



Taking a Deeper Look at Community Services Provided by 211OC

July 2021

Charting A Year of 211OC's COVID-19 Pandemic Response



July 23, 2021

Dear Orange County Partners,

Math students learn the shortest distance between two points is a straight line.

That principal perfectly describes the operating formula for 2-1-1 Orange County (211OC) - www.211OC.org – a nonprofit that efficiently links residents via phone, email or text at no cost to confidential crisis and emergency counseling, assistance with disasters, food, health care, insurance, stable housing and utilities payment, plus employment, veteran, childcare, family services, and much more.

The once-in-a-century COVID-19 pandemic tasked county resources as never before. “A Deeper Look at Community Needs Provided by 211OC” describes the steps that 211OC took immediately to respond to the coming storm of requests for what would often be life-saving assistance.

A careful analysis of the data 211OC collects reveals several trends. For example, general requests for health care assistance rose by 158 percent. Zip codes were a strong predictor of health and wellness. Food and housing insecurities were prevalent.

The arrival of the next pandemic is not a matter of if, but when. For example, cases of the new Delta variant are now soaring, while COVID long-haulers struggle to fully recover. To be prepared, we must apply what we have learned. As philosopher George Santayana put it: “Those who cannot remember the past are condemned to repeat it.”

Thank you to the many organizations that help to make 211OC a vital resource for those in need. We believe that when people are linked to resources, they do better...and when they do better, the community is stronger.

Please let me know if you have any questions.

Sincerely,



Karen Williams

President and CEO, 2-1-1 Orange County

714.589.2343 • kwilliams@211oc.org

Extraordinary Challenges Brought on by a Once-in-a-Century Pandemic

March 2020 marked the beginning of the COVID-19 pandemic in the United States. There is no doubt that that it was clearly a turbulent and difficult year for millions around the world. In Orange County, the picture of the needs and exceptional challenges experienced by so many in this community is reflected in 2-1-1 Orange County's (211OC) contact data, comparing one year of pre-COVID-19 data (March 2019 to March 2020) with one year of COVID-19-impacted data (March 2020 to March 2021). The main sources of data analyzed are contacts made by Orange County residents to 211OC (including calls, texts, email and web searches) from this time period.

While 211OC has traditionally been viewed as a phone helpline (2-1-1), texting and emailing has also provided a two-way live connection, expanding the ability to assist

more people in need. During the pandemic, having the ability to connect by alternative methods led to more efficient ways to communicate and provide resources when they were most needed.

While community needs continue to remain higher in 2021 than in pre-COVID 2019, since March 2020 211OC data indicates a decrease in some areas of need when compared to the height of the pandemic in 2020. This is in part due to programs and partnerships that have developed in the community since March/April 2020, when the onset of the COVID-19 crisis exposed gaps in services. Since April 2021, however, new community needs have been moving up in urgency, even as reopening began and COVID-19 vaccines became more available.

211OC's Comprehensive COVID-19 Response



In late February 2020, recognizing that the public health crisis was quickly becoming a global crisis, 211OC took action:

Led development of a COVID-19 training program for County social service agencies showing how 211OC could provide support.

Beginning March 9, 211OC staff began working remotely, using expertise and technology to respond rapidly to increased community needs.

A community communication plan was quickly developed, building on 211OC's significant involvement in County disaster response and planning efforts, including leadership of the Collaborating Organizations Active in Disaster (COAD)--nationally known as VOAD.

211OC began communicating daily with the County's Emergency Operations Center, updating the changing needs of the community, so agencies and stakeholders could use 211OC data to access and respond community needs.

In mid-March 2020, a daily needs dashboard was published on its website, displaying contact volumes, needs, and trends.

A weekly Community Needs Brief was published and emailed to over 2,500 recipients.

Information was updated daily on the 211OC Resource Database and on the 211OC website.

Over 50% of agency and program information was updated with COVID-19 messaging to describe how their programs changed due to COVID-19. As an example of impact, 162 food pantry programs contacted 211OC in April 2020 to temporarily inactivate food distribution locations, while larger drive-through food distribution events were launched; the largest of those was operated by two of the County's local food banks, Second Harvest Orange County, and the OC Food Bank by Community Action Partnership Orange County.



A total of 70 specific COVID-related programs were developed and added into 211OC's Resource Database for community referrals during the course of the year.

Contact was made with agencies via email to keep them informed of agency and program updates.

Significant changes to the 211OC website were made in late February 2020, creating an information hub for people seeking the most updated information on the COVID-19 crisis, stay-at-home orders, and county safety regulations, including:

- Developed a dedicated COVID-19 information page;
- Added links on the homepage to the Orange County Health Care Agency's COVID-19 information website page;
- Added links to the Center for Disease Control's (CDC) website so county residents could access the latest news and information. This page was updated multiple times daily with new resources and with the latest COVID-19 information throughout the course of the year.
- Instituted a COVID-19 text program as an additional connection avenue to quickly get links to both County and CDC sites for OC residents in the early response for the most update guidelines and information.
- Added 12 new agencies (19% increase), and 113 new projects (39% increase) as participants in the Homeless Management Information System (HMIS).

To support the significant increase in demand for food resources, a Pandemic Response Volunteer Cadre was launched, partnering with Second Harvest Food Bank, OneOC, and Bank of America to recruit and expand the volunteer program to answer food-related calls and two-way text messages. From mid-March to early June 2020, over 150 volunteers were recruited, trained, and scheduled coverage by answering food calls, texts and emails, handling over

10,000 contacts, as well as sending links to COVID-19 resources provided by the County and the CDC.

To increase capacity, a partnership with the Orange County Workforce Investment Program was formed to train participants, build their skills and have them assist in the 211OC Connection Center with client calls and texts, as well as assist in keeping the 211OC Resource Database updated.

To support this sustainable model, a Manager of Professional Development was hired to train, provide coaching and oversee the success and development of the now extensive volunteer and workforce development program.

“The Orange County Workforce Development Board partnership with 211OC has not only demonstrated how organizations can come together to create resiliency in the community, but also, how to incorporate technology in training individuals with barriers to employment. The 211OC Work Experience Program gave our participants the dignity of work while helping others navigate resources. We are grateful for the opportunity to work with 211OC and look forward to future partnerships.”

Carma Lacy, Director of Workforce and Economic Development for Orange County.

211OC partnered with Delivering with Dignity Orange County, launched in June 2020 as an emergency food response to the healthcare and economic crisis the pandemic created. Led by the Dragon Kim Foundation, the collaborative included partnerships with locally owned restaurants, leading nonprofit agencies, and private corporations, to deliver restaurant prepared meals five days a week directly to the doorsteps of vulnerable, underserved county residents. The program kept restaurant staff employed during the pandemic, while feeding many who did not meet the parameters of other government food programs and who might have otherwise gone without food.

In fall 2020, the Orange County Office on Aging facilitated a contract for District 5 Supervisor Lisa Bartlett’s office to partner with 211OC to create the Nutrition Gap Program (NGP), providing food boxes and fullycooked meals to low-income seniors, veterans, and other at-risk members in the South Orange County district.

Partners in this collaborative effort were Ruby’s Diner, Geneva Presbyterian Church, United Way Worldwide’s Door Dash grant program, Second Harvest and Community Action Partnership/Orange County Food Banks, Alexandra Yates and, most importantly, dozens of volunteers who gave their time to make deliveries to community members in need.



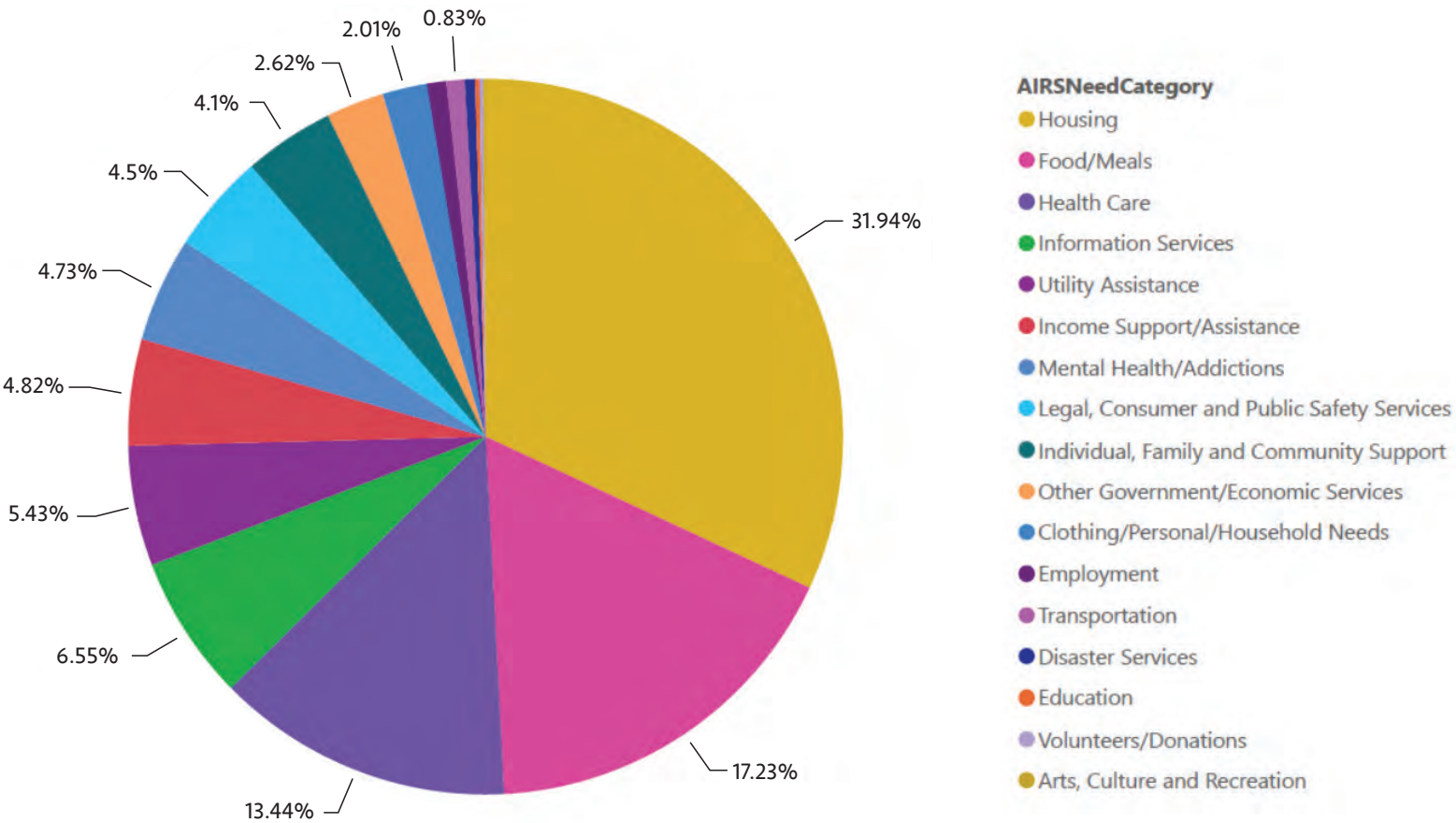
I. High Level Community Needs

In 2019/20, 211OC received 77,421 handled contacts, and documented 162,693 needs from the community compared to 150,516 handled contacts and 230,739 needs in the same period in 2020/21. This is a 94% overall increase in calls and 42% increase in needs from pre-COVID-19 to the COVID-19 year.

For much of the COVID-19 year the top five needs remained consistent, with housing, food, health care, utility assistance and information needs. Housing need spiked in February 2021 with the launch of the County Emergency Rental Assistance program. Food needs increased over 400% the first quarter of the pandemic, and health care spiking at two points: the first time in July mainly for COVID-19 diagnostic testing, and again in December-January with the first rollout of the COVID-19 vaccinations.

