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“Get Connected. Get Help”

Our Mission
Our mission is to connect Santa Cruz County’s most vulnerable with the health and human service resources they need.

Our Values
Respect and compassion for all people Excellent customer service
Community benefit is at the forefront of all we do Entrepreneurial, collaborative and innovative spirit Efficient and sustainable services Integrity in all we pursue and provide.
Our Impact in 2019

211’s impact is captured by the number of connections that are made to resources through our phone service, our website, and through our community partners. The numbers captured through our database not only show us who called 211 and how we’ve helped them but it also helps give us a glimpse into what the needs are specific to our community.

- 400 Number of distinct calls
- 470 Number of referrals
- 49% Received referrals via text
Why People Call 211

Top 5 Needs of Santa Cruz County

- Health Care: 9.4%
- Mental Health/ Addictions: 12.1%
- Legal Consumer and Public Safety Service: 18.7%
- Income Support/Assistance: 12.7%
- Housing: 47.1%
Referred Resources

Count of referrals to resources - 1/1/2019 to 12/31/2019

As of 2/10/2020

- Community Action Board (CAB) - 31
- Family Supportive Services - 28
- Low Income Housing - 21
- Community Services & Workforce Development - 21
- Rental Assistance - 20
- California Rural Legal Assistance, Inc. - 17
- The Salvation Army Hollister Corps - 12
- Central Coast Energy Services, INC. - 11
- AJCC (M W) - 10
- Affordable Housing Services - 10
# Financials

**Sponsorship**
- First 5 of San Benito County: $5,000
- San Benito County Health & Human Services: $5,000
- San Benito County Office of Emergency Services: $5,000
- City of Hollister: $3,000
- PG&E: $2,500

**Total Sponsorship**: $20,500

**Expenses Call Center**: $430
- Local staff salaries and benefits: $12,000
- Outreach materials: $5,000

**Accounting and Administration**: $3,070

**Total Expenses**: $20,500
Thank you.

We are grateful to our funders-

City of Hollister
First 5 San Benito
PG&E Corporation
San Benito County Office of Emergency Services
San Benito County Health and Human Services
Individual donors