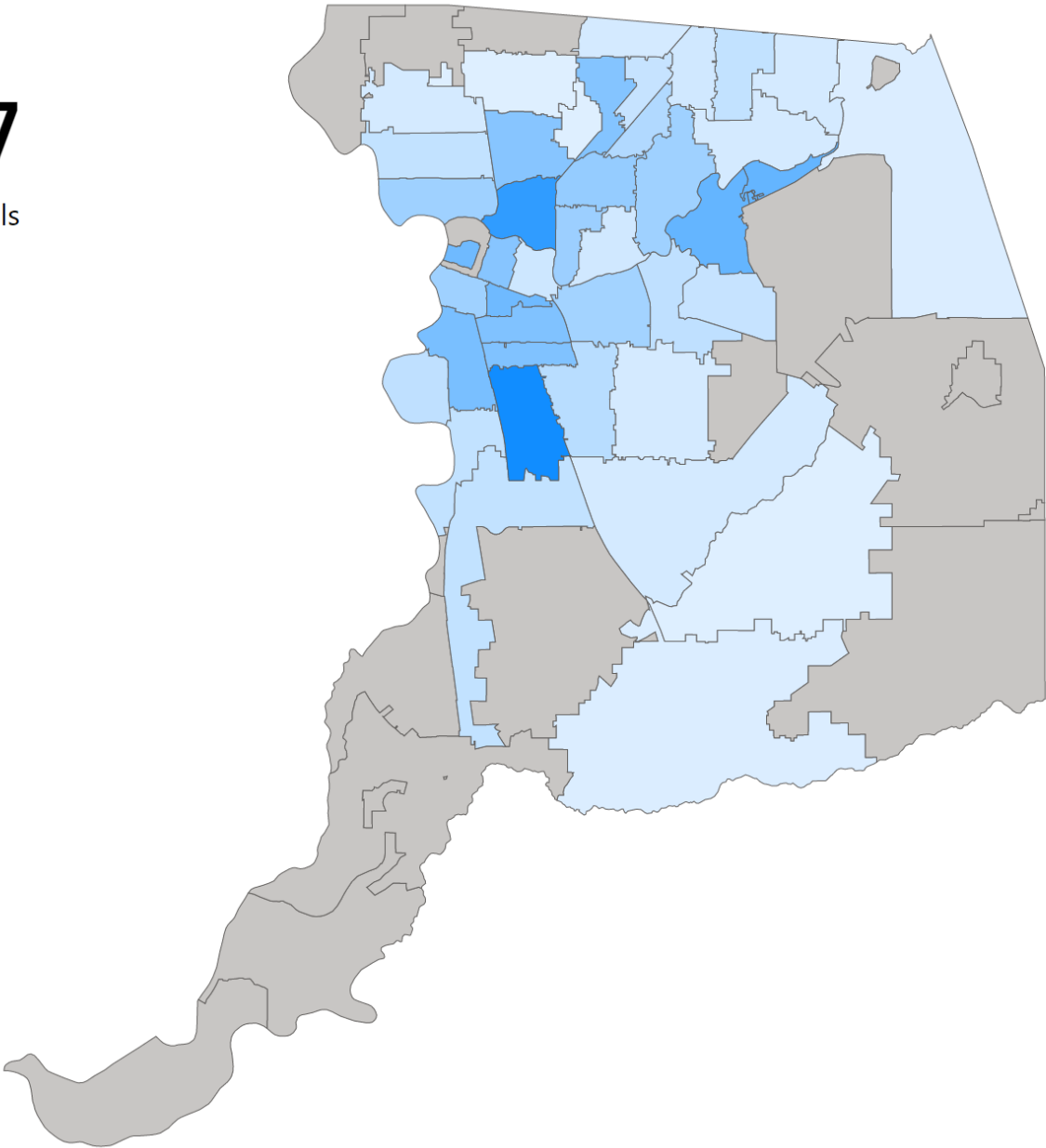
PostalCode	Count
95823	60
95815	51
95670	36
95814	33
95817	33
95822	30
95820	28
95824	28
95660	27
95816	26
95838	26
95821	22
95825	20
95608	19
95818	19
95833	19
95826	18
95841	14
95828	12
95827	10
95831	10

PostalCode	Count
95610	9
95758	9
95832	9
95834	9
95655	8
95842	8
95819	6
95621	5
95864	5
95624	4
95628	4
95662	4
95829	4
95835	4
95843	4
95812	3
95630	2
95632	2
95652	1
95673	1
95693	1

Web Page Views by Day

2,822
Total Web Page Views

Caller Age

- 18-20 4.2%
- 65+ 6.02%
- 60-64 7.42%
- 21-29 14.71%
- 30-39 19.33%
- 40-49 21.43%
- 50-59 26.75%

Age	Count
0-17	1
18-20	30
21-29	105
30-39	138
40-49	153
50-59	191
60-64	53
65+	43
Total	**714**

Caller Gender

- Trans Male 0.38%
- Male 41.26%
- Female 58.24%

Gender	Count
Female	463
Male	328
Trans Male	3
Trans Female	1
Total	**795**

Caller Ethnicity/Race

African American/Black 40.92%

Asian 0.84%

Other 3.13%

Multi-ethnic 9.39%

Hispanic /... 11.48%

Caucasian 30.69%

Ethnicity	Count
African American/Black	196
Caucasian	147
Hispanic / Latino	55
Multi-ethnic	45
Other	15
Pacific Islander / Native Hawaiian	8
Native American	6
Asian	4
Middle Eastern	2
Russian / Slavic	1
Total	**479**