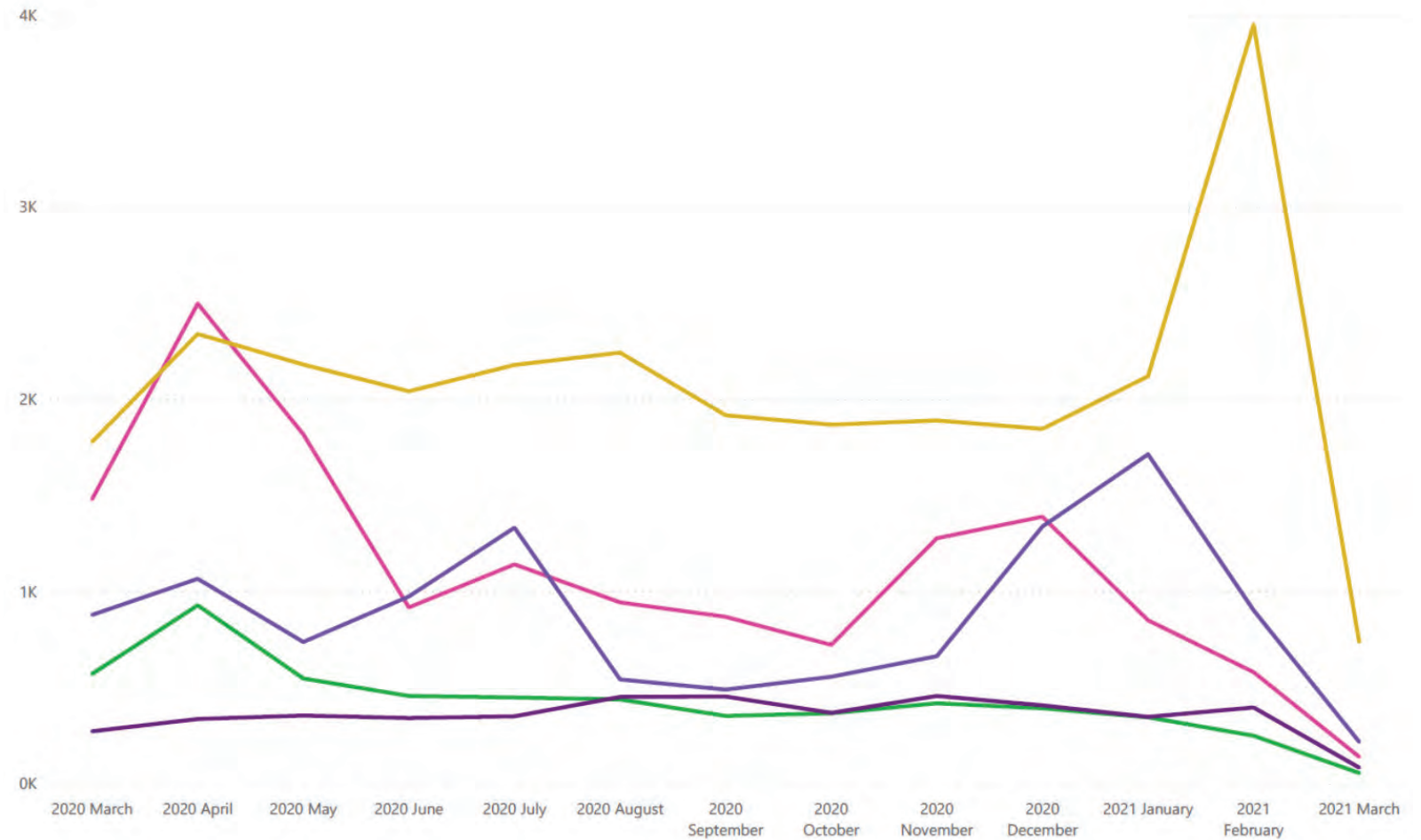
Community Need –
March 9th – March 8th 2019/20

Chart
1



Community Need – March 9th – March 8th 2019/20

Chart 2



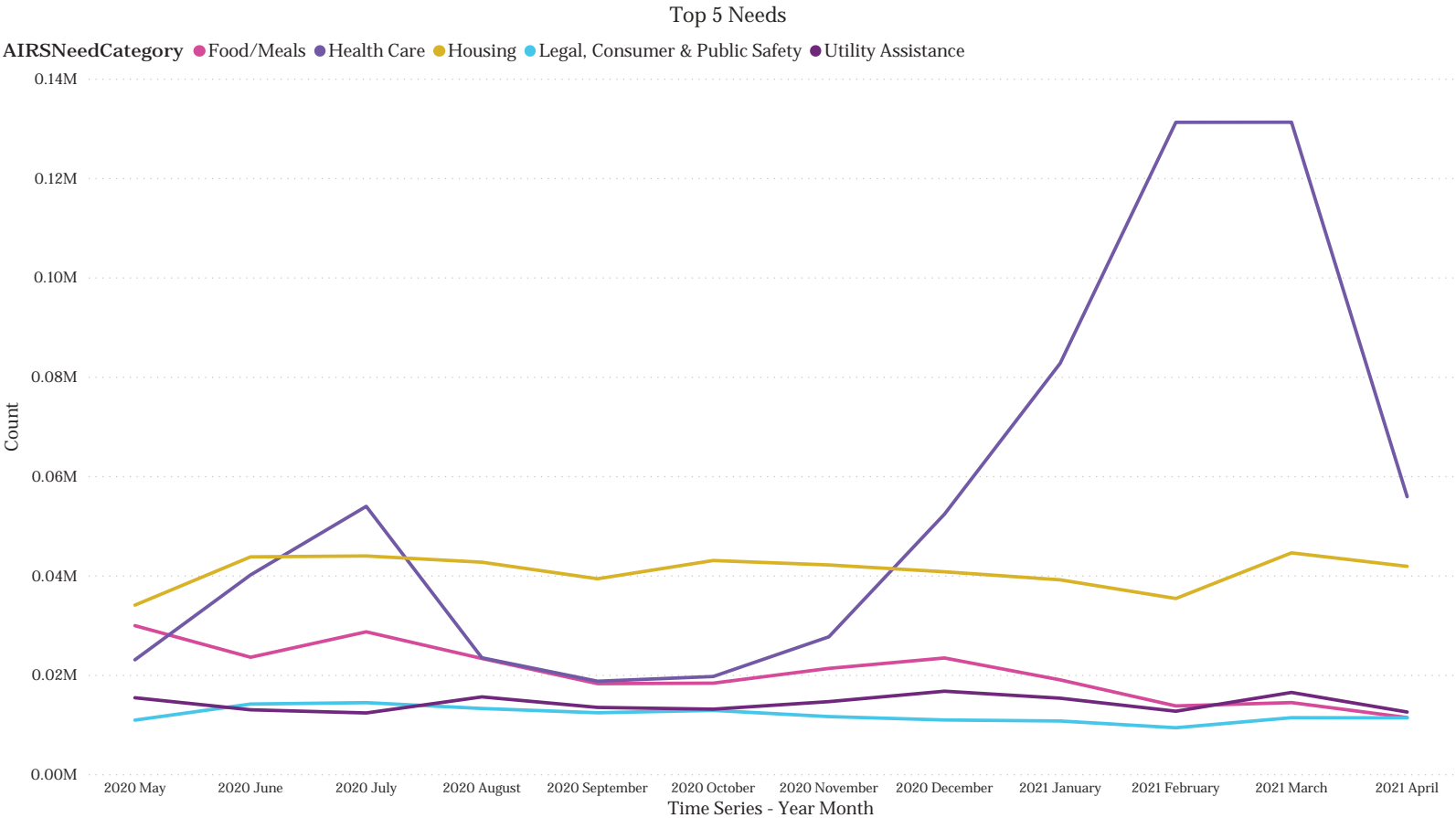
Searches for resources hosted on 211OC's Public Resource Database at www.211OC.org grew from 343,676 searches pre-COVID-19 to 733,355 searches in the COVID-19 year – a 113% increase! Users of the Public Resource Database consist of both self-searches from clients as well as third party assistants such as Case Managers from other organizations working with clients.

2-1-1 California COVID-19 year Needs

Chart 3

211OC partners with the other 2-1-1s in California, and is an active participant in the 2-1-1 California Collaborative. As part of statewide efforts with the California Department of Public Health for COVID-19 response, statewide 2-1-1 Community Needs data is available for comparison. Health care was the number one need of all statewide callers, while locally, it was the third highest need. Housing was the most prominent need in Orange County, but was second statewide.

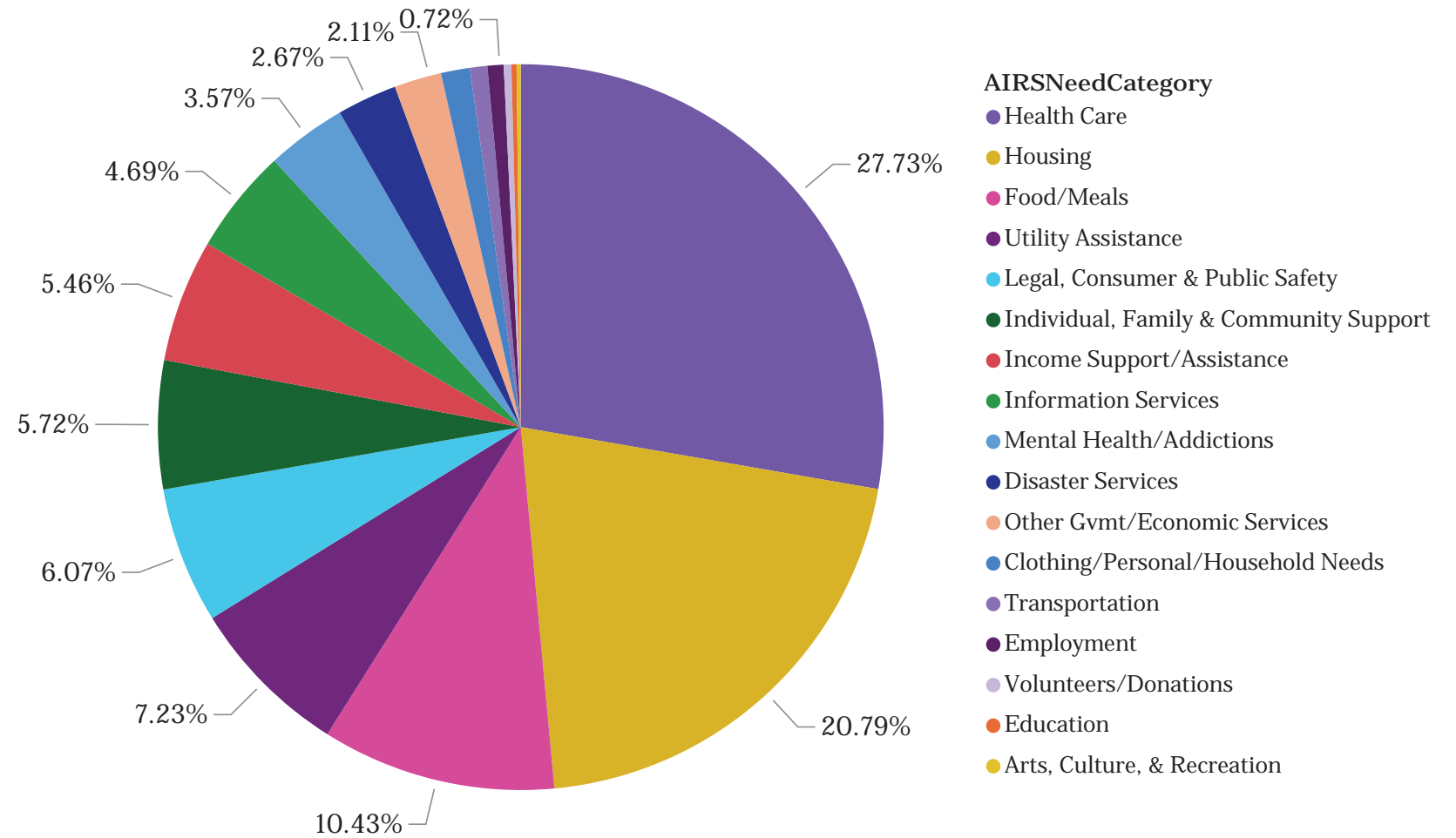
2-1-1 California Top 5 Needs



2-1-1 California COVID-19 year Needs

Chart
4

2-1-1 California Overall Need Distribution



Top 10 Needs –
March 9th – March 8th 2019/20
Compared to
March 9th – March 8th 2020/21

Analysis of 211OC call data from 2019/20 (pre-COVID-19) to 2020/21 (COVID-19) reveals some changes in the top 10 Community Needs. Table 1 below shows the top ten needs from year to year.

