



Status Update

Free * Confidential * Available 24/7 * Multiple Languages



A PRIVATE NONPROFIT

Community
Action
Commission
OF SANTA BARBARA COUNTY

Vision

*Streamline information & referrals of Health & Human Services
to better connect the community to services*

Benefits:

- Hub to find health & human services
- Provides professionals a resource to refer clients outside of their scope
- Call Specialist can inform caller of a variety of services
- Community needs assessment
- Support law enforcement to route non-emergency calls to 2-1-1
- Emergency Response

Timeline

- Began contract
- CAC Host Agency
- Coordinator Hired



CAC trained at Interface



Data Scrub concluded



- Calls Increasing
- Database increasing

Re-Launch

Soft Launch



Joined 2-1-1 CA Alignment

2-1-1 California Conference

AIRS Member



Website Completion Target

Attended AIRS Training



Rebranding



Santa Barbara County 
2-1-1TM
Get Connected. Get Answers.

Free, Confidential, 24 hours/7days
Available in 150 languages

Call 2-1-1 to find Health & Human Services including:

- Counseling
- Food Assistance
- Domestic Violence Services
- Employment Resources
- Health Care
- Senior Services
- Legal Assistance
- Substance Abuse Services
- Parenting Resources
- Housing

And much more ...



Santa Barbara County 
2-1-1TM
Get Connected. Get Answers.

Dial 2-1-1 to find Health and Human Services including:

- Health Care
- Counseling
- Food Assistance
- Housing
- Parenting Resources

And much more ...

Free, Confidential, 24/7
Available in over 150 languages
Also 800-400-1572
TTY 805-919-1148

www.211sbco.org

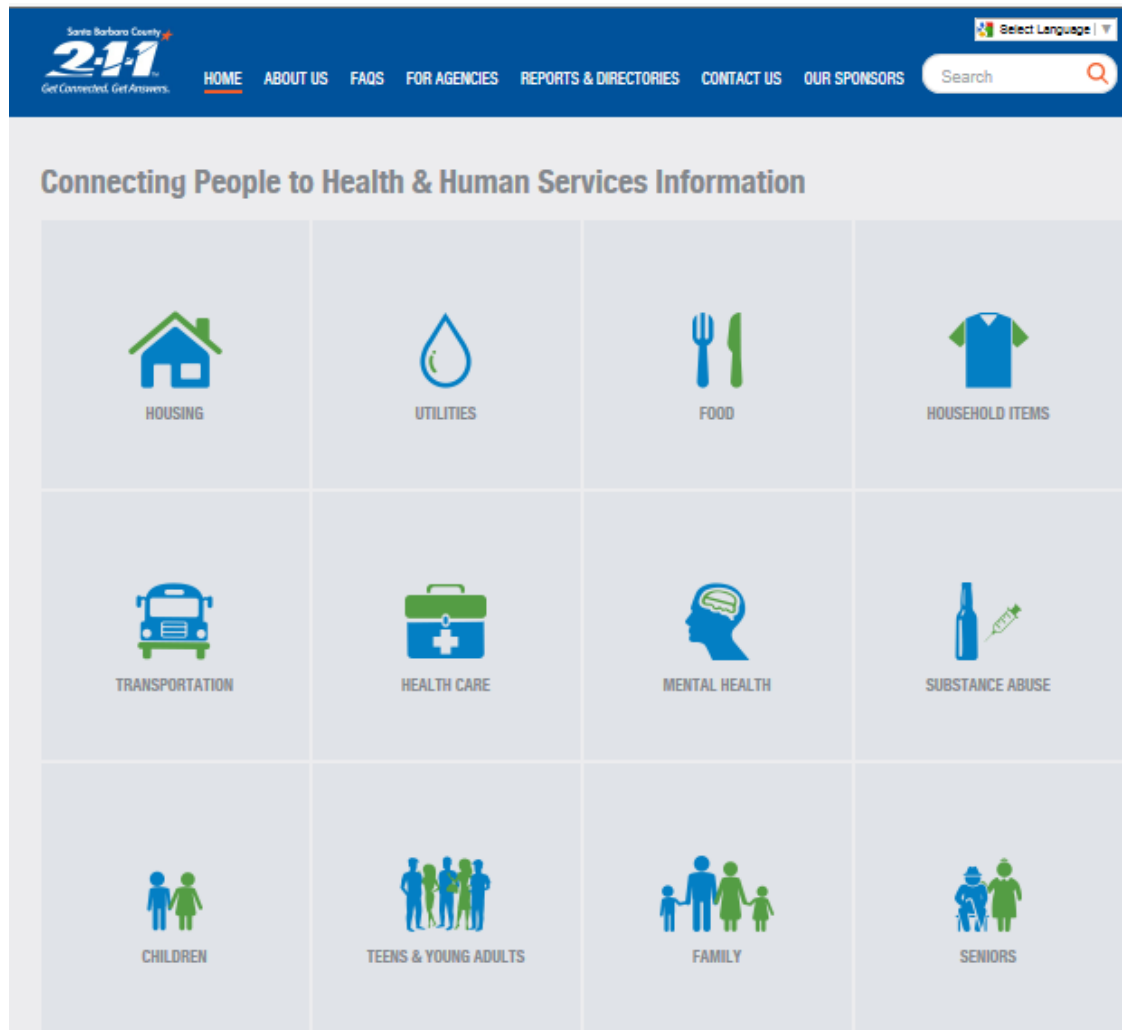
- Logo
- Simple message
- English/ Spanish