Caller Language

Spanish 0.52%

English 99.37%

Language	Count
English	949
Spanish	5
Other	1
Total	**955**

Caller Approximate Gross Monthly Income

- No income 47.72%
- $1501 - $2000 5.37%
- $1001 - $1500 21.5%
- $501 - $1000 11.73%
- $1 - $500 9.77%
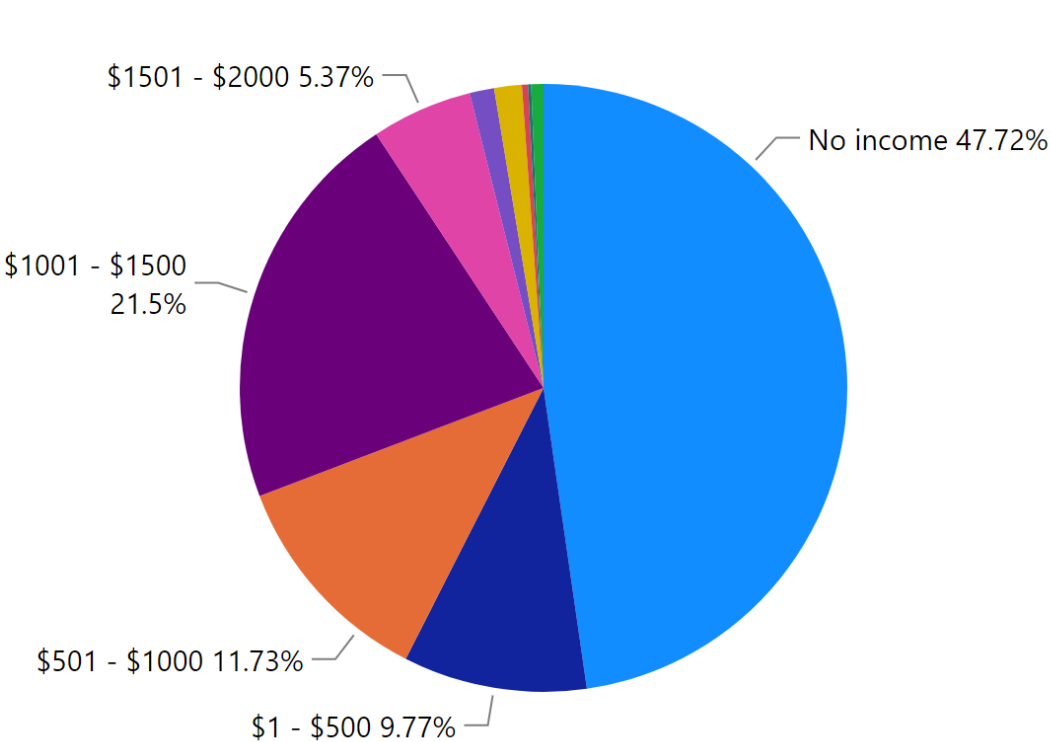
Approximate Gross Monthly Income	Count
No income	293
$1 - $500	60
$501 - $1000	72
$1001 - $1500	132
$1501 - $2000	33
$2001 - $2500	8
$2501 - $3000	9
$3501 - $4000	2
$4001 - $4500	1
More than $5000	4
Total	**614**

Caller Main Source of Income

- SS 3.55%
- None 0.15%
- Other 3.85%
- SSDI (SSD) 5.47%
- TANF (CalWORKs) 6.21%
- General Assist... 6.21%
- Job 8.73%
- SSI 17.9%
- No current source of in... 44.53%
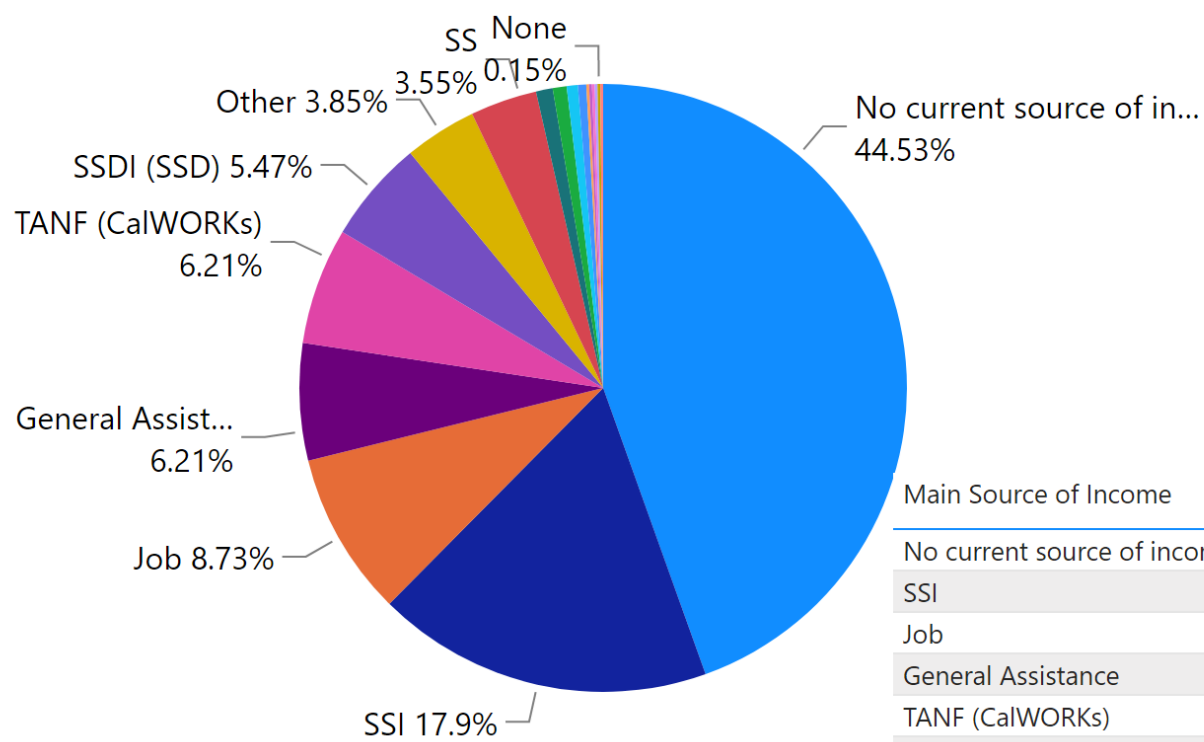
Main Source of Income	Count
No current source of income	301
SSI	121
Job	59
General Assistance	42
TANF (CalWORKs)	42
SSDI (SSD)	37
Other	26
SS	24
Self-Employed	6
Unemployment	5
Pension	4
SDI	3
AB 12 Foster Care	1
Alimony	1
Child Support	1
Insurance	1
None	1
Student Financial Aid	1
Total	**676**

CA 211 Statewide COVID-19 Response Review

January 1, 2022 to July 31, 2022

California Statewide 211 COVID-19 Call Center Response

Project Overview

- Support the California statewide COVID-19 hotline through transfers to local 211 organizations across the state

- 17 211 organizations at 14 call centers covering all counties in California

- Provide data management support, analysis, and reports to identify trends and key insights

Project Leadership

Administrative Support

Data Aggregator

Call Summary

- Between May 1, 2020 and July 31, 2022, 211s across California responded to 5.2M calls (**5,260,220 calls).**

- Between January 1, 2022 to July 31, 2022, 211s across California responded to over 1.2M calls **(1,187,047 calls),** averaging about 169,500 calls per month. Highest call volume occurred Q1 of calendar year 2022, with the highest number of calls answered in January 2022.