Chart 5	Top 10 Community Needs in Orange County	
	2019/2020	2020/2021
	1	Housing
	2	Food/Meals
	3	Mental Health/Addictions
	4	Legal, Consumer and Public Safety Services
	5	Utility Assistance
	6	Individual, Family and Community Support
	7	Health Care
	8	Clothing/Personal/Household Needs
	9	Information Services
	10	Income Support/Assistance

Top 10 Needs in Terms of Growth

Chart
6

Analysis of call data from 2019/20 compared to the same period in 2020/21 highlights the impact of COVID-19 on Community Needs. Table 2 below lists the top-ten needs that increased from 2019/20 to 2020/21. In other words, these are the needs became more prominent in the community due to COVID-19.

Community Need	Percent Increase
Disaster Services	71%
Health Care	61%
Food/Meals	61%
Utility Assistance	49%
Information Services	48%
Income Support/Assistance	42%
Other Government/Economic Services	27%
Housing	20%
Clothing/Personal/Household Needs	10%
Volunteers/Donations	5%

Each of the Community Needs identified above were the top needs not only in terms of percentage of calls, but also in terms of change from pre-COVID-19 to COVID-19 context. Generally, yet not surprisingly, these top needs tell a story of a public health “disaster” – a time of crisis and response. Furthermore, this has been a period where more individuals and families than in years prior, and specifically more individuals from specific ethnic/racial groups, experienced incredible insecurity about basic needs such as food, housing, and income to cover utilities and other necessities.

II. Demographic, Population, and Geographic Insights

211OC captures a selection of demographic, population-specific and geographic data, all of which is explored below. Increases in percent of callers are represented in green in tables below and decreases are represented in red.

Domestic Violence

During COVID-19 while individuals have been under higher stress and have been required to stay at home - there has been concern about heightened risk to individuals facing domestic violence (DV) situations at home. While the *percentage* of Domestic Violence (DV) related calls did not increase from 2019/20 to 2020/21, the *number* did.

This is 211OC’s 6th year in partnership with the four state-funded domestic violence agencies in Orange County providing each caller experiencing DV the option of a warm handoff to an advocate. This program has taken some of the traumatic burden off the client who does not have to call multiple agencies and repeat their story during each call. Instead, a 211OC care specialist stays on the line and updates the advocate before transferring the client to the service provider.

Chart 7		Number DV related calls	Percent Total	Number of calls not related to DV	Percent Total
	2019/20	1,018	2%	49,707	98%
	2020/21	1,226	2%	79,375	98%

Early Childhood Needs

The 211OC partnership with Help Me Grow Orange County provides data associated with the concerns or issues expressed by parents and caregivers regarding their children. Help Me Grow connects children and their families to programs and services to enhance the development, behavior, and learning of children from birth through eight years. The program is designed to ensure vulnerable/at-risk children are identified, families are linked to community-based services and parents are empowered to support their children's healthy development.

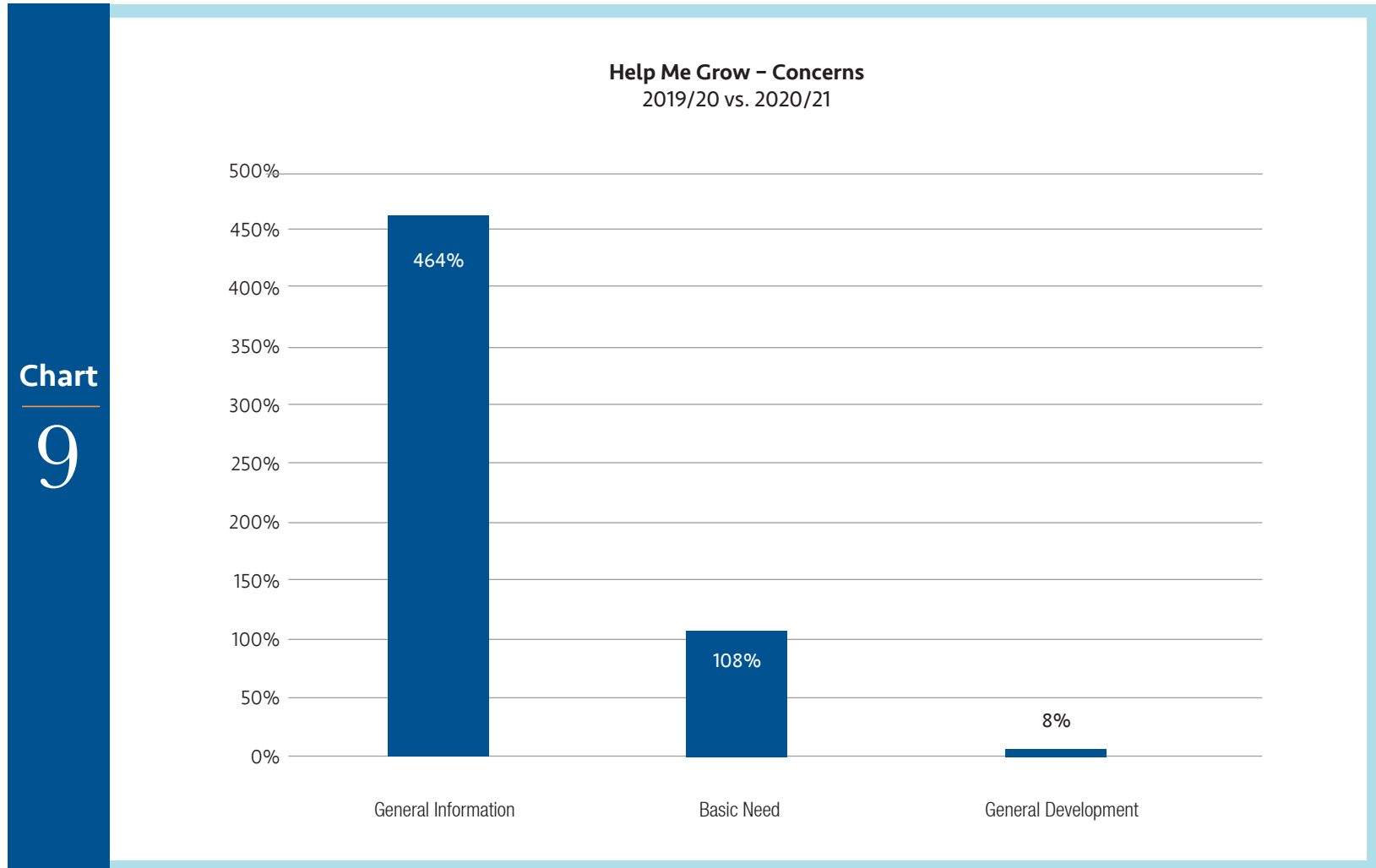
Table 4 summarizes the Top 10 concerns and compares this information prior to the COVID-19 pandemic (March 2019 – March 2020) and during the COVID-19 pandemic (March 2020 – March 2021). The top 5 concerns remain the same during each timeframe. In contract and during the COVID-19 pandemic, basic needs became the 6th most identified concern expressed by the parent.

Chart 8

Top 10 Concerns/Issues		
	March 9, 2019 – March 8, 2020	March 9, 2020 – March 8, 2021
1	Developmental Concerns	Developmental Concerns
2	Behavioral	Behavioral
3	Communication	Communication
4	General Development	General Development
5	Parental Support	Parental Support
6	Mental Health	Basic Need
7	Diagnosis	Mental Health
8	Education	Diagnosis
9	Health Insurance	Education
10	Child Care	Health Insurance

Early Childhood Needs

Table 5 illustrates the percentage increase in certain concerns/issues expressed by the parents during the pandemic: 1) general information at 463.6%, 2) basic needs at 107.7%, and 3) general development at 7.5%.



2-1-1 California COVID-19 year Needs

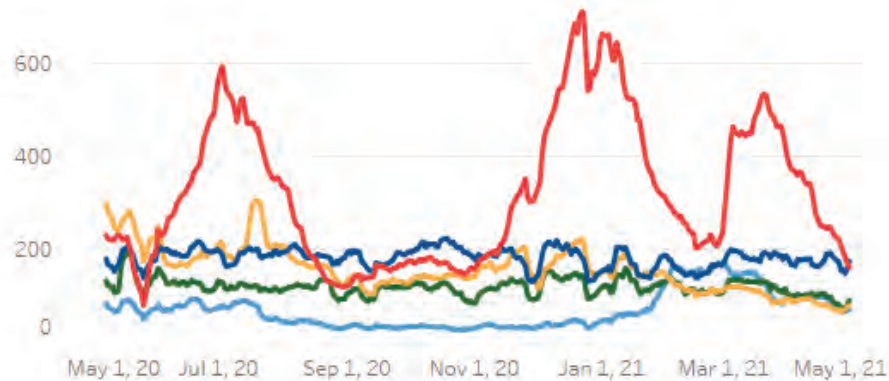
Top needs by race suggest that Latino/Hispanic callers sought assistance throughout the past year for COVID-19 testing and vaccine assistance.

White and Asian callers were more likely to seek health care for vaccine assistance versus testing assistance in the earlier part of the year.

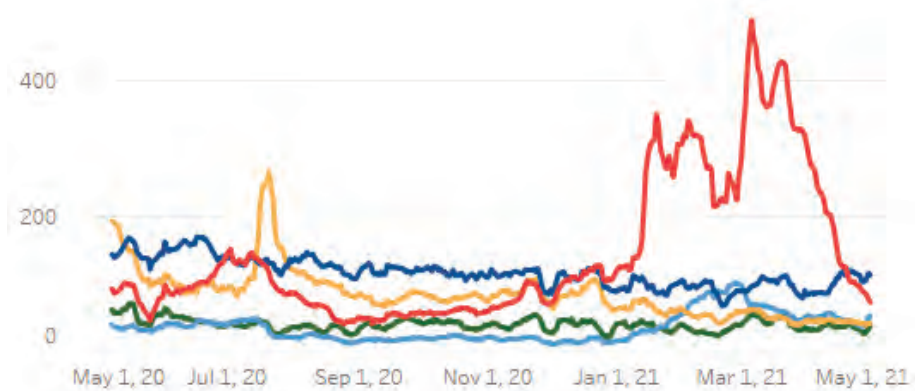
African American callers, while also seeking assistance for COVID-19 testing and vaccine assistance, were more likely to seek housing assistance over health care needs.

