2-1-1 Santa Cruz County

2·1·1
Get Connected. Get Help.™

OUR MISSION

2-1-1 connects individuals and families to social and health services 24 hours a day, every day of the year. We provide accurate and timely assessment, information, and service navigation to help people understand their options, resolve problems, and improve their lives. By informing the community of needs, gaps, and trends, 2-1-1 facilitates system change.

OUR GOALS

Provide Information and Referral Services through a centralized and easy-to-access sources of information and referrals for a variety of social services.

Promote Access to Services to individuals and families in need

Support in Times of Crisis during emergencies, disasters, pr crises, 211 plays a critical role in connecting affected individuals with emergency services, shelters, food distribution and other essential resources.

Reduce Information of Barriers to accessing services by providing information in multiple languages and through various communication channels.

Collect and Analyze Data on community needs and trends.

Advocate for Systemic Change and work to address systemic issues and gaps in services to create a more efficient and responsive. `

Raise Awareness about available resources and services through outreach and education campaigns.

Mariana Moran Falcon Leal and Kassandra Flores from United Way of Santa Cruz County 211 helping California Fire Foundation deliver relief credit cards to those affected by the storm in San Lorenzo Valley. (AKA United in purpose)

211 IMPACT

Program Impact Year 2022:
Number of calls: 6,032
Number of Referrals: 9,980
Number of Needs: 7,080

CURRENT 211 PROGRAMS & PARTNERSHIPS

Tobacco Cessation Program: United Way of Santa Cruz County, 211 partner with KickIt California to provide services for smokers to quit smoking. Once the callers go through their program, they receive a $20 dollars gift card.

Low-Cost Broadband: The Affordable Connectivity Program provides a $30 dollars discount on their internet bill for qualifying applicants. You can text the word "GETACP" to 211-211.

Taxes: We have a website that provides tax resources such as federal credits, self-filing information, and an opportunity for all to do their taxes for free. Please visit www.myfreetaxes.org or text the word "Taxes" to 211-211.

United Way
United Way of Santa Cruz County