- Over 500 submissions were received from fourteen 211 call centers submitting for all 58 CA counties in 2022.

- While the data collection, reporting and analysis for the statewide COVID-19 hotline began in May 2020, this annual analysis is focused on calendar year 2022 year-to-date.

Total Number of Calls Answered by Month

Legend: Weekday, Weekend

Month	Total
Jan-22	213,890
Feb-22	173,334
Mar-22	194,186
Apr-22	164,206
May-22	152,641
Jun-22	146,081
Jul-22	142,709

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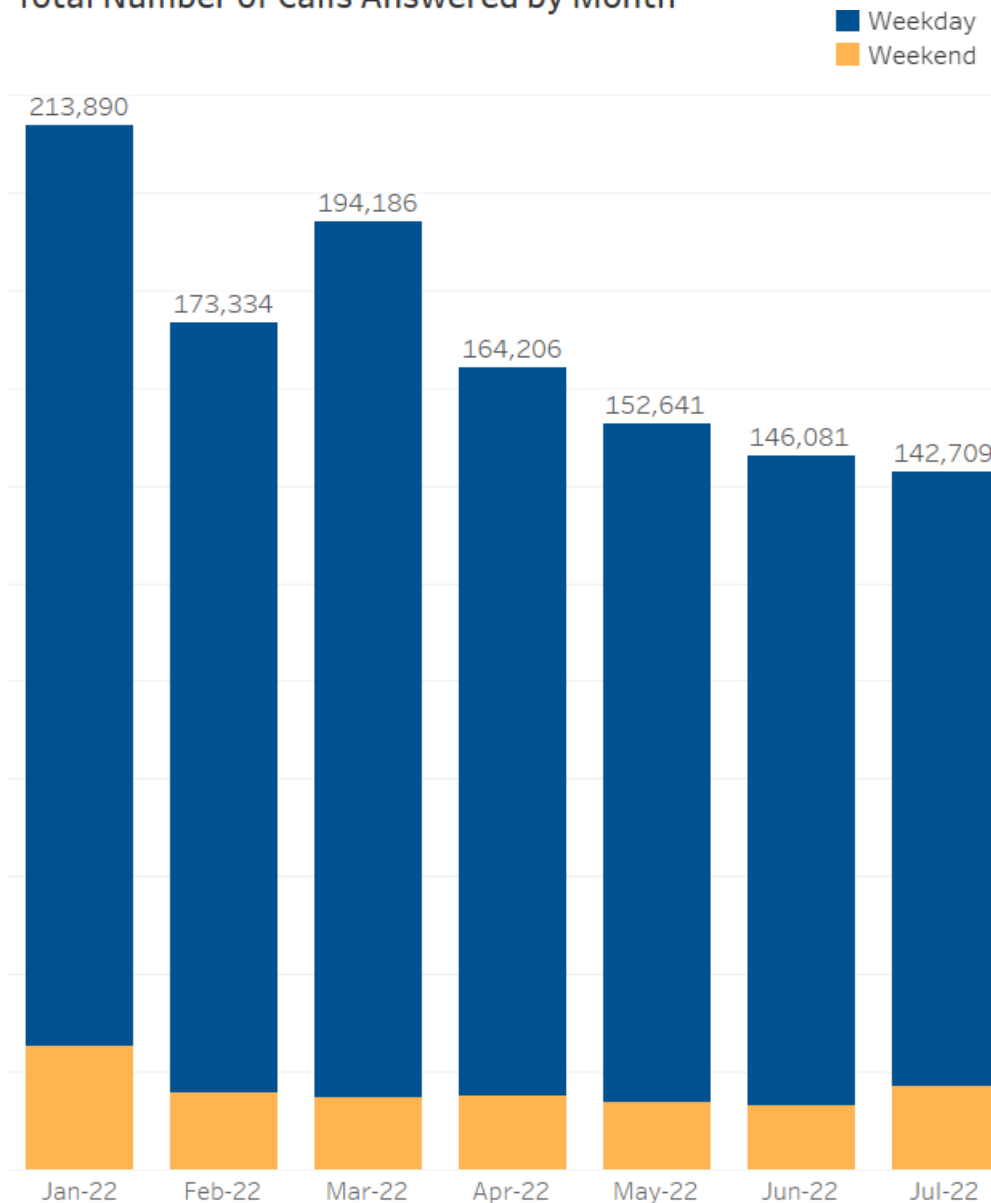
Call Volume by Region