Chart
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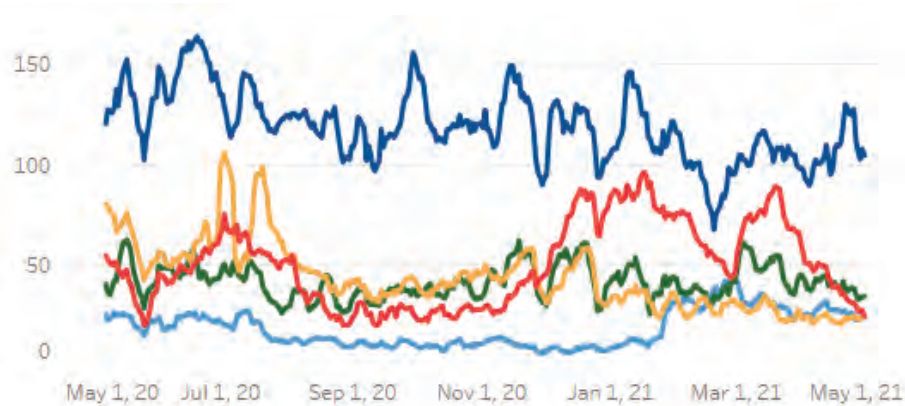
Latino/Hispanic



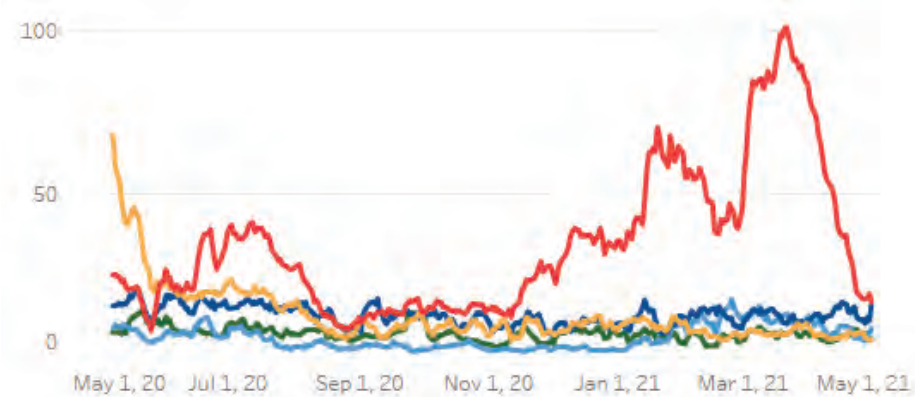
White



African American



Asian



Race/Ethnicity

This section examines 211OC race/ethnicity data from 2019/20 compared to 2020/21. The table below shows growth (indicated in green) in some racial/ethnic groups calling 211OC for support, and declines in others (indicated in red). In 2020/21, there has been an increased percentage of callers who identify as Latino/Hispanic, Asian, and Middle Eastern.

Chart 11

Race/Ethnicity	2019/20	2020/21	Percent Change
	Percent of Total	Percent of Total	
Asian	4%	6%	3%
Black/African American	10%	6%	-4%
Declined to Answer	0%	0%	0%
Latino/Hispanic	42%	55%	13%
Middle Eastern	1%	2%	1%
Multiple Races/Ethnicities	6%	3%	-3%
Native American/Alaskan Native	1%	0%	-1%
None	0%	0%	0%
Not Asked	0%	0%	0%
Other/Unknown	2%	2%	0%
Pacific Islander/Native Hawaiian	1%	1%	0%
White/Caucasian	33%	24%	-9%

211OC Needs by Race

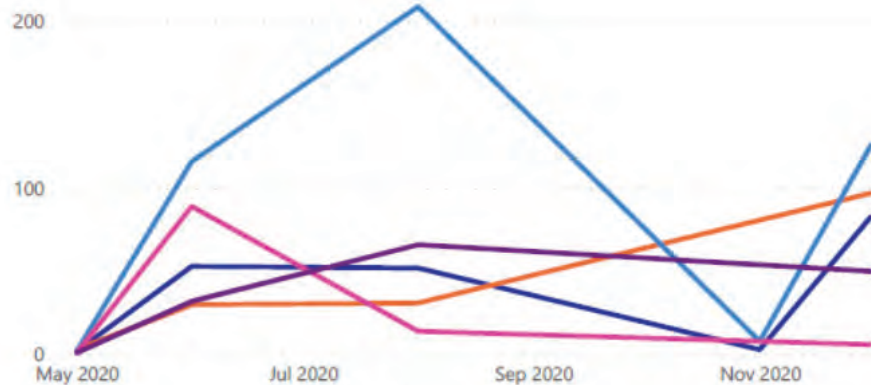
Top needs by race suggest that:

- Hispanic callers sought assistance throughout the past year for housing needs, and other household financial support such as utility assistance. Health care needs inclined from September 2020 to the end of the COVID year. There was an initial demand for food during the onset of COVID-19 then declined throughout the year.
- White clients had a similar need trend for housing, while food needs spiked later in the year in November 2020. White callers also contacted 211OC more for individual and family support resources, primarily for burial support.
- Asian callers were more likely to seek food and meals, which steadily increased throughout the COVID-19 year. The second need was income support, which was high in the initial part of the COVID-19 year and steadily decreased.
- African American callers primarily were seeking assistance for housing needs, with an incline in utility assistance needs through the COVID-19 year. Health care needs has a slight increase, while food and income support needs were fairly steady through the year.

Chart 12

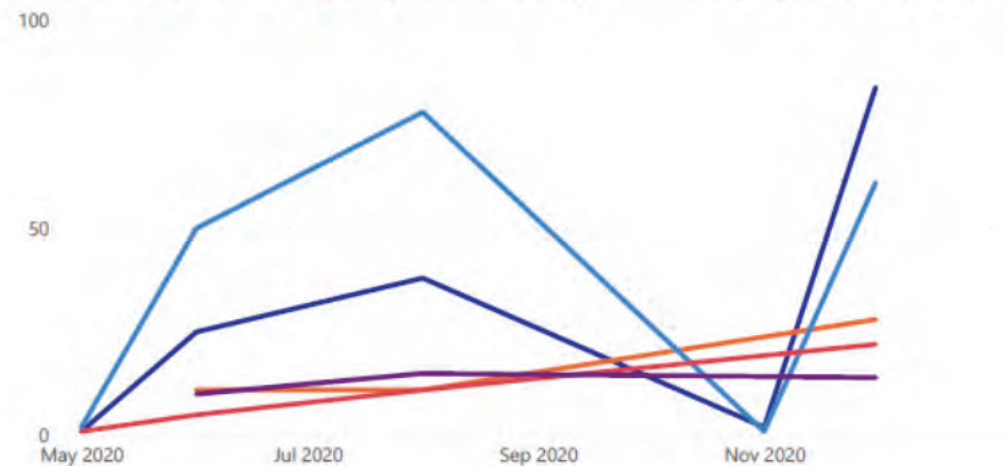
Race/Ethnicity - Latino/Hispanic

● Food/Meals ● Health Care ● Housing ● Income Support/Assistance ● Utility Assistance



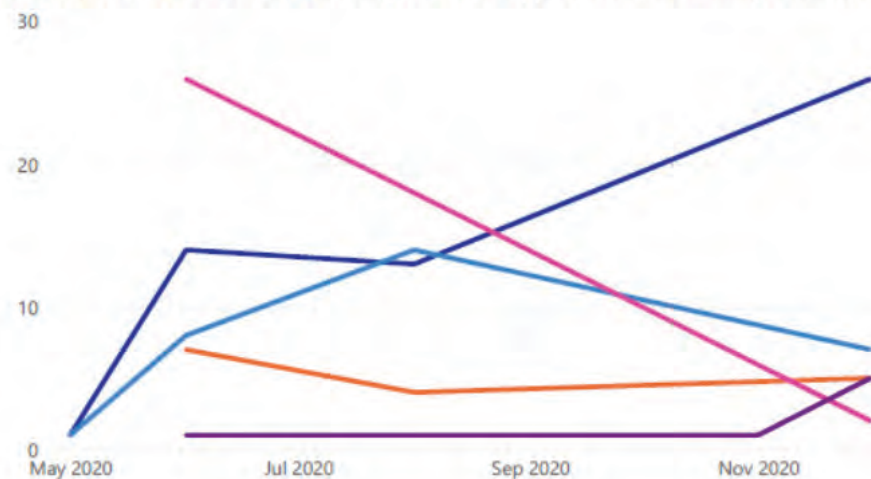
Race/Ethnicity - White/Caucasian

● Food/Meals ● Health Care ● Housing ● Individual, Family and Community Support ● Utility Assistance



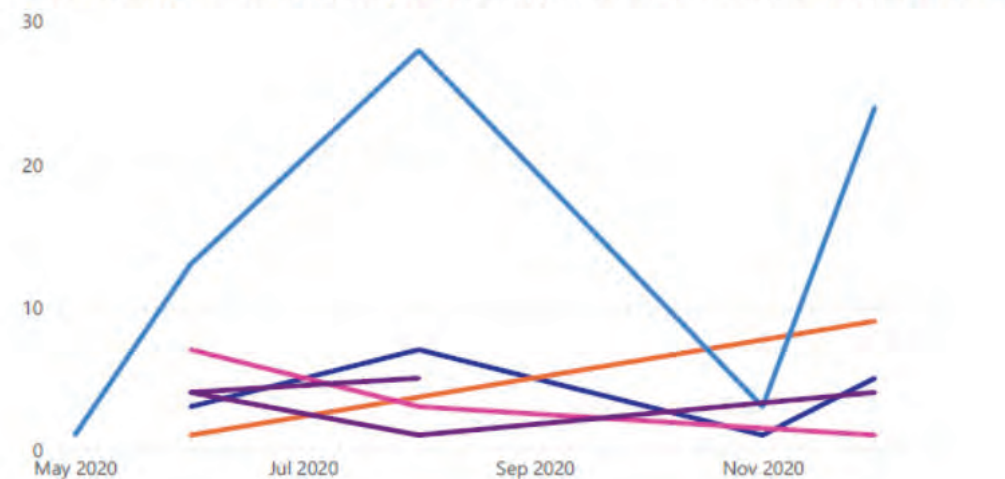
Race/Ethnicity - Asian

● Food/Meals ● Health Care ● Housing ● Income Support/Assistance ● Utility Assistance



Race/Ethnicity - Black/African American

● Food/Meals ● Health Care ● Housing ● Income Support/Assi... ● Information Ser... ● Utility Assista...

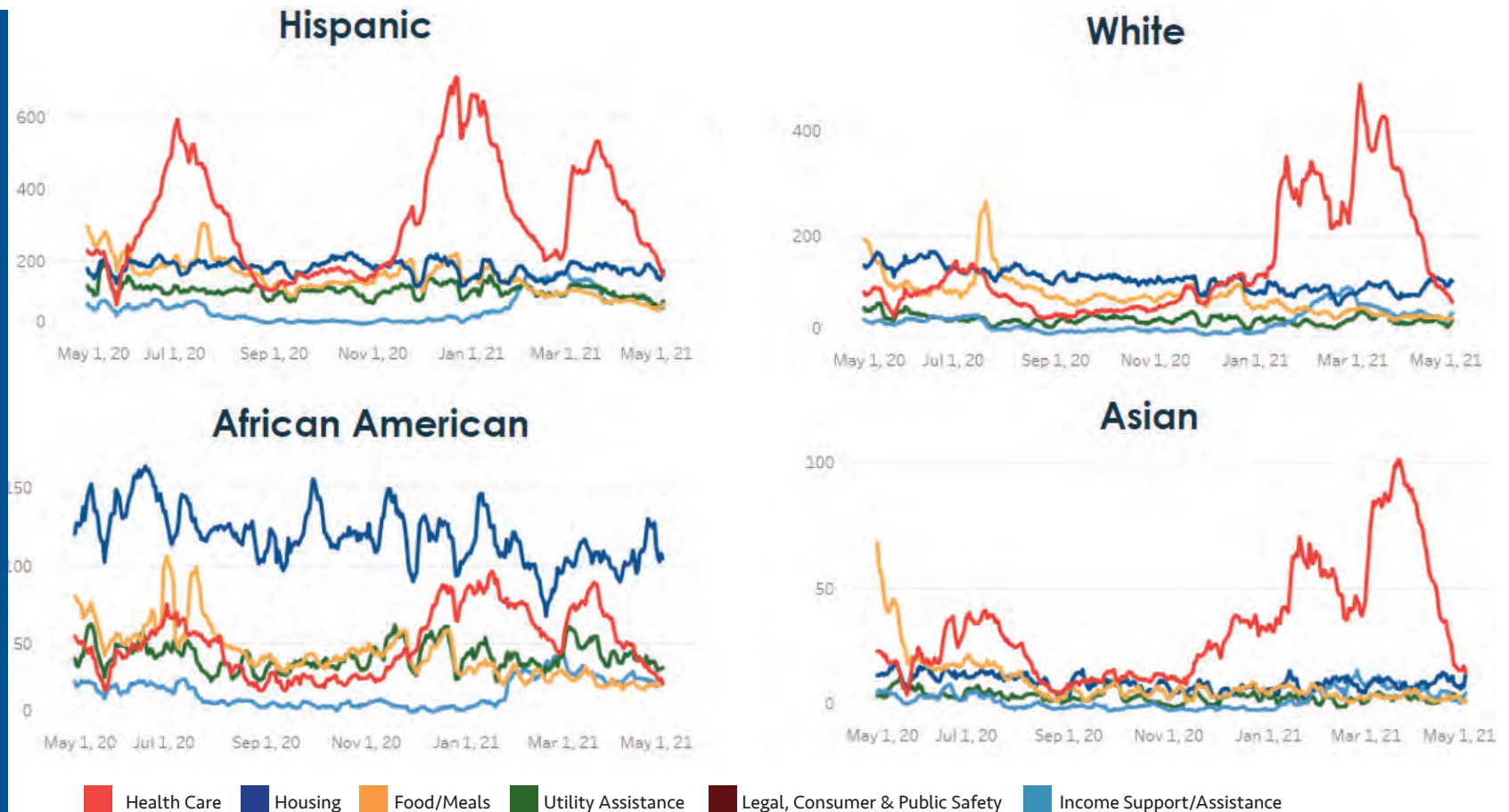


211OC Needs by Race

In terms of race as it relates to COVID-19 testing and vaccinations suggest that:

