

For 37 years, 2-1-1 Orange County (211OC) has been responding to our neighbors in crisis, linking the most vulnerable with the health and human services resources they need.

Today, on #GivingTuesday, a national day of giving, 211OC is launching our 2021 Season of Giving. Every Tuesday through the end of December will be #GivingTuesday and every dollar donated will be matched by an anonymous donor (up to \$2,500). During this month of giving, please consider joining us by making a contribution to support our work in Orange County.

At 211OC, we envision a community where no one is homeless, no one is hungry, everyone is counted, everyone can afford a quality life, veterans come home to the support they deserve, women are safe, families are strong, and former inmates contribute to a healthy, vibrant community.

As first responders in times of crisis, 211OC has been on the front lines for the past 21 months, responding to residents seeking assistance during the COVID-19 emergency. Not surprisingly, the number of desperate people contacting 211OC seeking a safety net skyrocketed in 2020 and has not slowed in 2021. In fact, the call volume into our Help Center is higher now than it was a year ago.

RESPONDING TO COMMUNITY NEEDS

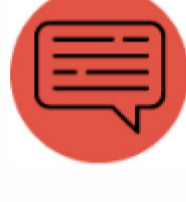
Top Needs in Orange County (211OC Data)

- **Food insecurity remains our community's top need.**
- **The need for housing, health care, and utility assistance has remained high, and we expect to increase with evictions around the corner with the moratorium lifted.**
- **We are beginning to see an increase in mental health calls.**

FOR THE FIRST TEN MONTHS OF 2021



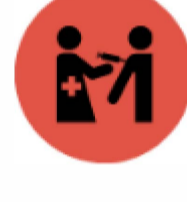
92,439 incoming calls were handled by the Help Center



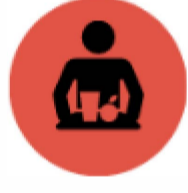
26,039 two-way text sessions hosted through the Help Center



Hosted 365,980 database self-searches



185,051 referrals were provided by the Help Center



Over 135,000 meals were delivered to vulnerable OC residents through Delivering with Dignity and Nutrition Gap Program



1,397 veterans were helped by 211OC staff at the Tierney Center for Veterans Services



1,891 people were served by 211OC's CalFresh Department

COVID-19 Eviction Prevention Assistance

14,152 rental assistance applications received (Orange County and Santa Ana programs)



2,267 rental assistance clients served through California's Housing is Key program

We achieve our mission of serving vulnerable residents through the support from donors LIKE YOU! So whether you're a new or existing donor, we ask you to be a part of our

2021 Season of Giving

Beginning today, every Tuesday until the end of the year, we will highlight one of the many ways that 211OC has been on the front lines helping people during the public health crisis.

California Housing is Key Covid-19 Rent Relief Program

Earlier this year, the State of California contracted with 2-1-1 Orange County to provide application assistance to people seeking rental relief through the Housing is Key rental assistance program. As a result, lives are being changed as we help prevent COVID-related evictions in Southern California.

Here is a story of one such client, told by one of our staff members:

At the beginning of July, we received an appointment request for an applicant who only spoke Spanish. On the day of the appointment, the assistor was made aware that the client was visually impaired and may have some difficulties, including challenges submitting documents required for the application.

To break the barriers the applicant was facing, we coordinated with his sister-in-law to send the documents in before his next appointment. Our assistor offered to be placed as an authorized representative to provide additional support if needed. After agreeing, the assistor confirmed that our team would receive any notification sent to the client, so we could continue helping the client through the process. Two weeks after the initial submission, we received notification that the application was "pending landlord Information." We continued to notify the applicant as updates came in until we received confirmation that the funds had been directed to the landlord.

The applicant called back at the beginning of October to thank us for the help we provided and requested to see if he could apply for additional months as he had fallen behind again. We continue to work with the client to ensure that he doesn't lose his housing.

Please join us as we respond to the increased needs in our community by making a donation today.

Donate to 211OC Now