Total Number of Calls Answered by Region
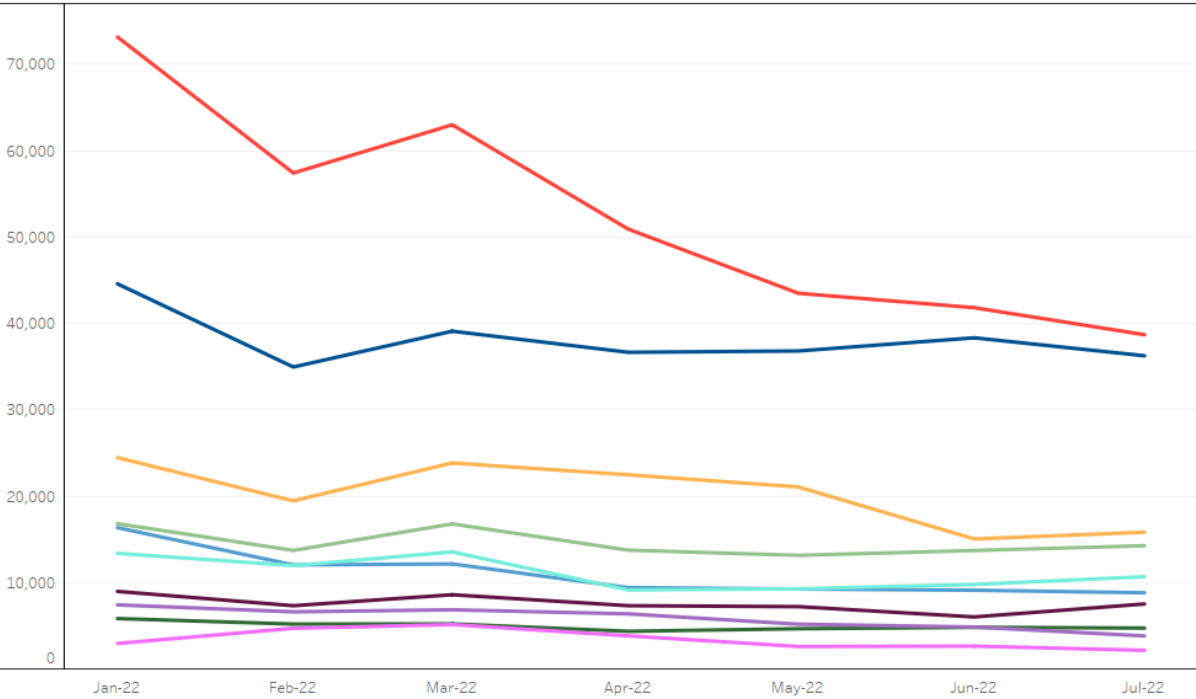
The **California Complete Count Office** (Census 2020) created groups of counties based on a few criteria such as their hard-to-count populations, like-mindedness of the counties, and capacity of local organizations within the counties. See Appendix for map and full list of counties in each region.

With 1.2M calls answered so far in 2022, call volume was highest in the earlier part of the year and lower call volume throughout the rest of the year, with similar trends across the state.

Total Calls Answered by Region in 2022

Region	Calls
San Diego - Imperial	368,485
Los Angeles County	266,679
Inland Empire	142,158
San Francisco Bay Area	102,167
Orange County	77,735
Superior California	77,117
Southern San Joaquin Valley	52,921
Central Coast	41,058
Northern San Joaquin Valley	34,760
North Coast	23,967

Overall Need Trends

Overall Need Distribution
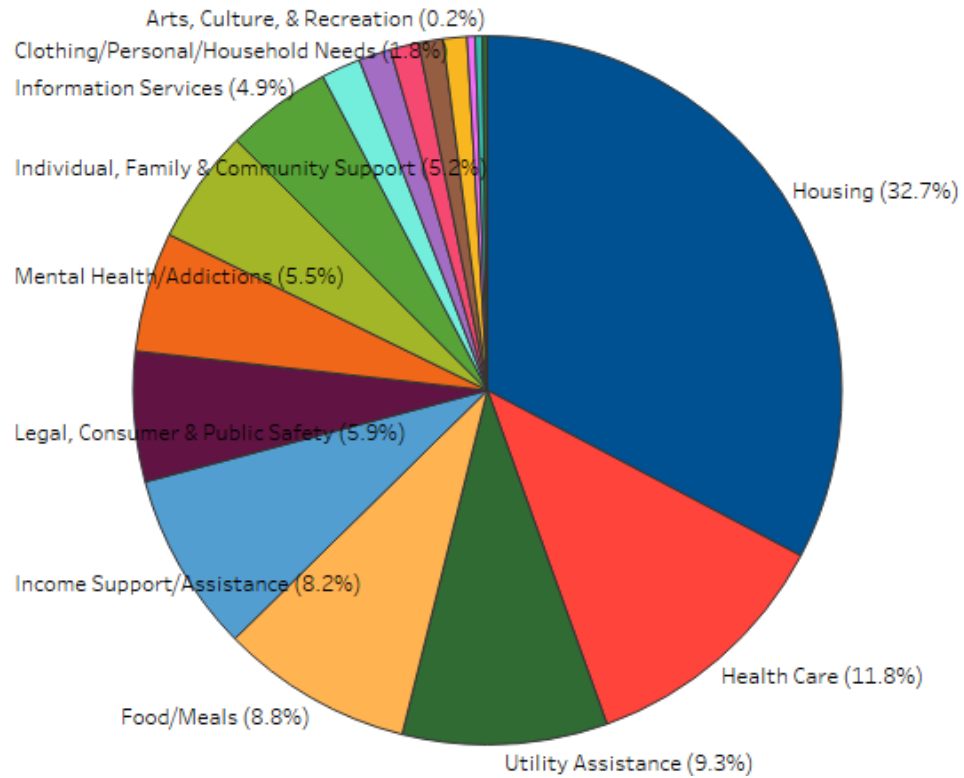
Top 5 Needs
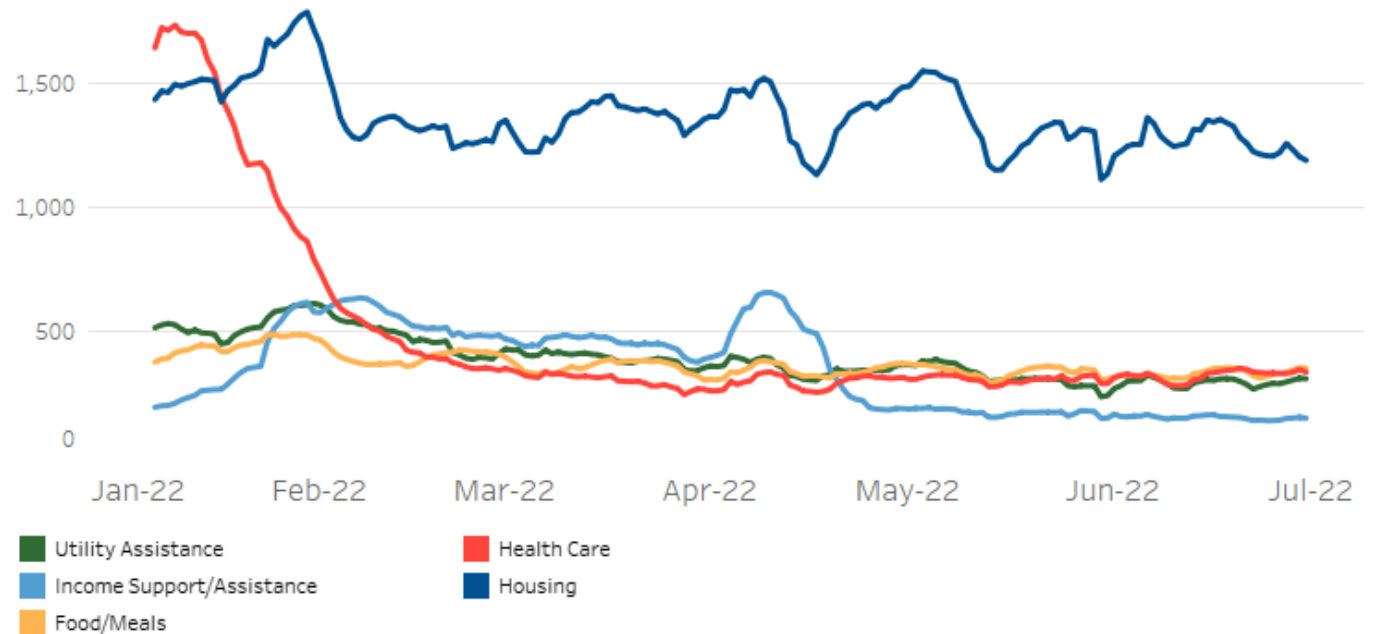
The top 5 needs make up 71% of all needs across the state. Health care assistance was the top need in January 2022 and later dropped substantially, while housing assistance represented the top need overall since February 2022.