- Hispanic callers sought assistance throughout the past year for COVID-19 testing and vaccine assistance.
- White and Asian callers were more likely to seek health care for vaccine assistance versus testing assistance in the earlier part of the year.
- African American callers, while also seeking assistance for COVID-19 testing and vaccine assistance, were more likely to seek housing assistance over health care needs.

Chart 13



Language

It is well known in the social sector that in-language service and connection is crucial for those in our community whose primary language is one other than English. From 2019/20 to 2020/21, clients served by 211OC in Spanish increased by 11 percent from 11 to 22 percent of the total. A detailed breakdown of client language is presented in the table below. The majority of 211OC's Information & Referral Specialists are bi-lingual in English – Spanish, Vietnamese or Farsi, but also have access to a have 24/7 Language Line providing the ability to connect the caller with certified interpretation services in over 350 languages and dialects.

Chart 14

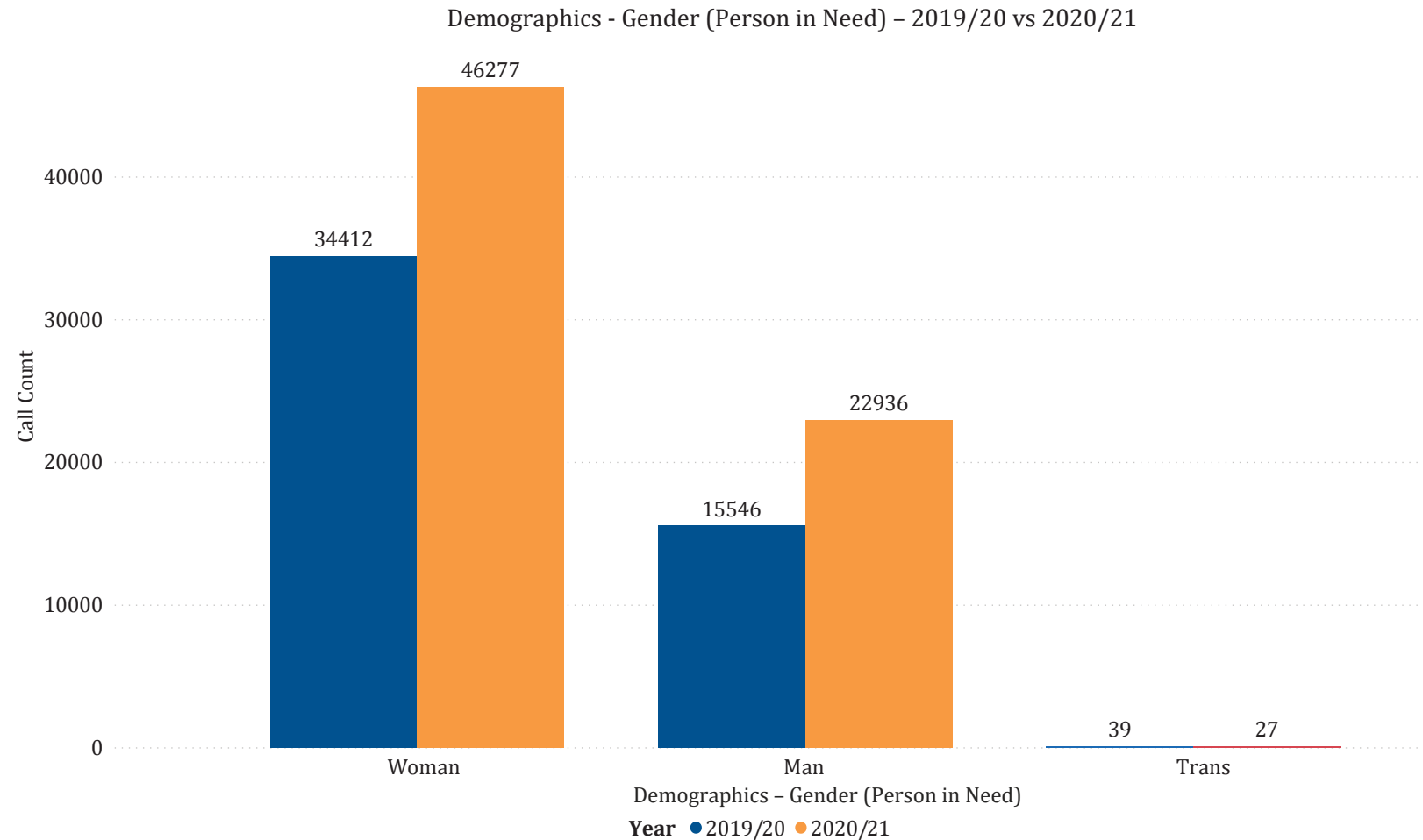
Language	Year	
	2019/20	2020/21
English	89%	77%
Spanish	11%	22%
Vietnamese	0.08%	0.46%
Other Language	0.06%	0.13%
Other/Unknown	0.05%	0.07%
Farsi	0.03%	0.06%
Mandarin	0.01%	0.03%
Cantonese	0.01%	0.01%
Korean	0.01%	0.00%
Portuguese	0.00%	0.00%
Russian	0.01%	0.00%

Gender and Sexual Identity

Chart 15

211OC data also reveals that the majority of callers are consistently female with 67% in 2019/20, and 69% in 2020/21. The percentage of female callers increased by 3% during the pandemic. Female callers contacted 211OC for more health care, and utility bill support in the COVID-19 year.

In terms of the LGBTQ population, in 2019/20, 93% stated that did not identify as LGBTQ, while 6% did. In 2019/20, 95% did not identify as LGBTQ, while 4% did. Those identifying as LGBTQ decreased by 2% during the pandemic.

