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211 TEHAMA ANNUAL REPORT

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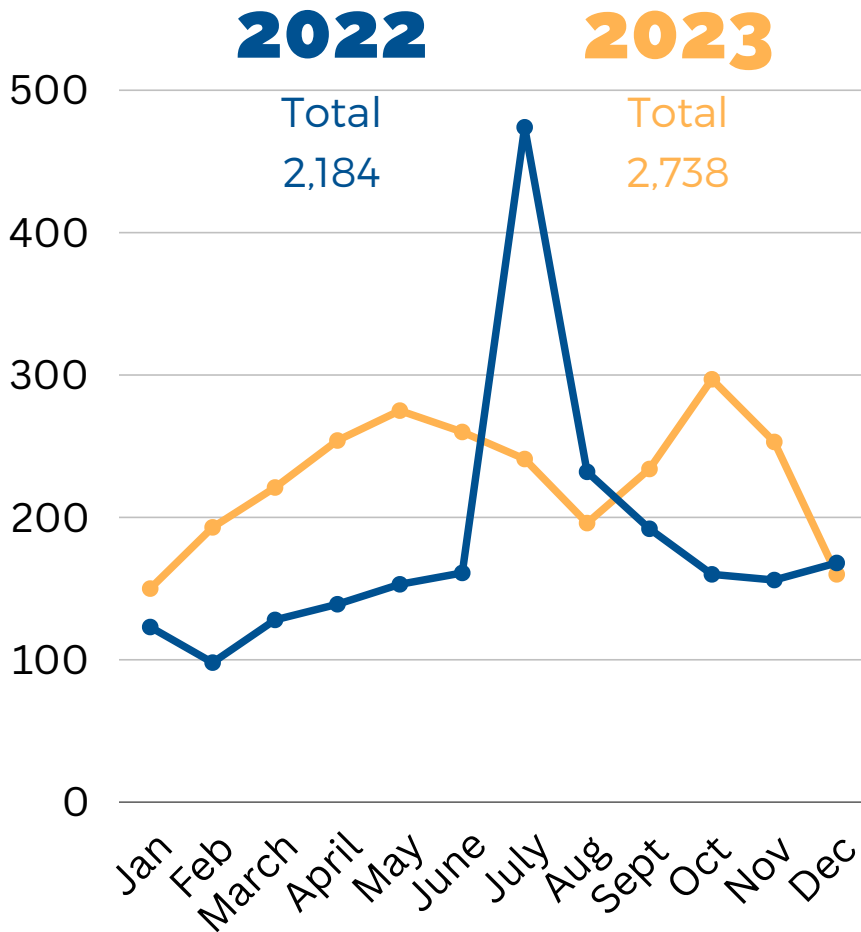
NorCal | Get Connected.
Get Help.



United Way
of Northern California



211 Calls & Texts



TOP NEEDS

ELECTRIC SERVICE PAYMENT ASSISTANCE	304
LOW INCOME/SUBSIDIZED RENTAL HOUSING	206
FOOD PANTRIES	185
RENT PAYMENT ASSISTANCE	209
HOMELESS SHELTER	170

TOP REFERRALS

SHHIP	
UTILITY AND WATER ASSISTANCE PROGRAM	190
SALVATION ARMY RED BLUFF	
UTILITY ASSISTANCE PROGRAM	179
PATH HOMELESS DAY CENTER	181
PATH RAPID REHOUSING PROGRAM	175
TEHAMA COUNTY GLEANERS - FOOD PROGRAM	80

