



### CALIFORNIA 2-1-1 Service Coverage



	County	PUC Designated 211 Provider	2005 Census Population	Service Coverage Provided by PUC Designated 211	Outsourced Service Provider	2-1-1 Calls Handled in 2010
1	Alameda	Eden I&R, Inc.	1,448,905	24/7		97,804
2	Contra Costa	Contra Costa Crisis Center	1,017,787	24/7		34,586
3	Fresno	United Way of Fresno - 211 Central Valley	877,584	8am - 5pm M-F	211 San Bernardino	13,544
4	Kern	Community Action Partnership of Kern	756,825	24/7 M-Th 12am - 11pm F	211 Ventura	60,226
5	Kings	United Way of Kings County	143,420	100% outsourced	211 Ventura	2,167
6	Los Angeles	211 LA County (Los Angeles)	9,935,475	24/7		508,427
7	Marin	United Way of the Bay Area - HELPLINK	246,960	100% outsourced	211 San Francisco	w/SF #
8	Mendocino	Volunteer Center of Sonoma County (VCSC)	88,161	100% outsourced	VCSC/211 San Bernardino	556
9	Monterey	United Way of Monterey County	412,104	100% outsourced	211 Ventura	19,770
10	Napa	United Way of the Bay Area - HELPLINK	132,764	100% outsourced	211 San Francisco	w/SF #
11	Nevada	Private Industry Council, of Butte County Inc.	98,394	100% outsourced	211 Sacramento	729
12	Orange	211 OC (Orange County)	2,988,072	7am - 10pm M-F 9am - 7pm Sa-Su	211 Ventura	89,861
13	Riverside	Community Connect	1,946,419	8am - 5pm M-F	211 San Bernardino	79,530
14	Sacramento	Community Services Planning Council - 211 Sacramento	1,363,482	24/7		125,791
15	San Bernardino	Inland Empire United Way	1,963,535	24/7		66,713
16	San Diego	211 San Diego County	2,933,462	24/7		195,452
17	San Francisco	United Way of the Bay Area - HELPLINK	739,426	8am - 5:30pm M-F	San Francisco Suicide Prevention	44,581
18	San Luis Obispo	HOTLINE of San Luis Obispo/United Way of SLO	255,478	100% outsourced	211 Ventura	3,376
19	San Mateo	United Way of the Bay Area - HELPLINK	699,610	100% outsourced	211 San Francisco	w/SF #
20	Santa Barbara	Family Service Agency of Santa Barbara	400,762	100% outsourced	211 Ventura	14,142
21	Santa Clara	United Way Silicon Valley	1,699,052	100% outsourced	211 Ventura	25,152
22	Santa Cruz	United Way of Santa Cruz	249,666	100% outsourced	211 San Francisco	w/SF #
23	Solano	United Way of the Bay Area - HELPLINK	411,593	100% outsourced	211 San Francisco	w/SF #
24	Sonoma	Volunteer Center of Sonoma County (VCSC)	466,477	8am - 5pm M-F	211 San Bernardino	12,266
25	Stanislaus	United Way of the Stanislaus Area, Inc.	505,505	8am - 5pm M-F	211 San Bernardino	4,636
26	Tulare	United Way of Tulare County	410,874	100% outsourced	211 Ventura	7,174
27	Ventura	Interface Children and Family Services	796,106	24/7		27,850
↑ Active 2-1-1s as of February 2011 = 91% of Californians covered ↑			32,987,898			1,434,333

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28	Shasta	County Department of Health and Human Services	179,904	100% outsourced	211 Sacramento	
29	Imperial	211 San Diego County	155,823	100% outsourced	211 San Diego	
30	Yolo	Yolo County Library	184,932		211 Sacramento	
	↑ Scheduled for activation by December 2011 = cumulative 93% covered ↑		33,508,557			
1	Alpine		1,159			
2	Amador		38,471			
3	Butte		214,185			
4	Calaveras		46,871			
5	Colusa		21,095			
6	Del Norte		28,705			
7	El Dorado		176,841			
8	Glenn		27,759			
9	Humboldt		128,376			
10	Inyo		18,156			
11	Lake		65,147			
12	Lassen		34,751			
13	Madera		142,788			
14	Mariposa		18,069			
15	Merced		241,706			
16	Modoc		9,524			
17	Mono		12,509			
18	Placer		317,028			
19	Plumas		21,477			
20	San Joaquin		664,116			
21	San Benito		55,936			
22	Sierra		3,434			
23	Siskiyou		45,259			
24	Sutter		88,876			
25	Tehama		61,197			
26	Trinity		13,622			
27	Tuolumne		59,380			
28	Yuba		67,153			
	↑ Counties that have not yet applied for PUC authorization or with no date for 2-1-1 coverage = 28 counties, 7% of Californians ↑		2,623,590			

Total Population 36,132,147