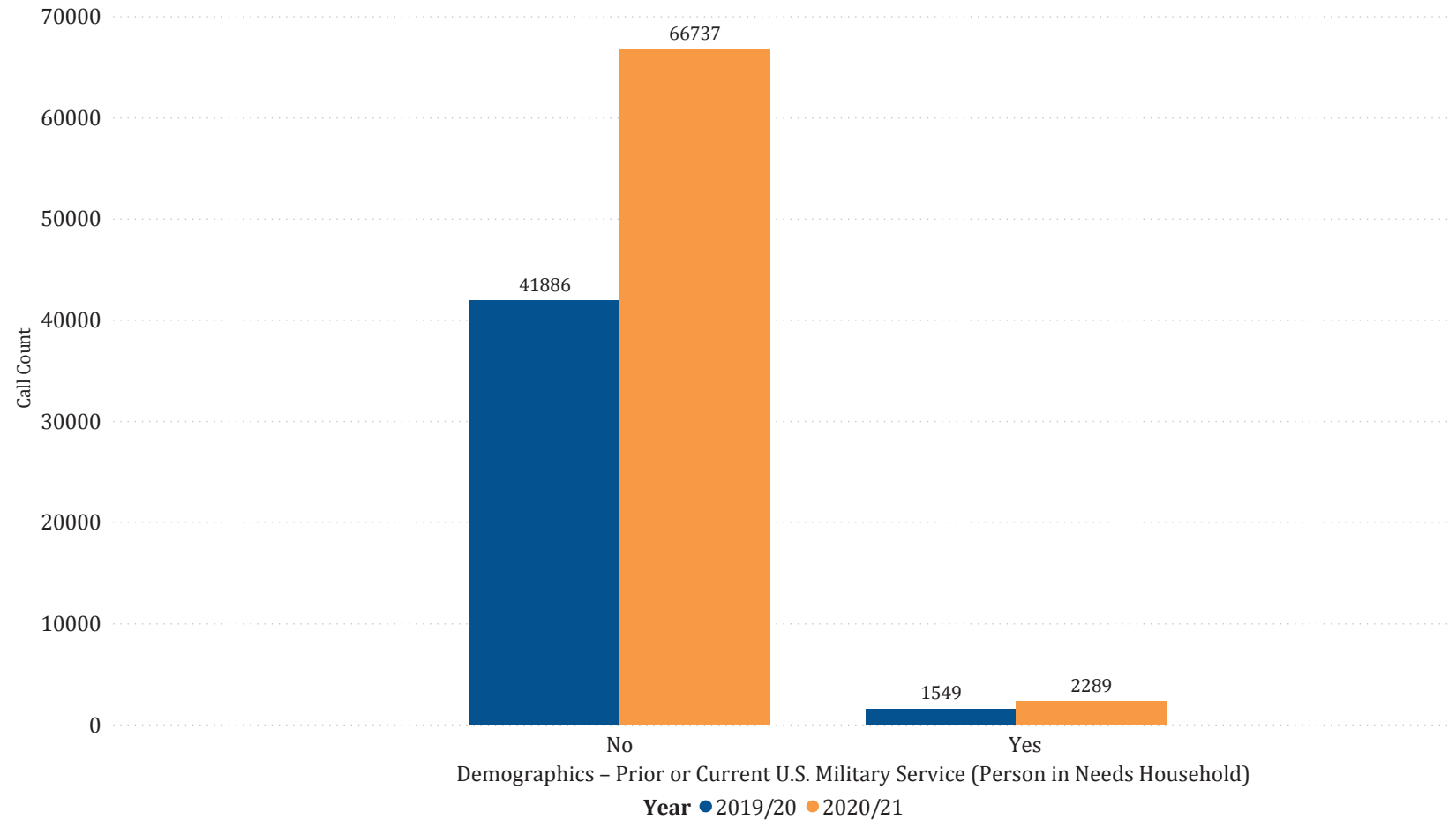


Veteran Status

Chart 16

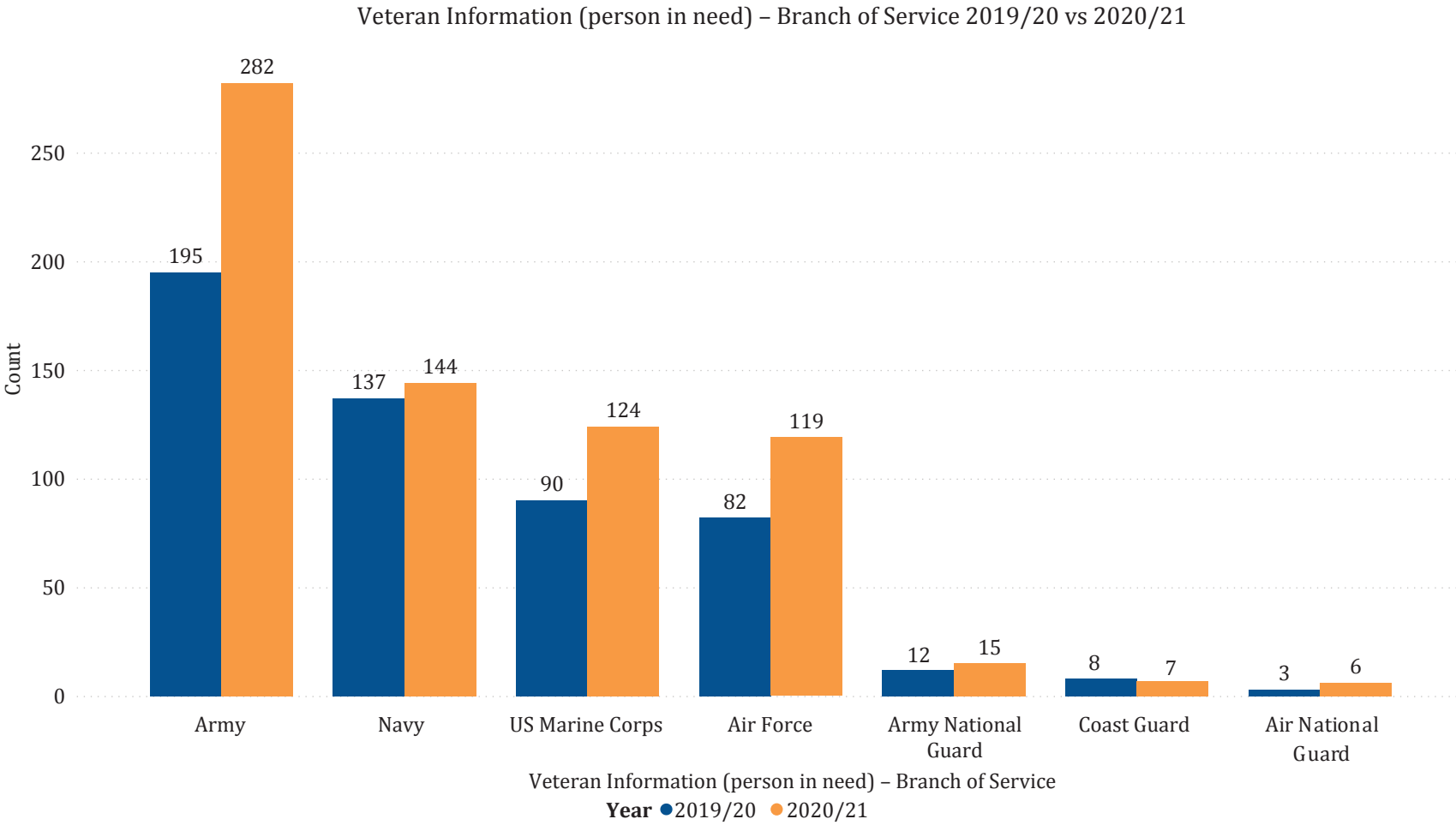
The percentage of callers to 211OC who identify with veteran status remained largely consistent from 2019/20 through 2020/21. 96 percent of callers did not identify as having veteran status, while four percent did. However, the total number of veterans seeking assistance increased from 2,739 in 2019/20 to 3,414 in 2019/20. Those callers were subsequently offered services through our Veteran Peer Navigator, providing in-depth care coordination services among the OC Veteran Initiative service providers – a 6 year Initiative to improve access and connection to veteran and military families in OC.

Demographics – Prior or Current U.S. Military Service (Person in Needs Household) 2019/20 vs 2020/21



Veteran Status

Chart
17



Household Composition (Size and Number of Children)

When comparing pre-COVID-19 and COVID-19 years, moderately sized households of three to five members increased their use of 211OC most. As evident in the tables below, more households comprised of four to seven people, as well as those with nine or more family members, called 211OC in 2020/21 than in 2019/20. Additionally, more households with one, two and four children called in 2020/21 as compared to 2019/20.

Chart 18	Household Size	2019/20	2020/21
	1	42%	31%
	2	20%	20%
	3	15%	14%
	4	11%	15%
	5	7%	11%
	6	4%	6%
	7	1%	2%
	8	1%	1%
	9 or more	0%	1%

Chart 19	Number of Children	2019/20	2020/21
	0	59%	55%
	1	16%	17%
	2	12%	14%
	3	8%	8%
	4	3%	4%
	5	1%	1%
	6 or more	1%	1%

Geography

Zip codes appear to be a strong predictor of health and wellness in the context of the ongoing COVID-19 public health crisis. 211OC geographic data illustrates this point. Below are two charts comparing 2019/20 and 2020/21 data, the first with call numbers by the Orange County Service Planning Area (SPA) zones and call numbers by city. The charts highlight the elevated high overall need in North and Central SPA zones and corresponding cities. The South SPA saw the highest increase in need during the COVID-19 year versus the previous year.

Chart
20

Call Growth by SPA Zone
2019/20 vs. 2020/21

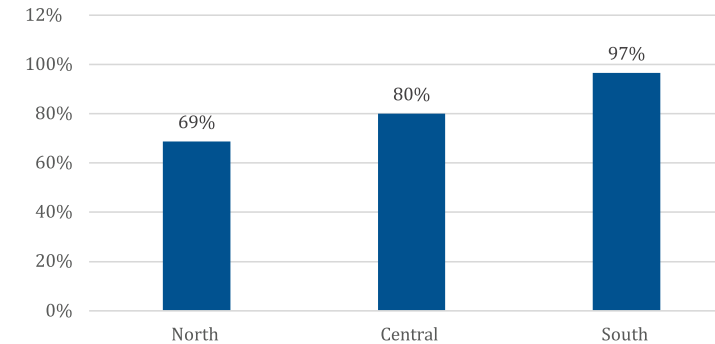


Chart
21

Call Counts by City (Top 20 cities)
2019/20 vs 2020/21



III. Specific Categories of Needs

Housing – Increased Need for Homeless Prevention Assistance

This report unpacks trends in seven critically impacted areas. Those include housing, food/meals, health care, employment, income support and utility assistance, and mental health.

It is well known that chronic homelessness, limited affordable housing opportunities, and homeless prevention are issues of concern in Orange County. Homeless Prevention Programs provide financial assistance (rent and utility subsidies) and services to prevent individuals and families from becoming homeless. When comparing the year marked by COVID-19 (2020/21) to pre-COVID (2019/20), the need for homeless prevention grew by at least 87 percent.

Overall, 211OC data shows that “housing” needs increased by 20% when comparing pre-COVID to COVID year. However, disaggregating the data into subcategories, the following areas of need grew the most during the year.

1. At Risk/Homeless Housing Related Assistance Programs – 87%
2. Subsidized Housing Administrative Organizations – 58%
3. Housing Expense Assistance – 50%

211OC partnered with the County of Orange and the city of Santa Ana to provide the Virtual Front Door for renters seeking assistance via emergency rental assistance programs. To provide a quick and comprehensive response to people needing rental assistance, 211OC built an electronic, online application form for each program, and accepted thousands of applications in multiple languages. For those with access barriers, such as no internet, we processed their applications were processed completely over the phone.

“The 211OC Virtual Front Door functions as a pre-application for the City of Santa Ana SAVES Program. 211OC worked with the City of Santa Ana to customize the pre-application questions to identify eligible clients and prioritize those who are at an increased risk of homelessness. Residents facing eviction have a limited amount of time to respond to an eviction notice and the services provided by 211OC to assist those with access barriers, and their coordination with the nonprofit administrator of the SAVES Program, The Salvation Army, ensures that residents are able to submit a pre-application quickly. More than 50 Santa Ana households have avoided eviction or received rental assistance through the SAVES Program to date.”

Mikelle Daily, Community Development Analyst from the City of Santa Ana

Housing – Increased Need in Homeless Prevention

211OC eliminated much of the administrative work for the nonprofit agencies tasked with approving applications by providing comprehensive information via an Administrative Dashboard and transmitting the information to the Homeless Management Information System (HMIS) that 211OC manages for the Orange County Continuum of Care. Having this information populate the HMIS, lets community see if people remained housed with this emergency rental assistance, or if they fell into homelessness.

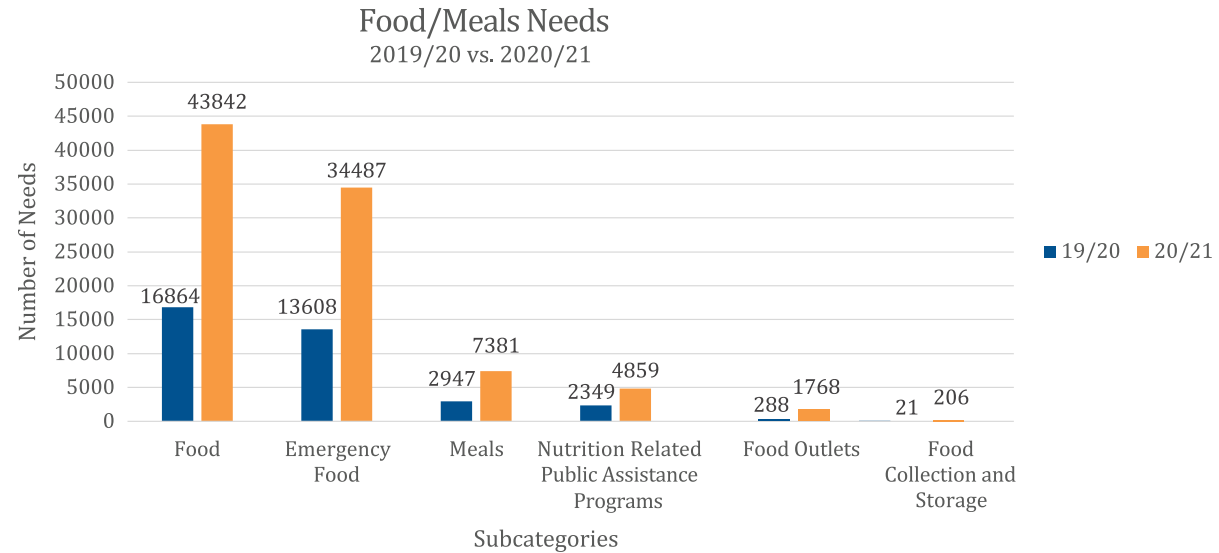
“ERA funding has infused a new wave of resources for families struggling to keep up during the COVID pandemic. Our partnership with 2-1-1 serving as a virtual front door allowed us to respond to the growing needs of families during the pandemic. The online form or the ability for a struggling family to just call 2-1-1 and ask for COVID related assistance has been smooth and easily accessible. The team at 2-1-1 is always responsive and helpful. 2-1-1 doing such a good job of collecting initial information has allowed us as service providers to focus on working with families directly. We are so happy to partner with the seasoned team at 2-1-1.”

Nishtha Mohendra, Chief Program Officer of Families Forward praised our partnership.

Although other areas of need also increased, housing remained the top need over the course of the year (food access was in the top slot the first few months of the pandemic because so many food access points were closed). 211OC received many more calls, and referred an increased number of individuals to services to keep them housed and to prevent an increase in homelessness during this time.

Food Need among Several Basic Needs during COVID

Chart 22



During this time, more families and individuals needed basic sustenance and many organizations responded to the need by reinforcing and building response infrastructure. The need continues as families still face uncertain employment and are concerned about access to income, though the response system is now stronger.

As mentioned in the six-month report, the service providers in the county responded well to the heightened need for food. Initiatives managed by 211OC, such as publicly funded programs like District 5 Supervisor Lisa Bartlett's Nutrition Gap Program and CalFresh, as well as privately funded programs, like the Delivering with Dignity Orange County program, helped provide a safety-net for people in need of food resources.

“The Nutrition Gap Program was very successful.” “Participants were very complementary of the quality and variety of the food, and were grateful to have the food delivered directly to their home.” “A special word of thanks to our partners – Ruby’s Diner, Second Harvest Food Bank and 2-1-1-OC who collaborated with us on this project.”
Supervisor Lisa Bartlett, Fifth District.