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Website Development



2-1-1 California Alignment Project

Working with iCarol & 18 other California counties to:

- Track information in the same way
- Provide feedback to iCarol data management system on usability issues



Promotion

- Schools
- Community Events
- Resource Fairs
- Promotoras
- Spanish Radio Station
- Coalition & Community Meetings
- Distribution of Brochures

Estimated reach = over 4000 individuals

Performance Measures

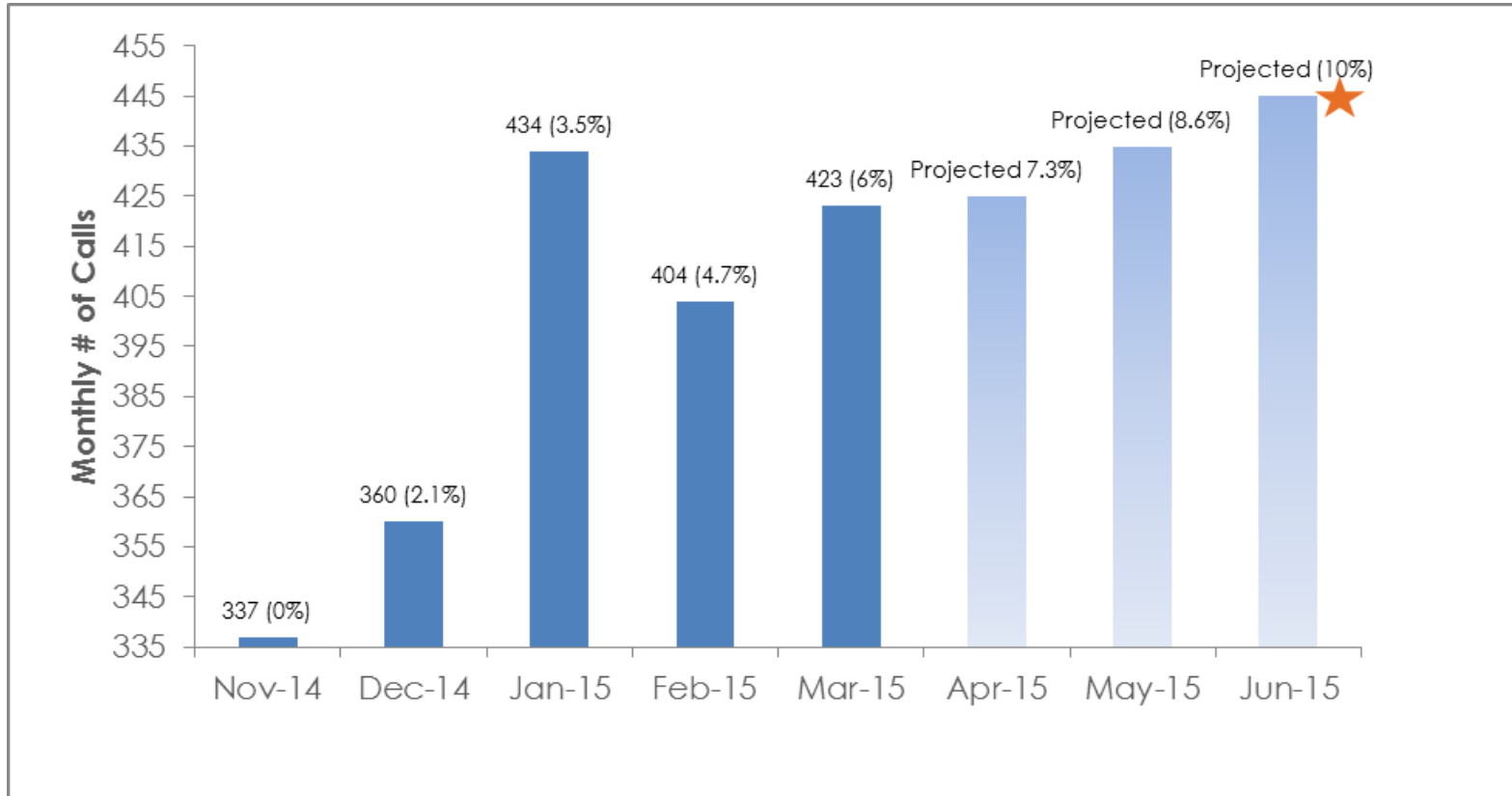
- Added or Reactivated 27 agencies

Goal: 3%

Year to Date: 12%

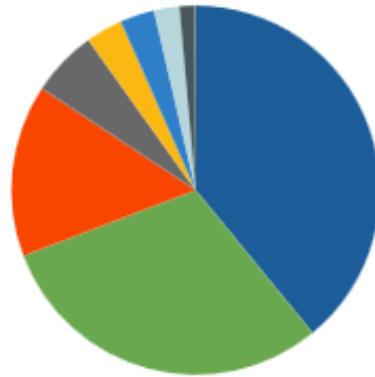


Performance Measures



- Average seconds to Answer 00:26
- Average time on call 5:23

Calls Per City