Housing

- Overall, housing assistance represented the top common need between January and July 2022, accounting for 33% of all needs across the state. Housing assistance needs in 2022 were higher compared to 2021 (22% of all needs between January and July 2022).

- The need for housing assistance has remained steady for 2022, with housing expense assistance as the top housing need.

- Areas that showed an increased need for housing assistance between June and July 2022 include North Coast and Northern San Joaquin Valley, while Los Angeles showed a sharp peak of housing assistance in July 2022.

AIRS Needs Volume for Top 5 Needs

Housing

AIRS Need Volume for Top 5 Subcategories

Housing Expense Assistance   Emergency Shelter   Residential Housing Options
At Risk/Homeless Housing Rel..   Housing Search and Informati..

6
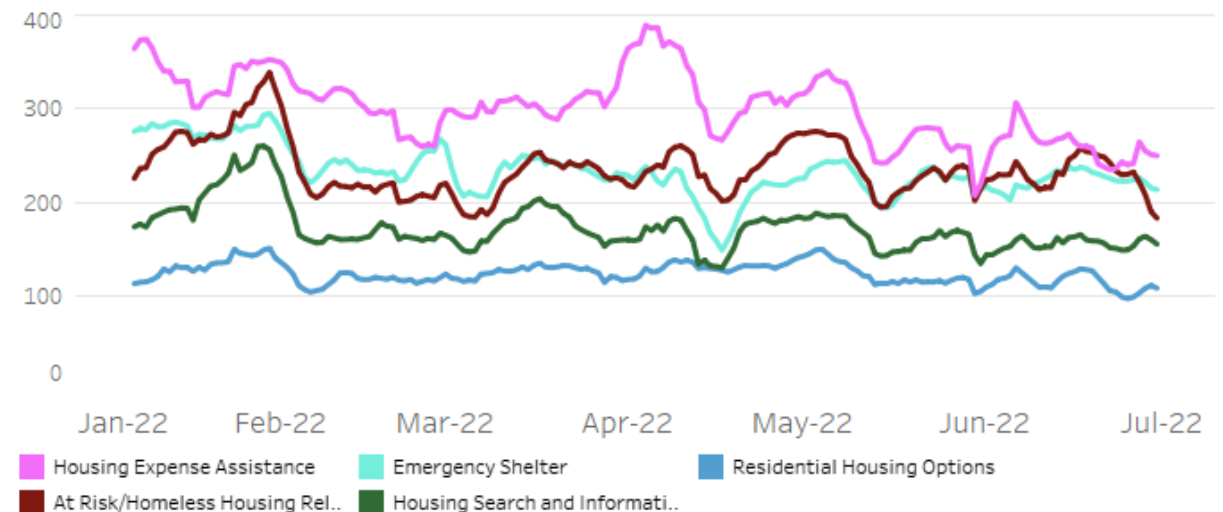
Health Care

AIRS Needs Volume for Top 5 Needs

Health Care

AIRS Need Volume for Top 5 Subcategories

- Health Screening/Diagnostic S..
- Specialized Treatment and Pre..
- Public Assistance Programs
- Health Supportive Services
- Public Health
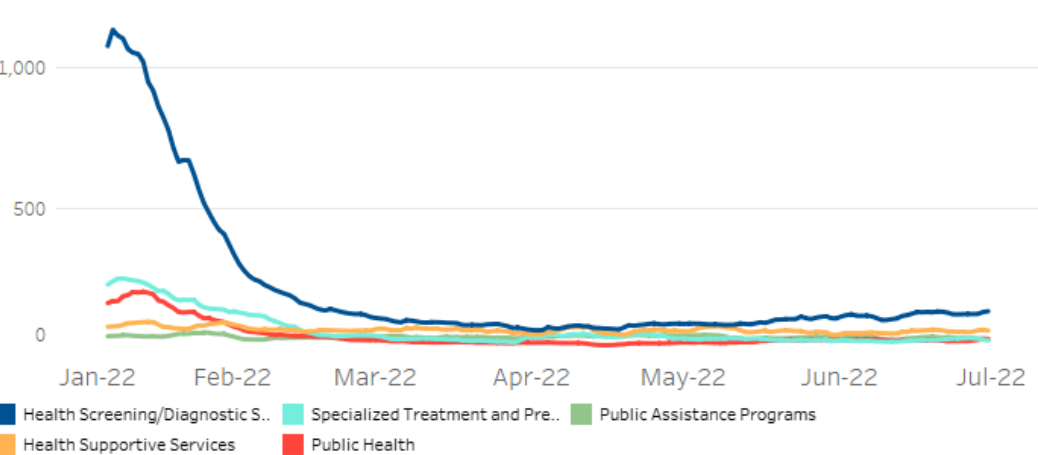
Health care represented 11% of all needs for the first seven months of 2022, which was much lower compared to 2021 (32% of all needs between January and July 2021). In 2022, COVID-19 testing accounted for 43% of health care needs, while 2021 was more focused on vaccine assistance.

