



What Is 2-1-1?



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What Is 2-1-1?

- Overview of 2-1-1
- Senate Bill 1212 (2016)
- Implementation of SB 1212
- Next steps





What Is 2-1-1?

- 2-1-1 is the free telephone number by which Californians can obtain information and referral to health and human services programs
 - Food and housing assistance
 - Physical and mental health resources
 - Transportation
 - Job services
 - Utility bill assistance
- During disasters, 2-1-1 also provides critical public information such as information on shelters, food distribution, evacuation routes, road closures, and other assistance.





What Is 2-1-1?

- In California, 2-1-1 service is organized on a county-by-county basis by various providers
 - United Way chapters
 - Dedicated information and referral (I&R) providers
 - County agencies
- 2-1-1 California is the umbrella organization for all 2-1-1 service providers in the state.





What Areas Have 2-1-1?

- 38 counties, comprising 96% of California's population, have access to 2-1-1 services.



Updated February 2016





What Areas Have 2-1-1?

- The remaining 20 unserved counties are mostly rural and located in northern and eastern California.



Updated February 2016





CPUC's Role in 2-1-1

- The FCC has delegated to state commissions the authority to grant information and referral (I&R) service providers the use of the 2-1-1 code to provide 2-1-1 service.
 - In California, this authority is granted on a county-by-county basis.
- In 2016, the Legislature adopted Senate Bill 1212, which authorizes the Commission to spend up to \$1.5 million from the California Teleconnect Fund (CTF) to implement disaster-only 2-1-1.





Senate Bill 1212 (2016, Hueso)

Legislative intent:

- Facilitate the expansion of disaster-only 2-1-1 services into counties currently unserved by 2-1-1
- Facilitate access to:
 - Disaster preparedness
 - Response
 - Recovery information
 - Referral services

uniformly in the state, especially in rural areas, through 2-1-1.





Implementing SB 1212

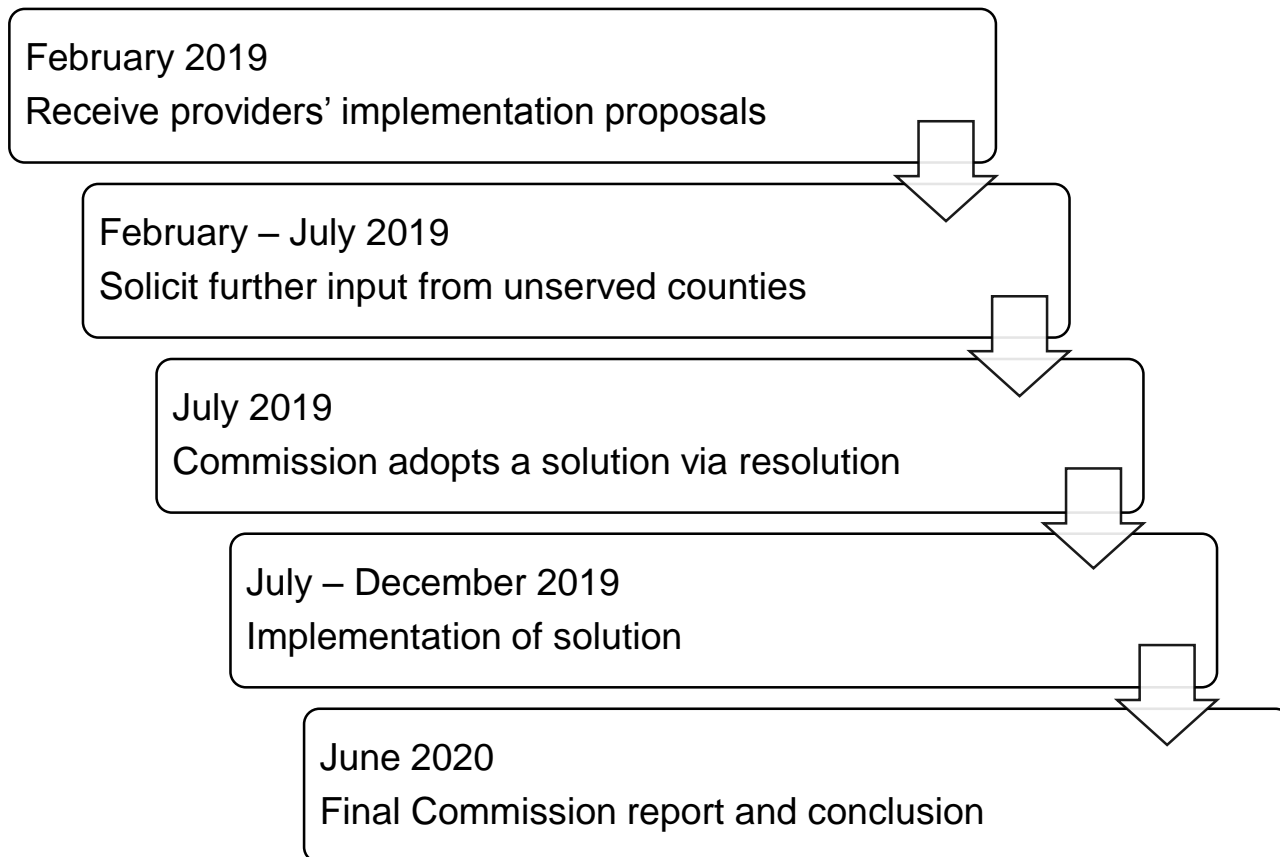
- Over the past few months, the Communications Division has been collaborating with unserved counties and 2-1-1 service providers
 - Multiple conference calls since March 2018 to determine the needs of the counties and form of disaster-only 2-1-1
 - June 21 workshop in Sacramento
 - One-on-one conversations with interested parties to address local concerns
 - 11 of the 20 unserved counties have agreed to move forward with disaster 2-1-1
 - 2-1-1 service providers currently drafting implementation proposals





Implementing SB 1212

- Timeline





Implementing SB 1212

- Upcoming activities
 - Prepare resolution regarding chosen solution for Commission consideration
 - Obtain buy-in from county boards of supervisors prior to implementation in their counties
 - Set up claims process for SB 1212 reimbursements
 - Encourage and facilitate conversations with counties regarding upgrading to full-service 2-1-1





Examples of 2-1-1 in Prior Disasters

- 2007/08 Southern California wildfires
- 2017 Oroville Dam disaster
- 2017 Sonoma/Lake County fires
- 2018 Hurricane Michael in Florida
- 2018 California wildfires (ongoing)