Santa Barbara (39%)

Santa Maria/Orcutt (30%)

Lompoc (15%)

Goleta/IV (6%)

Unspecified (3%)

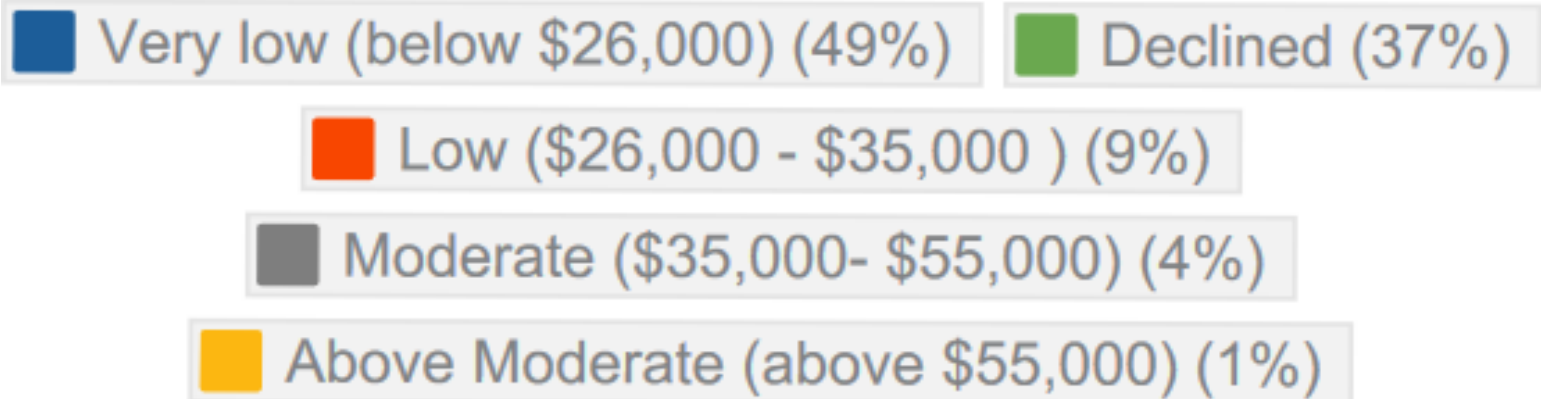
Carp/Summerland (3%)

Santa Ynez Valley (2%)

Guadalupe/Casmalia (1%)

Other (0%)

Income Level of Callers



2-11 Challenge

Database Incomplete
Agency application process
Lack of community confidence/awareness
Issue with cell phone connection
Website
Funding
Capacity

2-11 Resolution

Behind the scenes work occurring/ongoing
Changed message & follow up
Re-engaging the community
Worked with provider to resolve
In development
Need ongoing, sustaining funding
Seeking staff beyond one staff

Local Case Scenario's

- Chowchilla Prison letter
- Holiday meals
- Grandchild in need of suicide hotline