There was a peak of needs related to COVID-19 testing at the start of the year which closely aligns with confirmed cases in CA.

Confirmed Cases in CA
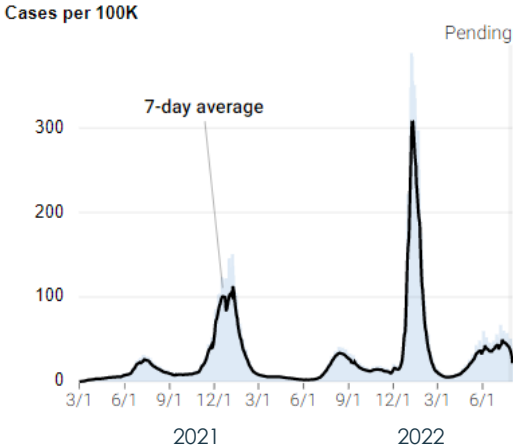
Source: https://covid19.ca.gov/state-dashboard/

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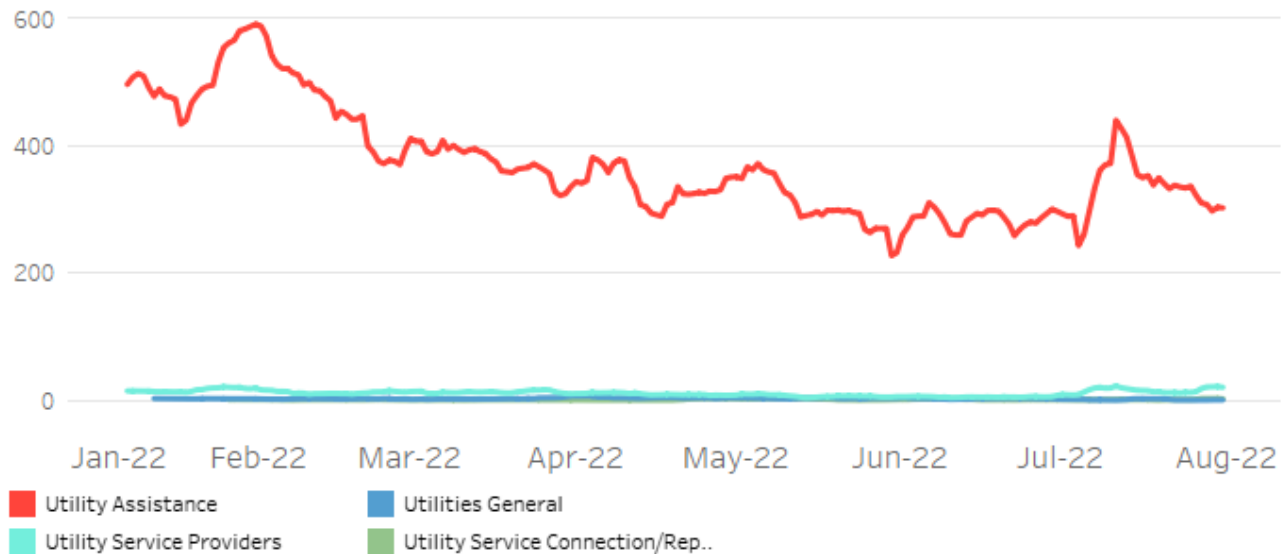
Utility Assistance

- Overall, utility assistance accounted for 9% of all needs between January and July 2022, which was similar to the previous year.

- The need for utility assistance was the highest in February 2022 and has slowly decreased throughout the year, with a small peak of needs in July 2022.

- Gas and electric service payment assistance or discounted bill programs comprised of the top needs for utility assistance.

- The need for utility assistance increased in July 2022 for Los Angeles, Inland Empire and Southern San Joaquin Valley regions.

- In the Northern San Joaquin Valley region, utility assistance needs slowly increased between April and July 2022.

Food

- Overall, food/meals represented about 9% of all needs between January and July 2022, similar to the previous year.

- Nutrition related public assistance programs accounted for almost half of all food needs and emergency food accounted for about 40% of all food needs.

- Programs including food stamps and SNAP applications were highest in January 2022 and gradually decreased throughout the year.

- The need for emergency food assistance rose in the Los Angeles, Northern San Joaquin Valley, Southern San Joaquin Valley and San Francisco Bay Area regions in July 2022, while the need for nutrition related public assistance programs rose in the North Coast region.

AIRS Needs Volume for Top 5 Needs
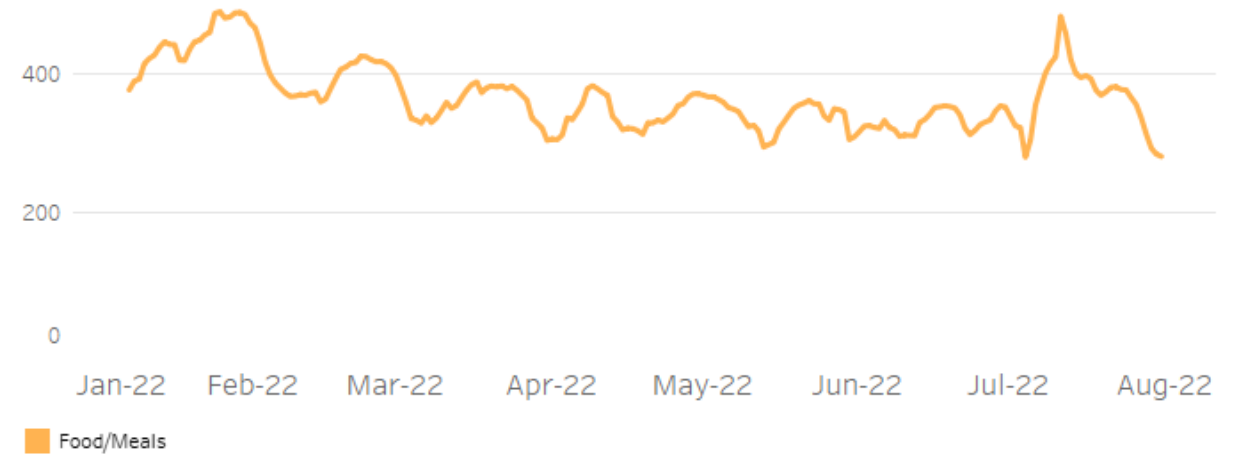
Food/Meals

