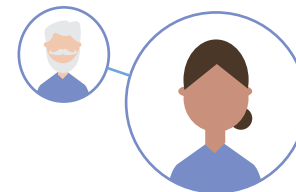




2-1-1 MONTEREY COUNTY



2017

PHONE CALLS SINCE 2009

124,153

71% English
29% Spanish

75% Female
25% Male

HOW PEOPLE ACCESSED 2-1-1

9,335 phone calls

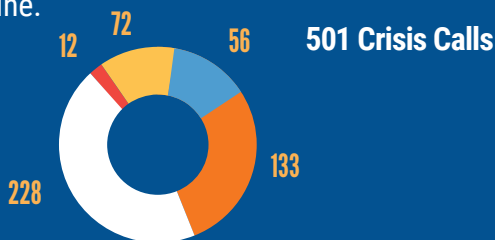
265 2-way texting

6,937 website searches

RESPONDED TO 17,988 INDIVIDUAL NEEDS

When people in crisis call 2-1-1, Call Specialists provide comfort until the caller is directly connected with an expert at the appropriate crisis line.

- Medical (unrelated to mental health)
- Domestic Violence
- Mental Health or Suicidal
- Sexual Assault/Rape
- Disaster



Call Center and Staff are nationally certified by the Alliance of Information and Referral Systems (AIRS).

TOP SERVICE REQUESTS

45%
Housing, Utilities, Food and Transportation

14%
Legal Services and Immigration

10%
Mental Health and Substance Abuse Services

7%
Consumer Services, Tax Assistance, and Social Security

5%
Healthcare

6%
Income Support and Employment

How did you hear about 2-1-1?

17% Community Orgs.
12% Family and Friends

11% Media
8% Gov't. Agencies



Dial 2-1-1. Text zipcode to 898-211. Visit 211mc.org