TOP UNMET NEEDS

GAS MONEY	27
HOMLESS SHELTER	30
HOMELESS MOTEL VOUCHERS	28
RENT PAYMENT ASSISTNACE	25
TRANSITIONAL HOUSING/SHELTER	14

211 NORCAL DATABASE

Agencies: 467
Programs: 1080
New Programs: 64

211 TEHAMA DATABASE

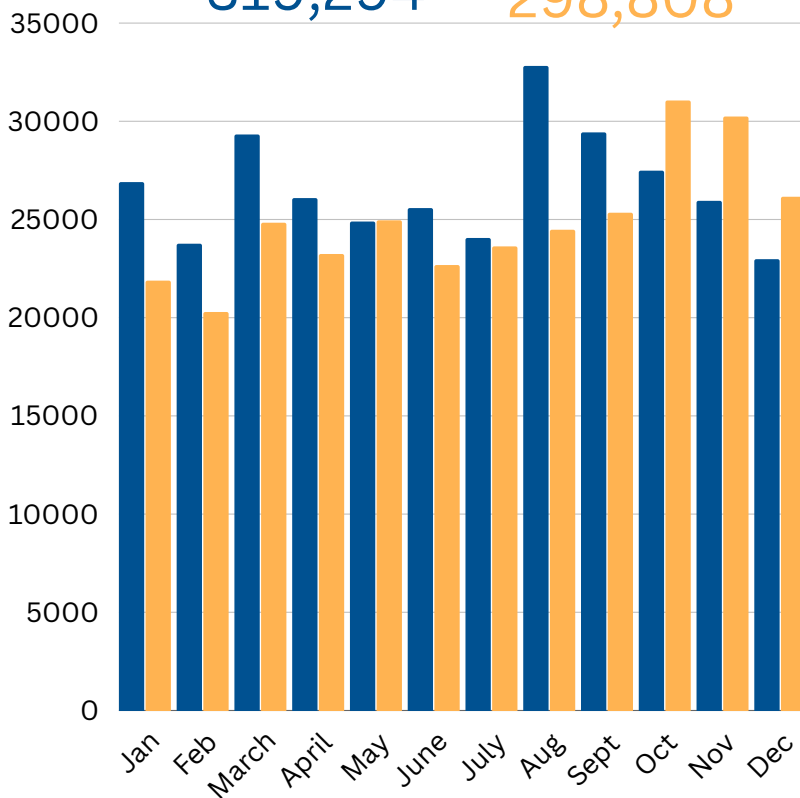
Agencies: 261
Programs: 479
New agencies: 19



211 NorCal Web Traffic

211 NorCal Resource Searches

2023 **2022**



**In April 2023,
211NorCal.org was
redesigned!**

Visit today to enjoy easier
navigation and enhanced
accessibility functions with a new
modern look.

Web Traffic

211NorCal.org

Total Views	72,334
Unique IPs	18,424

211NorCal Database

Resource Searches	319,294
Unique IPs	51,263



Program Highlight

Coordinated Entry

This program operates in partnership with Empower Tehama and the Tehama Continuum of Care. 211 callers are screened for entry into the Coordinated Entry System. This adds clients to the queue for housing services in Tehama County.

2021

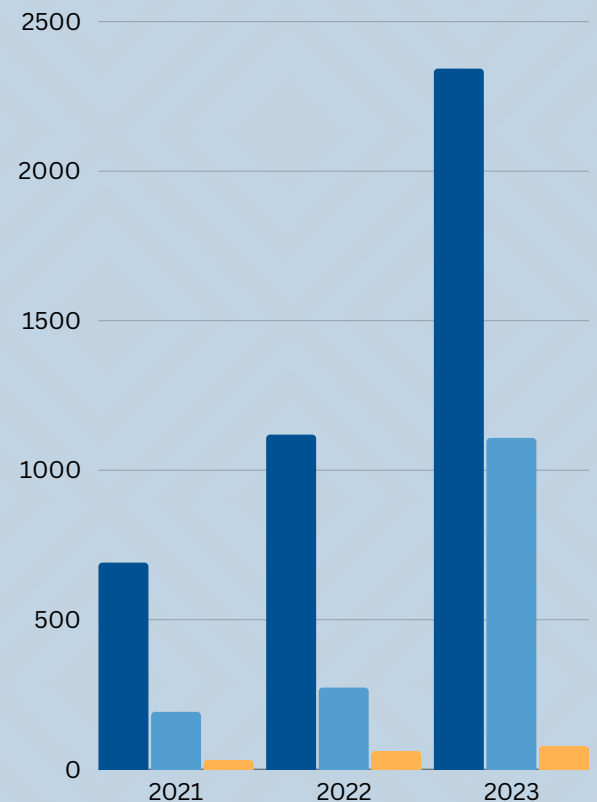
- Callers Screened: 691
- Callers Referred to PATH Services: 192
- Callers Added to Coordinated Entry: 31