AIRS Need Volume for Top 5 Subcategories

Nutrition Related Public Assist..   Meals   Food Collection and Storage

Emergency Food   Food Outlets

AIRS Needs Volume for Top 5 Needs

■ Income Support/Assistance

AIRS Need Volume for Top 5 Subcategories
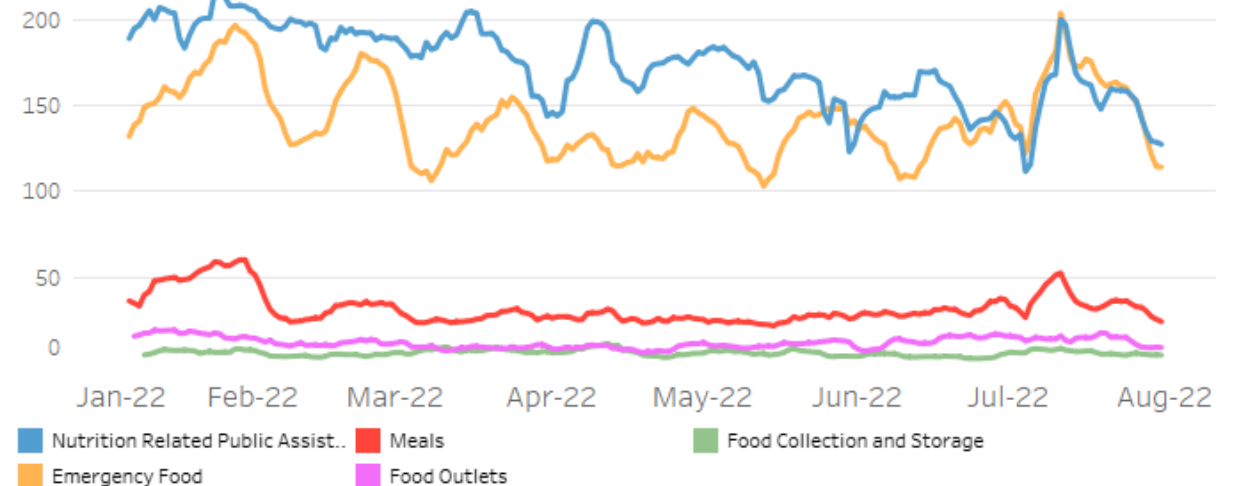
■ Tax Organizations and Services ■ Temporary Financial Assistance ■ Money Management
■ Public Assistance Programs ■ Social Insurance Programs
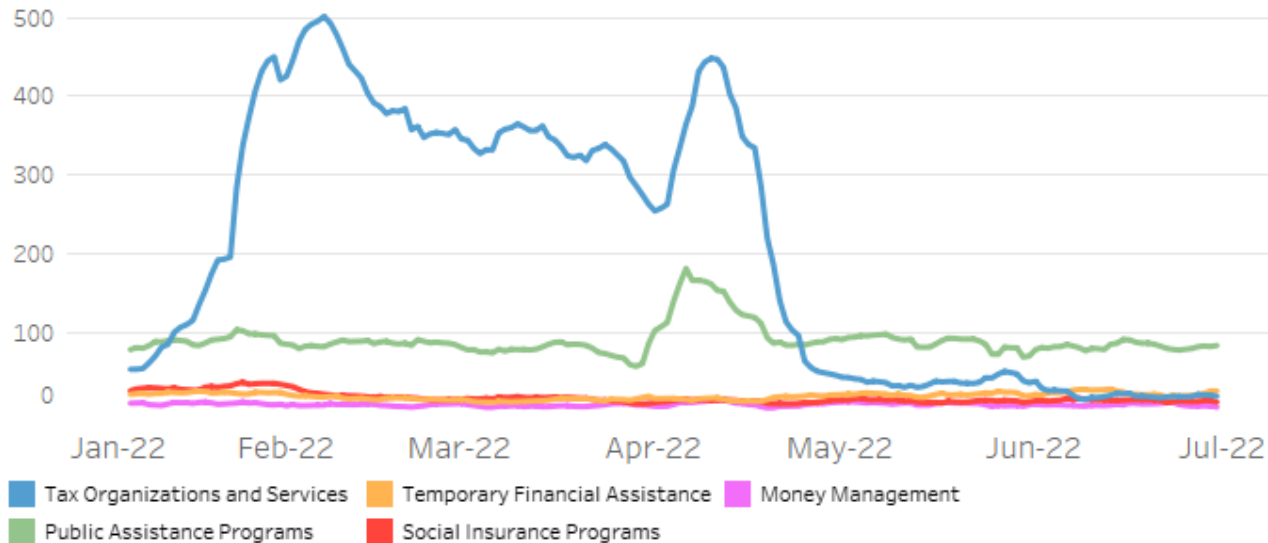
Income Support and Assistance

- Overall, income support and assistance accounted for about 8% of all needs, between January and July 2022, similar to the previous year.

- Tax organizations and services accounted for more than half of the income support and assistance needs between January and May 2022, which was similar across the state.

- There was a small peak of need for public assistance programs in April 2022, with Los Angeles County as the primary contributor to the need.

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Mental Health & Addictions

- Overall, mental health and addictions accounted for 6% of all needs between January and July 2022, similar to the previous year. Substance use disorder services contribute 41% within this category, following 38% of mental health assessment and treatment.

- In May 2021, many 211s across the state partnered with CA Smokers' Helpline to screen and refer interested callers to a smoking cessation program. These referrals were highest in the earlier part of the year, declined for most of the year, but dramatically rose in July 2022.

- Areas that experienced an increase in the need for mental health and addictions in July 2022 include Central Coast and Los Angeles regions.

