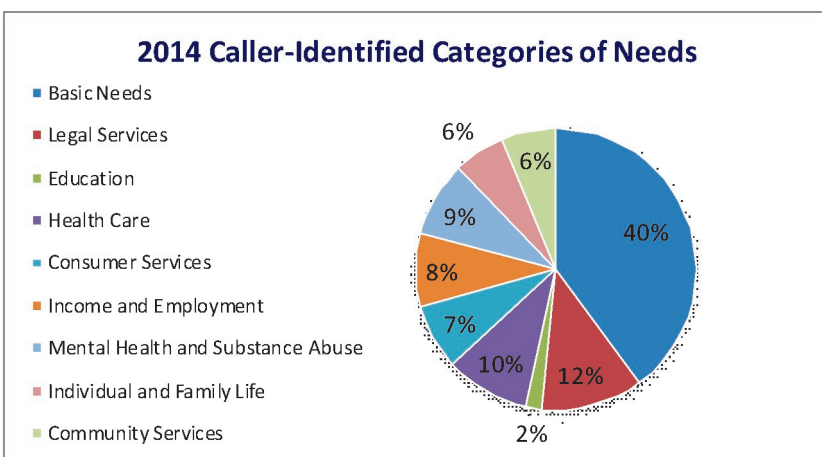


# 2-1-1 MONTEREY COUNTY

A service of United Way, 2-1-1 is a no-cost-to-user, centralized clearinghouse of information, resources and services in our community. 2-1-1 connects county residents to needed information 24 hours a day, 7 days a week. It's available by phone or online at [www.211MC.org](http://www.211MC.org).

## CALLER PROFILE AND NEEDS

In 2014, 2-1-1 Call Specialists responded to **16,258 calls** and made **29,808 referrals for service**. During these calls, 2-1-1 Call Specialists acted as case managers and provided one-on-one consultations to ensure people had information on all the services from which they can benefit.



## INCOME SUPPORTS

2-1-1 Monterey County supports the economic vitality of Monterey County by providing information on programs that help residents stretch their dollars and increase their financial stability.

- ◆ To help people stretch their food dollars, 2-1-1 promotes the use of **CalFresh** through pre-screening and re-education. In 2014, **13,910** callers were asked about CalFresh and **3,970** were re-educated.
- ◆ **1,565 callers** requested up-to-date information on United Way's **Volunteer Income Tax Assistance (VITA)** service, which provides free tax prep to workers. In 2015, VITA brought back **\$3.4M** in refunds into our local economy, which created an **economic stimulus of \$4.8M**.
- ◆ **Stuff the Bus** provides school supplies for students who are homeless. 2-1-1 connects donors to drop-off locations and provides parents with locations to receive supplies.
- ◆ 2-1-1 is fully integrated into the **County's Disaster Preparedness plan** and eases the burden on 9-1-1 in emergencies.
- ◆ 2-1-1 supports the **California Emerging Technology Fund** outreach to connect hard-to-reach communities to the digital age.



*UWMC focuses on the building blocks for a good quality of life.*