

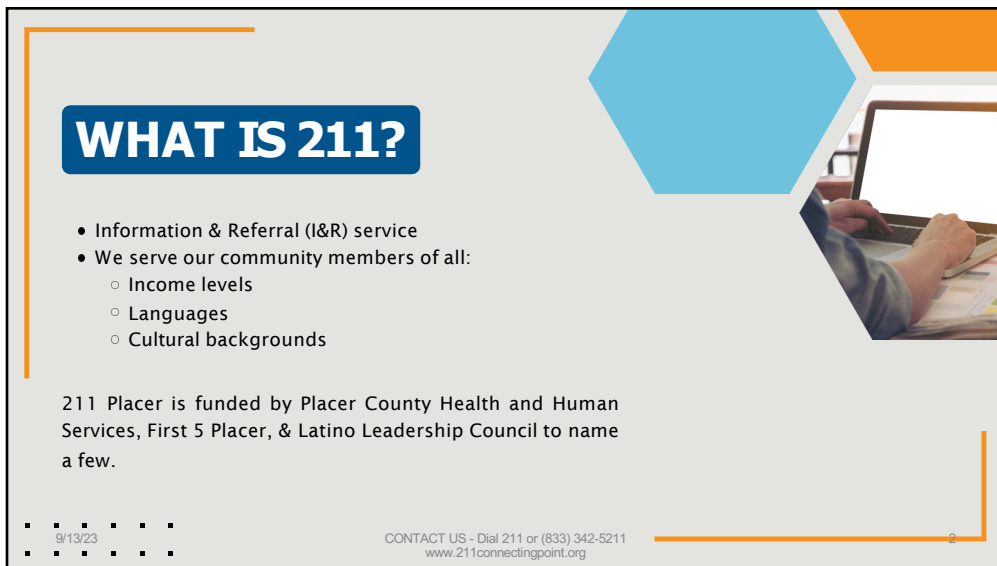
The slide features a collage of images: a person in a pink shirt serving food, a person at a computer, and a gear-and-lightbulb graphic. The 211 Placer logo is in the top left, and the title '211 PLACER' is in large bold letters. Contact information is at the bottom right.

**211**  
**PLACER**  
A Program of Connecting Point

9/13/23

CONTACT US - Dial 211 or (833) 342-5211  
[www.211connectingpoint.org](http://www.211connectingpoint.org)

1

The slide has a blue box with the title 'WHAT IS 211?'. Below it is a bulleted list of services and demographics. A photo of a person at a computer is on the right. The funding sources are listed in a paragraph at the bottom left. Contact information is at the bottom right.

**WHAT IS 211?**

- Information & Referral (I&R) service
- We serve our community members of all:
  - Income levels
  - Languages
  - Cultural backgrounds

211 Placer is funded by Placer County Health and Human Services, First 5 Placer, & Latino Leadership Council to name a few.

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2

# HOW DOES IT WORK

Each state/county with a 2-1-1 service has a designated entity that administers the program. These entities coordinate with local human services agencies to connect callers to local community services.

When a caller dials 2-1-1, the call is routed to the authorized 2-1-1 provider in the caller's county. In Placer County, 2-1-1 Placer receives the call and connects the caller to the appropriate programs and agencies drawn from our database. For out of County callers trying to reach **2-1-1** Placer they can dial **833-342-5211** to be connected to our 24 hour call center.



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3

# HISTORY OF 211 CONNECTING POINT

OUR STORY

In 2011, we adopted operations of Nevada County's 2-1-1 program, in May of 2020 we began operating Placer Counties Covid information line and in July of 2020 we officially launched 2-1-1 Placer. Since then, we have taken over 65,000 Placer County calls, texts, & instant messages.



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4

## OUR RESOURCE DATABASE

- ➔ MAINTAINED BY CONNECTING POINT RESOURCE TEAM
- ➔ TOTAL OF 913 AGENCIES, 1,566 PROGRAMS
- ➔ RESOURCES ARE VERIFIED ANNUALLY
- ➔ RESOURCES ONLY INCLUDED IF THEY MEET OUR INCLUSION/EXCLUSION POLICY

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5

## EXAMPLES OF OUR RESOURCES

1. In Home Supportive Services – Adult System Of Care (ASOC) or Private Pay
2. Legal Services of Northern California
  - Disability rights
  - Elder abuse
  - Simple estate planning
3. Silver Pathways
  - Dementia care advising
  - Immediate and long-term care assessment

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6

## EXAMPLES OF OUR RESOURCES

- 4. PIRS
  - Benefits counseling
  - Minor home modification
  - Assistive technology
- 5. Del Oro Caregiver Resource Center
  - Respite
  - Emotional support
  -
- 6. Seniors First
  - Non-emergency transportation
  - Meals on Wheels & Senior Café
  - Telephone reassurance

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7

7

## VITA TAXES

2-1-1 Placer is the official call center for VITA tax appointments, free of charge, to Placer County residents

We have scheduled 287 tax appointments to 6 locations throughout Placer County in 2023