2022

- Callers Screened: 1,119
- Callers Referred to PATH Services: 273
- Callers Added to Coordinated Entry: 64

2023

- Callers Screened: 2,343
- Callers Referred to PATH Services: 1,108
- Callers Added to Coordinated Entry: 76





Program Improvements New 211 Call Center

connecting point
community services central



UWNC/211 NorCal established an exciting new partner in December! ConnectingPoint is now the 211 call center for our three counties: Siskiyou, Shasta, and Tehama. This partnership assists UWNC in accomplishing our longtime goal to have a 211 call center based in the North State. Community members are now able to interact with call agents that live in Northern California. This allows for a higher quality of service for those seeking resources in our counties.

In addition to serving 211 NorCal, ConnectingPoint, provides call center services for 211 in Nevada and Placer County. They also serve 211 in Butte and Glenn County during their off-hours, nights and weekends. This experience highlights the depth of understanding our call agents exhibit for 211 callers and texters in the North State.

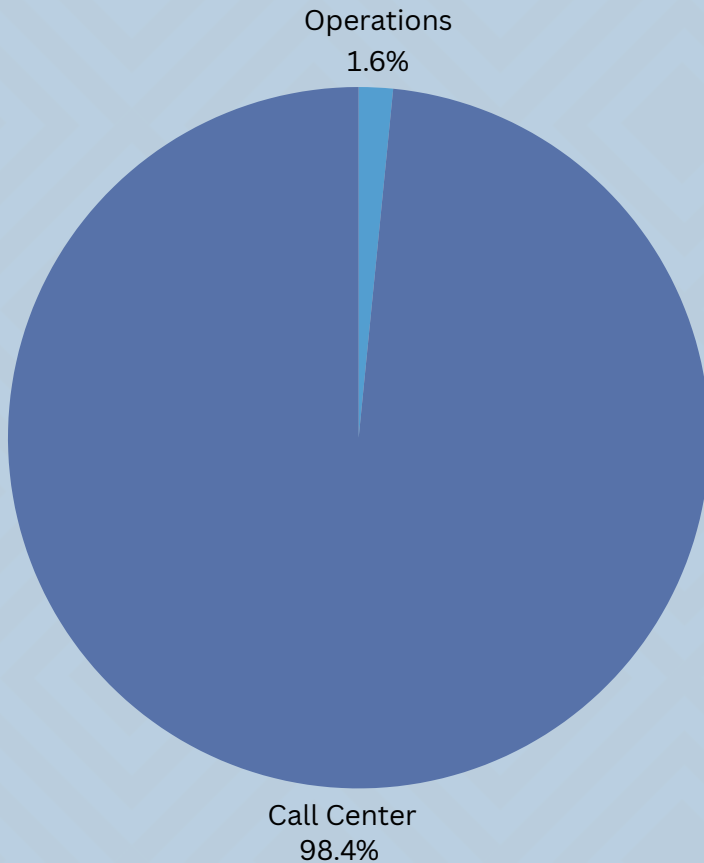
Since the transition, 211 NorCal has already seen a significant improvement in call handling. Call wait time has decreased. The amount of resources provided to the caller have increased. Our 211 NorCal database team is gaining insights from call agents who share their feedback. UWNC is thrilled about this new partnership! We look forward to seeing the continuation of fruitful results in our new endeavor with ConnectingPoint.

The call center transition has no effect on the way community members access 211 NorCal. The 211 short code, website and 10-digit phone number for each county remain the same.



211 Tehama

Est. 2014



Program Financials

Thank You to Our Tehama Partners!



TEHAMA COUNTY
CONTINUUM of CARE

TIDE
Tehama
Interagency
Drug Taskforce