Health Care Needs in a Public Health Crisis

According to 211OC data, general health care needs increased 158% percent from 2019/20 to 2020/21. When the needs data is disaggregated into subcategories, the top three needs were, not surprisingly:

1. Public Health 3,146% increase
2. Health Screening/Diagnostic Services – 1,582% increase
3. Specialized Treatment and Prevention – 285% increase

COVID-19 Vaccinations:

Specialized Treatment and Prevention includes COVID-19 vaccination navigation. 211OC provided additional technical support by assisting community members experiencing access barriers to navigate through appointment technology. The organization also continued to closely work with OC Emergency Management on a daily basis to receive and update information from vaccination scripts sent over by the Public Information Officer.

Some categories of need, such as Rehabilitation/Habilitation Services, Mutual Support, Health Supportive Services, Outpatient Health Facilities, and Specialty Medicine, decreased during this same period. A plausible theory for this decrease is that because people were focused on immediate needs, related to COVID testing, vaccines, and care, they put off addressing other needs. It is possible those need categories will begin to trend back upward with sustained reopening in the recovery phase.

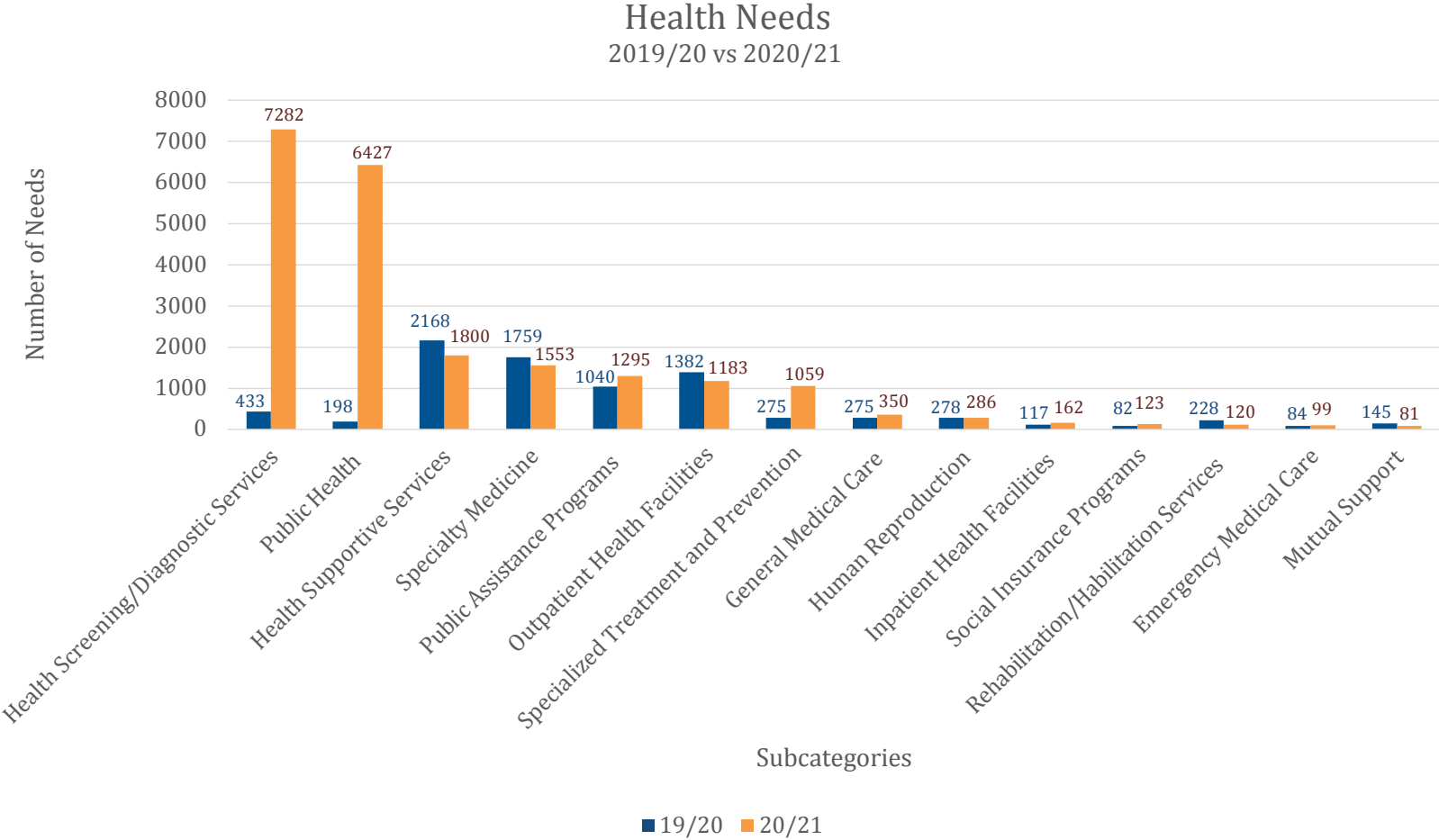
Post-Acute Sequelae of SARS-CoV-2 infection, or PASC, is a condition where people continue to experience COVID-19 symptoms for longer than usual after initially contracting the virus. It has been referred to as Long COVID and COVID Long Hauler's Syndrome as well. Commonly reported symptoms include fatigue, respiratory problems, headaches, dizziness, joint pain and, in some cases, neurological issues such as "brain fog" and depression. Scientists are continuing to study the syndrome to determine the causes and possible treatments, but some research seems to indicate that the COVID-19 vaccine may help these patients recover quicker. Dr. Eric Nguyen, a psychiatrist with Kaiser Permanente in Orange County says he is concerned about those in our community whose doctors don't understand Long-COVID and may be discounting their patients' symptoms.

"Long COVID is very real for these patients and so it's important that we be sensitive to what they are reporting and going through. The pandemic has resulted in significant loss for many all around the world, but for those who continue to live with these potentially disabling and debilitating symptoms, the future may be even more stressful and uncertain. We can provide hope by supporting them, validating their symptoms and letting them know that with each passing month, we will continue to learn more about this condition and, in doing so, allow for novel treatments to emerge."

Dr. Eric Nguyen, Kaiser Permanente

Health Care Needs in a
Public Health Crisis

Chart
23



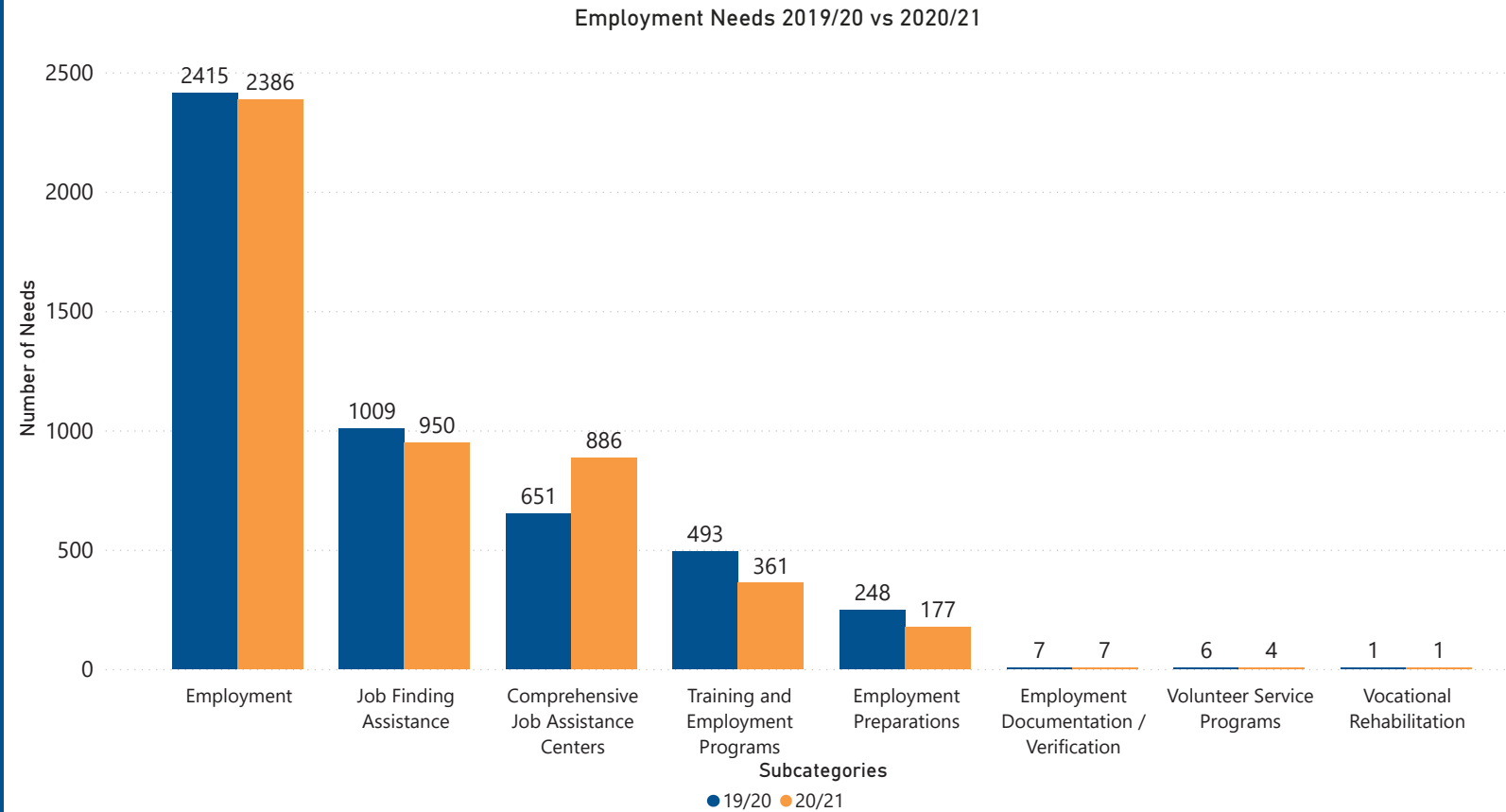
Employment

A year of increased unemployment and uncertain employment opportunities contributed to a year of food and housing insecurity, and the growth in other basic needs. Unemployment hit high points in the county in April and May above 14% and 15% respectively, and have been on a mostly steady downward trend since then, though there was a slight upturn in December 2020 and January 2021. In March 2020, according to an Employment Development Department (EDD) labor market information report, unemployment in Orange County was estimated at 3.3%. In March of 2021 it had increased to 6.7%¹.

Comparing pre-COVID-19 to COVID-19 needs, 211OC data shows a 36% increase for Comprehensive Job Assistance Centers, such as the One-Stop Centers and Veteran Employment Centers. Other subcategories of employment needs remained about level. As explained in the six-month report, the most probable hypothesis for why 211OC did not see growth in employment-related calls in every category is that people know to contact the EDD for unemployment benefits. 211OC also entered into a valuable partnership with Orange County Community Service's Workforce Development Program the last year. Workforce Development participants assist in 211OC's Connection Center and Resource Curation Departments on a full-time basis, each working 30 hours a week. These program participants continue to help provide the operational support to meet the increased community need, while developing job skills and gaining employment experience.

