

The 2-1-1 California Partnership is dedicated to creating and sustaining a successful statewide 2-1-1 network

- The Partnership is an unincorporated collaboration formed through agreements among California Alliance of Information & Referral Services (CAIRS), United Ways of California (UWCA), and Volunteer Centers of California, working with the Governor’s Offices on Services and Volunteerism, and Emergency Services
- The Partnership provides statewide planning, capacity building, and quality assurance; it builds relationships with state and federal governments and other potential financial partners
- The Partnership’s Policy Board is currently made up of nine leaders from statewide organizations; an Advisory Committee will reflect the broad diversity of organizations involved with 2-1-1
- Ad hoc working groups will address key issues such as technology planning, communication, emergency response, provider databases, and operations

Mission: To create and sustain a statewide network that brings together high-quality local and regional 2-1-1 call centers and provides benefits beyond what is possible independently



2-1-1 implementation is happening on a county-by-county basis

- 8 counties launched in 2005 and 2006, covering 60% of the state population (blue)
- Ten more counties plan to launch in 2007 (orange)
- Planning is underway in some but not all others

Integrated 100% statewide coverage is essential for reaping the full benefits of 2-1-1 in California

- Continuous high quality service during disaster
- Consistent information about services anywhere in the state
- Reduced costs from creating and maintaining new statewide 800 numbers to promote human services

2-1-1 is an easy-to-remember telephone number that links people to community information

- Professional staff personally answer calls 24 hours a day, 7 days a week
- Services are provided in the caller’s language through bilingual staff and tele-interpreting services
- Callers are linked to local human service organizations that can give immediate help, in areas such as suicide prevention, senior services, family counseling, child care, or volunteerism
- This proven model is available in 199 systems covering all or part of 40 states plus Washington DC and Puerto Rico, serving over 62% of the US population; 2-1-1 services are available to all residents in 17 states

2-1-1 provides vital community information every day, including during disasters

- Community members benefit from simple, reliable access to quality services
- Taxpayers benefit from reduced inappropriate use of 9-1-1
- Service organizations can better focus on the people who need their services
- During a disaster, callers in impacted areas can get current, accurate information about where to go, what to do, and how to help

Statewide implementation will be achieved in 2010

	2005	2006	2007	2008	2009	2010
Emphasis of Statewide Effort	Statewide business planning	Increase support for statewide network	Develop statewide infrastructure	Build connections and capacity in undeveloped counties	Provide technical assistance to prepare for 100% coverage	Achieve 100% comprehensive coverage
			Build connections and capacity in undeveloped counties			

COSTS to achieve an integrated statewide network

→ BUILD THE INFRASTRUCTURE: Priority one-time investments to create the statewide network

1. Conduct technology planning to explore telephony and database options	\$65,000
2. Build statewide database, critical for highest reliability and capacity during disaster	\$400,000
3. Create up to three additional enhanced call centers from existing comprehensive information & referral providers	\$450,000
4. Upgrade approximately 20 providers to minimum technology of a local call center	\$200,000
5. Create new databases for 27 counties that currently have no comprehensive information & referral database	\$465,000
TOTAL	\$1,580,000

→ COVER ONGOING OPERATIONS: Provide value to financial partners

	2006	2007	2008	2009	2010
Projected Population Covered by Dec	60%	70%	80%	90%	100%
Projected Total # Calls	772,727	1,042,812	1,537,148	1,982,440	2,478,132
Projected Calls per CA Population	2.12%	2.83%	4.13%	5.26%	6.51%
Total Operating Costs (millions)	\$13.14	\$16.32	\$21.98	\$25.67	\$28.75

→ SUPPORT A SMALL STATEWIDE COLLABORATIVE EFFORT

	2006	2007	2008	2009	2010
Statewide Collaborative Costs	\$314,095	\$318,896	\$381,634	\$389,003	\$390,563

SOURCES OF FUNDS

California currently invests \$14 million annually in community-based comprehensive Information & Referral services in 23 counties; major sources of local funds include counties, First 5, United Ways, and private foundations. Active 2-1-1 call centers and United Ways from across the state have pledged a total of \$88,000 toward 2006/07 statewide collaborative costs.

Agencies that can benefit from an integrated statewide information and referral service are sought as long term financial partners.

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