



your connecting point

A Public Authority Agency

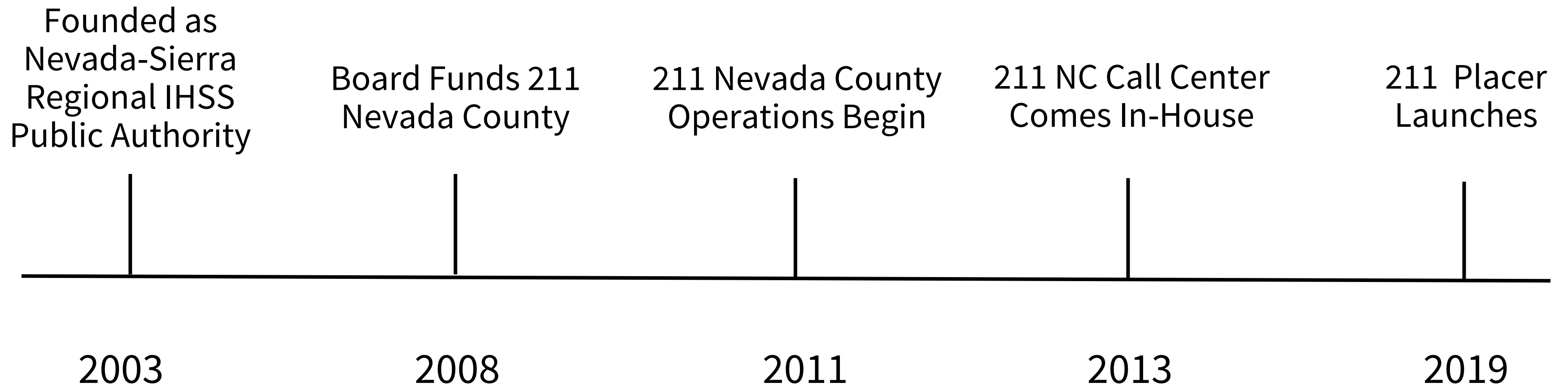
Serving Nevada & Placer Counties

Kick it California Conference February 1, 2023



CONNECTING POINT HISTORY

Celebrating 20 Years of Service



Helping People Connect Since 2003



Our Mission

To support our community in making connections that enhance the lives of its members.

Services Provided Include

211 Placer & 211 Nevada County, Employment Services, Disaster Recovery Navigation, Youth Job Corps, & IHSS Services



Food



Health &
Dental



Housing



Children &
Youth



Community &
Connection



COVID-19



Disability
Services



Senior
Services



Substance
Abuse



Suicide
Prevention &
Loss



Transportation



Utilities



Volunteer

And much
more...



Our KIC Referral Flow begins with every caller who reaches a 211 Call Specialist being screened for tobacco use, and then our Specialist proceeds to our contact center specific link, where we then complete the questionnaire and solicit a call back from KIC.

Outreach efforts for the KIC program have included bi-monthly Social Media posts and flyer distribution at local Homelessness service providers & shelters, with an emphasis on the incentive gift card.

Our 211 staff consists of a 211 Program Manager, a Contact Center Manager, 7 Full-Time Call Specialists, 3 Part-Time Call Specialists & 3 After Hours Call Specialists, Plus 2 Full-Time Resource Database Specialists. Over half of our Call Specialists are bilingual & we have 24/7 access to an interpretation service.

Our funding comes from county and state programs and grants, as well as special projects like KIC, CA vs Hate, and COVID19 specific funding streams.

Our Referral Program is needs based, by asking our 211 callers demographic and specific questions to help identify unspoken needs in addition to callers stated needs. Our Call Specialists are experts at thinking outside the box, and addressing multiple needs without overwhelming callers, through client guided interactions and follow up calls.



Thank you!

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