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8

8

# SPECIAL PROGRAMS



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9

# PLACER COUNTY STATISTICS

Top 3 resources for Placer County residents aged 60+

- **Seniors First**
  - Older Adult/Aging Issues
  - Non-Emergency Medical Transportation
  - Health Insurance Information/Counseling
- **Coordinated Entry**
  - Homeless Permanent Housing
  - Homeless Shelter
- **PIRS**
  - Minor Home Modification
  - Individual and Systems Advocacy
  - Benefit's Counseling

Total calls from Lincoln residents in 2023: 1,328

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10

The screenshot shows the 211 Connecting Point website interface. At the top left is the logo "211 your connecting point". Navigation links include "Language", "Home", "Login", "Signup", "FIND RESOURCES", "PARTNER", "VOLUNTEER", "CONTRIBUTE", and "CONTACT". A search bar is present with a "Filter by Location" dropdown and a "SEARCH" button. The main heading is "211 Connecting Point". Below it are three resource categories: "WILDFIRE RESOURCES", "PSPS/PSOM & OTHER PLANNED POWER SHUTOFF RESOURCES", and "EXTREME HEAT RESOURCES". A paragraph states: "When you or a loved one needs information, local services, emergency or disaster recovery assistance, 211 Connecting Point is your trusted source for information and connections in Nevada County, Placer County or the Tahoe/Truckee region. About 211". There are two images: "Dial 2-1-1" showing a woman on a headset and "Search 211" showing hands on a laptop. Text below the images says: "Dial 2-1-1 for live, 24/7 connections, 365 days a year, with a 211 call specialist. Para obtener ayuda en español, llame al 2-1-1. From outside the region call 1-833-342-5211. Chat with 211 - Available 7am - 6:30pm M-Fri." and "Or search the 211 Connecting Point Community Database with our self-directed search tool to find the resources you need." At the bottom right, it says "CONTACT US - Dial 211 or (833) 342-5211 www.211connectingpoint.org". To the right of the screenshot is a blue box with the text "OUR WEBSITE" and a grid of dots.

11

The screenshot shows the 211 Connecting Point website interface with a "Quick Links" section. At the top left is the logo "211 your connecting point". Navigation links include "English", "Home", "Login", "Signup", "FIND RESOURCES", "PARTNER", "CONTRIBUTE", and "CONTACT". A search bar is present with a dropdown menu set to "All locations" and a "SEARCH" button. The "Quick Links" section contains a grid of 20 icons representing different services: Children and youth, Community and Connection, Covid, Disability Services, Disaster, Education, Employment, Food, Health and Dental, Housing, Legal Assistance, Mental Health, Military and Veterans, Public Safety, Senior Services, Substance Abuse, Suicide Prevention & Loss, Transportation, Utilities, and Veterans. At the bottom right, it says "CONTACT US - Dial 211 or (833) 342-5211 www.211connectingpoint.org". To the right of the screenshot is a blue box with the text "OUR WEBSITE" and a grid of dots.

12

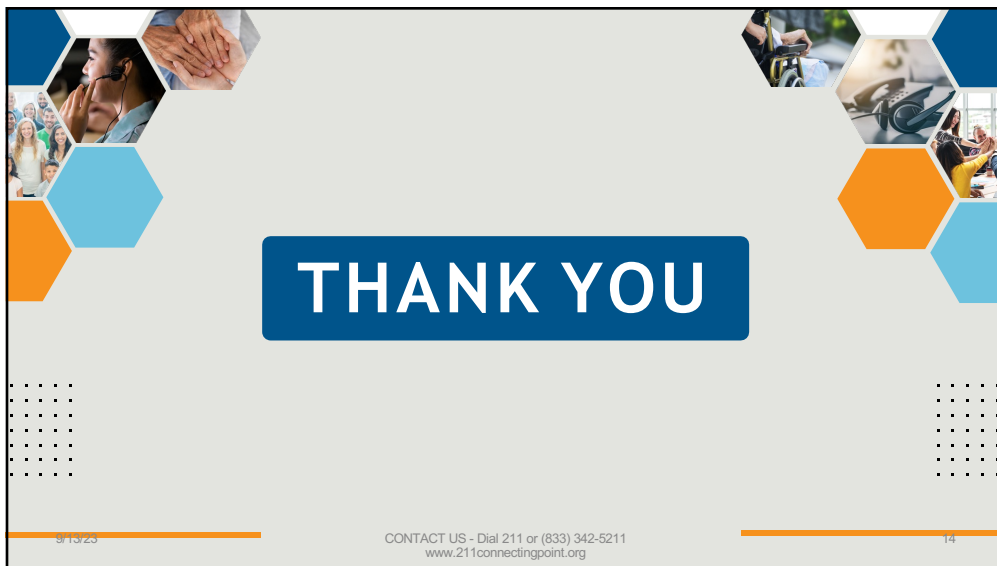


**CONTACT US**

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-  **[www.211connectingpoint.org](http://www.211connectingpoint.org)**
-  **Hablamos Español**
-  **24/7, 365 days a year**

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13



**THANK YOU**

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14