Employment

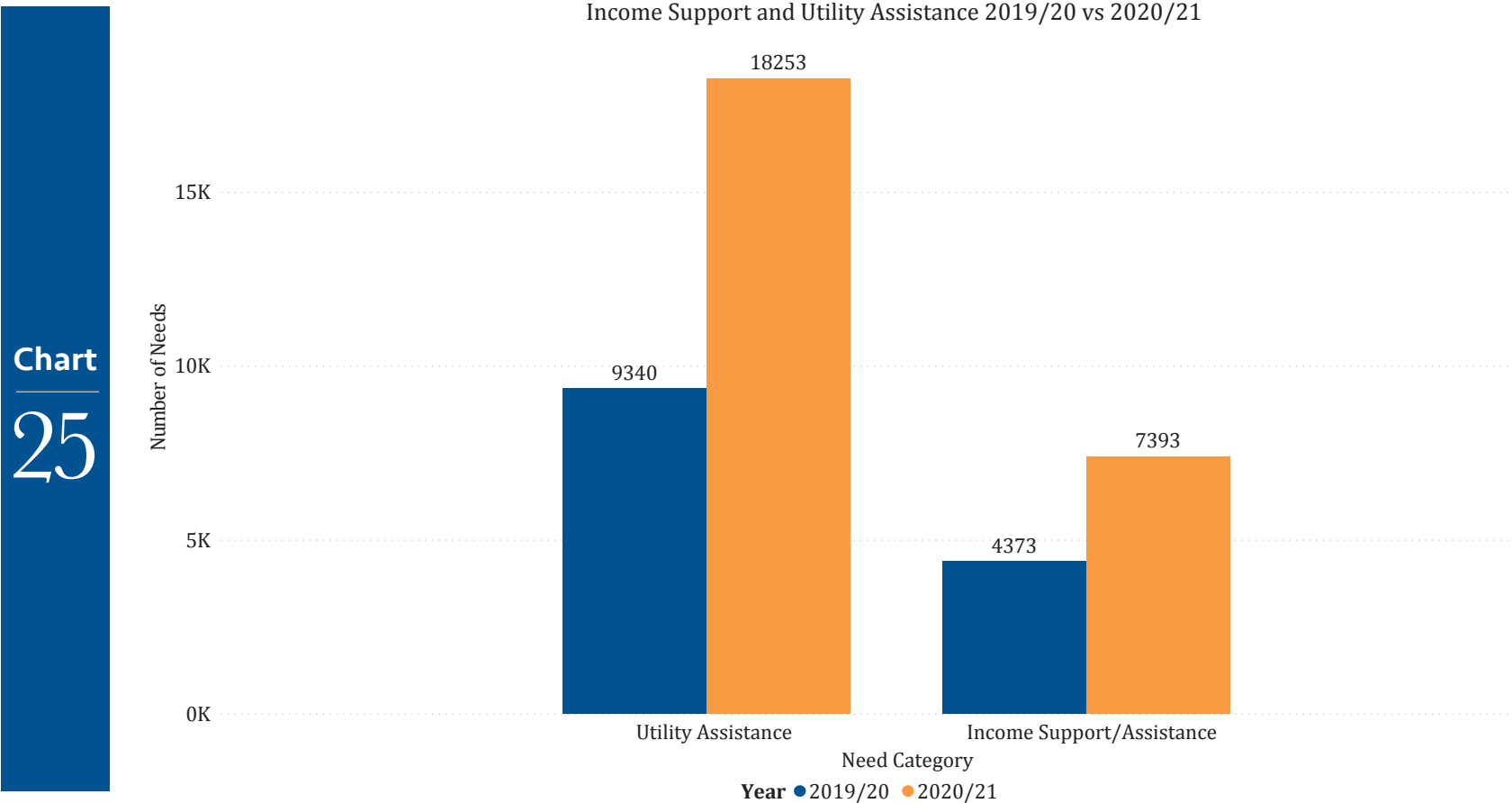
Chart 24



¹Anaheim-Santa Ana-Irvine Metropolitan Division (Orange County)[https://www.labormarketinfo.edd.ca.gov/file/lfmonth/oran\\$pds.pdf](https://www.labormarketinfo.edd.ca.gov/file/lfmonth/oran$pds.pdf)

Community Need for Income Support grew 42% from 2019/20 to 2020/21. Inquiries regarding utility assistance grew 49% in the same time-period.

211OC has responded with multiple programs, including the Access and Functional Needs (AFN)² San Diego Gas & Electric pilot in South Orange County, which assists in coordinating emergency care for those individuals who need that assistance when utilities are required to perform public safety power shutoffs (PSPS). 211OC also has a relationship with Southern California Edison, which, for now, focuses on reducing utility need emergencies through education and information campaigns, and by providing connections to Edison's discount programs for low-income households.



²AFN refers to individuals who are or have: Physical, developmental or intellectual disabilities. Chronic conditions or injuries. Also, refers to those with Limited English proficiency.

Growth in Basic Needs Support – Income Support and Utility Assistance

Chart
25

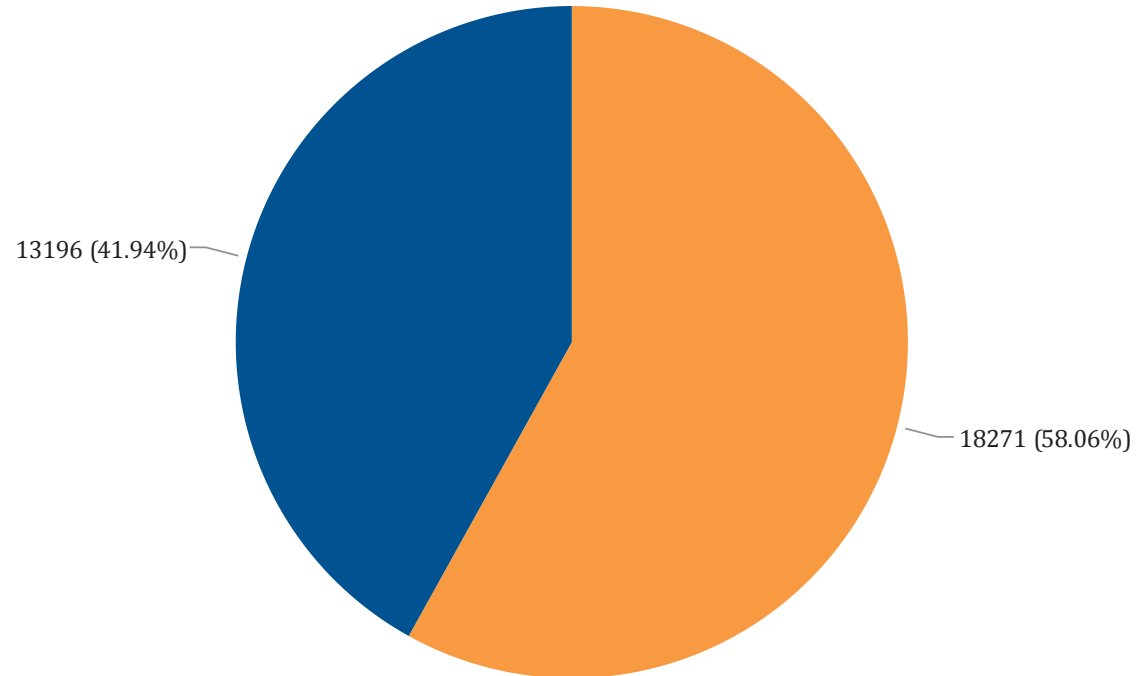
Mental Health – A “Second Wave” Need

At 211OC, Mental Health/Addictions needs are typically among the top three Community Needs. However, COVID-19 jolted the community into survival mode, with people desperate for food, COVID-19 information and nursing assistance. Compared to 2019/20, during the year marked by COVID-19, mental health/addiction needs declined by 28%.

However, during the first quarter of 2021, as expected, mental health/addiction needs are back on the rise. Week over week, mental health and addiction needs are consistently among the top three. As service providers move from response to the recovery phase of the pandemic, it's anticipated that mental health and addiction needs will become more prominent. In the response phase, people primarily focused on obtaining the basic need services to remain in their housing and meet their food needs. Now, in recovery and reconstruction phase of COVID-19, they are able to focus on secondary needs such as mental health.

Chart
26

Mental Health 2019/20 vs 2020/21



Year ● 2019/20 ● 2020/21

A Collective Response to Help a Challenged Community

These findings make it clear that the pandemic caused a significant increase in basic needs assistance, such as housing, food, informational services, income and utility assistance, and health care. Community residents were economically strapped and were seeking various types of assistance. With a second round of layoffs, and uncertain end to COVID-19, care must be sustained care for our most vulnerable populations in the mid and longer term.

211OC would like to thank the funders that made its disaster response possible: the County of Orange/District 5, Orange County United Way – Pandemic Relief Fund, OC Community Resilience Fund (powered by Orange County Community Foundation, OC Grantmakers, Charitable Ventures, and St. Joseph Community Partnership Fund), United Way World Wide, Wells Fargo Foundation, California Department of Public Health, Anaheim Community Foundation, Edison International, Boeing Employee Community Fund of California, and the Dorsey Foundation.

The COVID-19 pandemic forced thousands of OC residents into a vulnerable position. In response, 211OC and its partner agencies, as well as the community funders, cities and the County of Orange, have bridged the gap and helped meet the need. Like many other disaster scenarios where people have been displaced, experienced job loss, found themselves grappling to find resources, COVID-19 has had a tremendous impact on the community. This experience has illuminated the need for a central navigation system to help people get quickly connected to the resources they need.

211OC's new **Community Information Exchange (CIE)** works to address these gaps and improve the system of care so that people can more effectively get connected to the care they need when they need it. A Community Information Exchange (CIE) is a network of cross-sector partners (e.g., nonprofits, government, physical and behavioral health providers) who commit to sharing data and coordinating care so that individuals have better access to the care and supports they need to improve their health. Partners access a network database where they contribute to a single longitudinal client record, share information, and make bi-directional referrals. 211OC has researched and convened stakeholders, including a CIE Advisory Council and working groups to shape a Community Information Exchange program for OC.

Given this, 211OC offers the following recommendations to the community:

A Collective Response to Help
a Challenged Community

CIE Person Centered System of Care:



Recommendations

- 1. For Individual Donors and Grant makers:** *Stay invested* in disaster recovery and resilience work for the long haul. The 211OC Needs Data shows that needs remain heightened and more have emerged. The most vulnerable are being hit especially hard in the areas of basic needs, and other groups are becoming vulnerable and living through food, income, and health insecurity. These needs have grown dramatically and they are here to stay for some time. 211OC's recommendation is to stay committed to the most pressing needs created and exacerbated by disaster.

Contact: Pam Presnall, Director of Development and Outreach ppresnall@211OC.org 714-589-2375.

- 2. For Our Nonprofits:** Continue your hard work for the community, and consider 211OC data a resource for you to adjust and make cases to improve and hone your services for those most in need to help tell the story. In addition, join the CIE Early Adaptor's working group or request a presentation.

Contact: Amy Arambulo, Director of Community Programs aarambulo@211OC.org 714-589-2350.

- 3. For the Community:** Continue to use 211OC as a resource and referral clearinghouse for all of your needs. Share the number 211OC with those who are newly vulnerable, and let them know that we are here to help. For those wishing to volunteer your time, there are always opportunities to serve, and even more so in this time of heightened need. Please reach out!

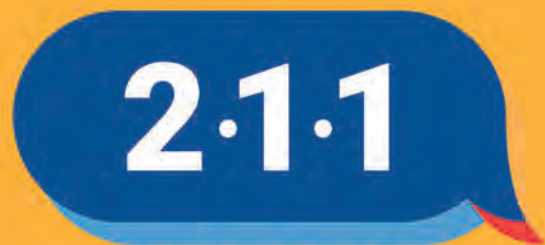
Contact: John Garcia, Program Manager of Volunteer Services volunteer@211OC.org or 714-589-2355.

- 4. For all of the above:** As a referral clearinghouse, 211OC maintains useful Community Needs data, and has been gratified to share weekly Community Needs Briefs with you over the past year. If you are interested in partnering with 211OC to create empowering data reports, reach out and we will be happy to discuss and collaborate.

Contact: Amy Arambulo, Director of Community Programs aarambulo@211OC.org 714-589-2350.

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Orange County

Mission: Connecting the vulnerable with the health and human resources they need when they need it most.

1505 E 17th Street, Suite 108
Santa Ana, CA 92705

714-288-4007

www.211oc.org

Text Zipcode: 898211

2-1-1 Orange County is a local, private, non-profit organization with 501(c)3 status.



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