- In the San Francisco Bay Area region and Superior California regions, substance use disorder services increased between April and July 2022.

AIRS Needs Volume for Top 5 Needs

Mental Health/Addictions

AIRS Need Volume for Top 5 Subcategories

Substance Use Disorder Servic.. | Counseling Settings | Mental Health Support Services
Mental Health Assessment an.. | Mental Health Care Facilities

Top Needs by Race

Top Needs by Age

Older adults (50+) showed the highest prevalence of health care needs at the beginning of the year.
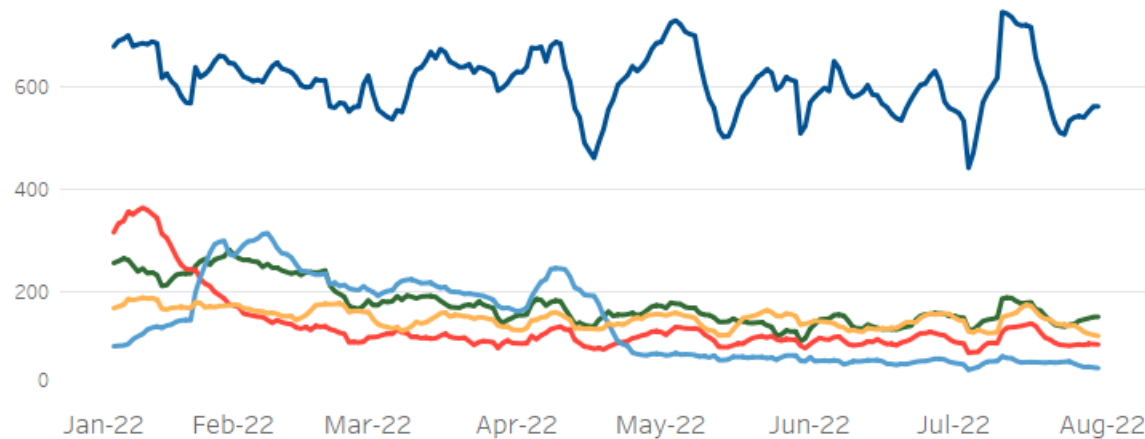
Housing needs were similar across all age groups for most of the year.

The need for Income Support and Assistance were most common among the 65+ age group in the first half of the year.
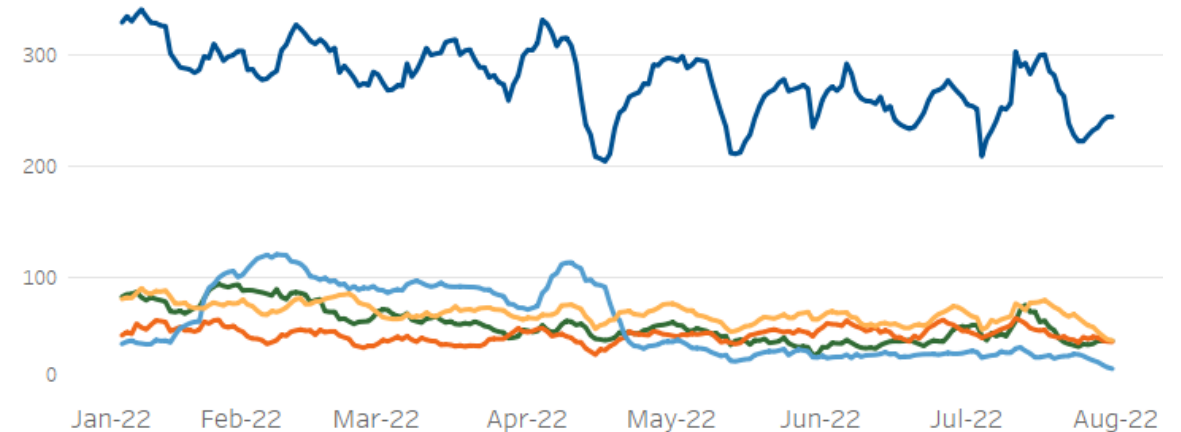
13

Top Needs by Gender

- 70% of callers were women in 2022 which were similar to the previous year.
- Needs in 2022 were similar between the genders. There were not enough data to display trends for callers identifying as non-binary.

Appendix | CA Counties by Region

The **California Complete Count Office** (Census 2020) created the following groups of counties based on a few criteria such as their hard-to-count populations, like-mindedness of the counties, and capacity of local organizations within the counties. The following analysis utilizes these regions. See below for list of counties by region.

Region	Counties
Central Coast	Monterey San Benito San Luis Obispo Santa Barbara Santa Cruz Ventura
Inland Empire	Riverside San Bernardino
Los Angeles County	Los Angeles
North Coast	Del Norte Humboldt Lake Mendocino Napa Sonoma Trinity
Northern San Joaquin Valley	Alpine Amador Calaveras Madera Mariposa Merced Mono San Joaquin Stanislaus Tuolumne
Orange County	Orange
San Diego - Imperial	Imperial San Diego
San Francisco Bay Area	Alameda Contra Costa Marin San Francisco San Mateo Santa Clara Solano
Southern San Joaquin Valley	Fresno Inyo Kern Kings Tulare
Superior California	Butte Colusa El Dorado Glenn Lassen Modoc Nevada Placer Plumas Sacramento Shasta Sierra Siskiyou Sutter Tehama Yolo Yuba

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Appendix | Notes

- Data may not align with individual 211 reporting, as definitions for needs and demographic categories have been adjusted in this analysis to find commonalities across each reporting site.
- Demographic percentages are displayed out of total known responses. Not all demographic responses could be recoded into similar categories. Demographics are compared without missing data to allow for comparisons among known data distributions that are not over-shadowed by missing or uncollected data.
- Need data do not represent unique callers. Callers may have one or more need. The number of needs was selected to allow for consistency across 211s. Need direction, relative magnitude, and percentages of total need can be used to draw conclusions on prevalence and emergence.
- Need sub-categories grouped at various levels to display most meaningful descriptions.
- Needs data are often indicators of resource availability (e.g. if there is a resource, a referral can be provided and a need documented). As such, peaks and valleys in need trends may also be indicators of regional resource availability fluctuations.