



Because kids.

211 San Joaquin



GET CONNECTED. GET HELP.
CALL 211
FREE & CONFIDENTIAL
Available 24/7, 250+ Languages

Referrals to:

-  Child Care Assistance
-  Employment Assistance
-  Financial Support Assistance
-  Food Assistance
-  Housing Assistance & Shelters
-  Medical/Dental Assistance
-  Mental Health Services
-  Substance Abuse Services
-  Transportation Services
-  Utilities Assistance


Call: 211
or (800)436-9997


Text Your Zip Code
to 898211


Visit: 211sj.org


Download the
Mobile App


family
resource
center
Because kids.


211
San Joaquin County

What is the purpose of 211SJ?

- The purpose of 211SJ is to make it easy for people to find the help they need when they need it.
- 211SJ helps with non-emergency human service needs but does not replace the 4-1-1 Directory Assistance or 9-1-1 Emergency Services.
- 211 is the number to call during a disaster or emergency. 211SJ connects callers to emergency shelters, food pantries and provides important local updates including road closures.



Coordinated Entry System (CES)

211SJ is the point of contact for San Joaquin County Coordinated Entry System (CES), a homeless and housing prevention service.

211SJ assists individuals and families experiencing homelessness to find permanent supportive housing programs. CES is the referral point to the permanent housing programs.

211SJ completes assessments using the San Joaquin County Housing Assessment Tool (SJCHAT) to assess clients to refer them to the Community Queue (aka the waiting list) to receive services when housing programs are available.

Anyone can call 211SJ to get assessed.

Public Safety Power Shutoff

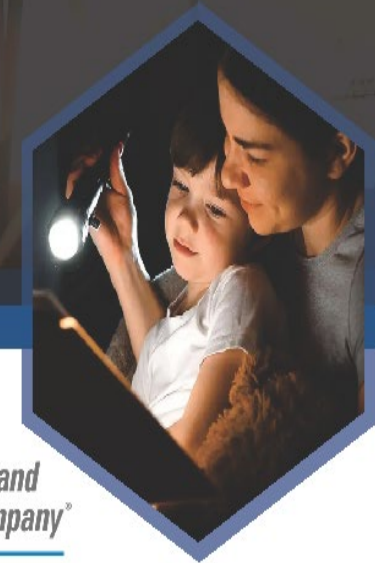
PG&E provides support to our residents when a Public Safety Power Shutoff event occurs to prevent wildfires or when power is not available during disaster events.

Callers are referred to resources including PG&E Medical Baseline, medical equipment or assisted technology, medical transportation programs, and battery or generator programs to be prepared for a PSPS event.

Care coordination is available to assist clients with emergency planning.

**ARE YOU PREPARED FOR THE
NEXT PUBLIC SAFETY POWER
SHUTOFF?**

211 has partnered with PG&E to provide support during a Public Safety Power Shutoff.



*Pacific Gas and
Electric Company*



Get connected. Get resources.

Emergency Disaster Coordination

211SJ partners with San Joaquin County Office Of Emergency Services (SJCOES) to educate residents on disaster preparedness and connect residents to resources during an emergency.

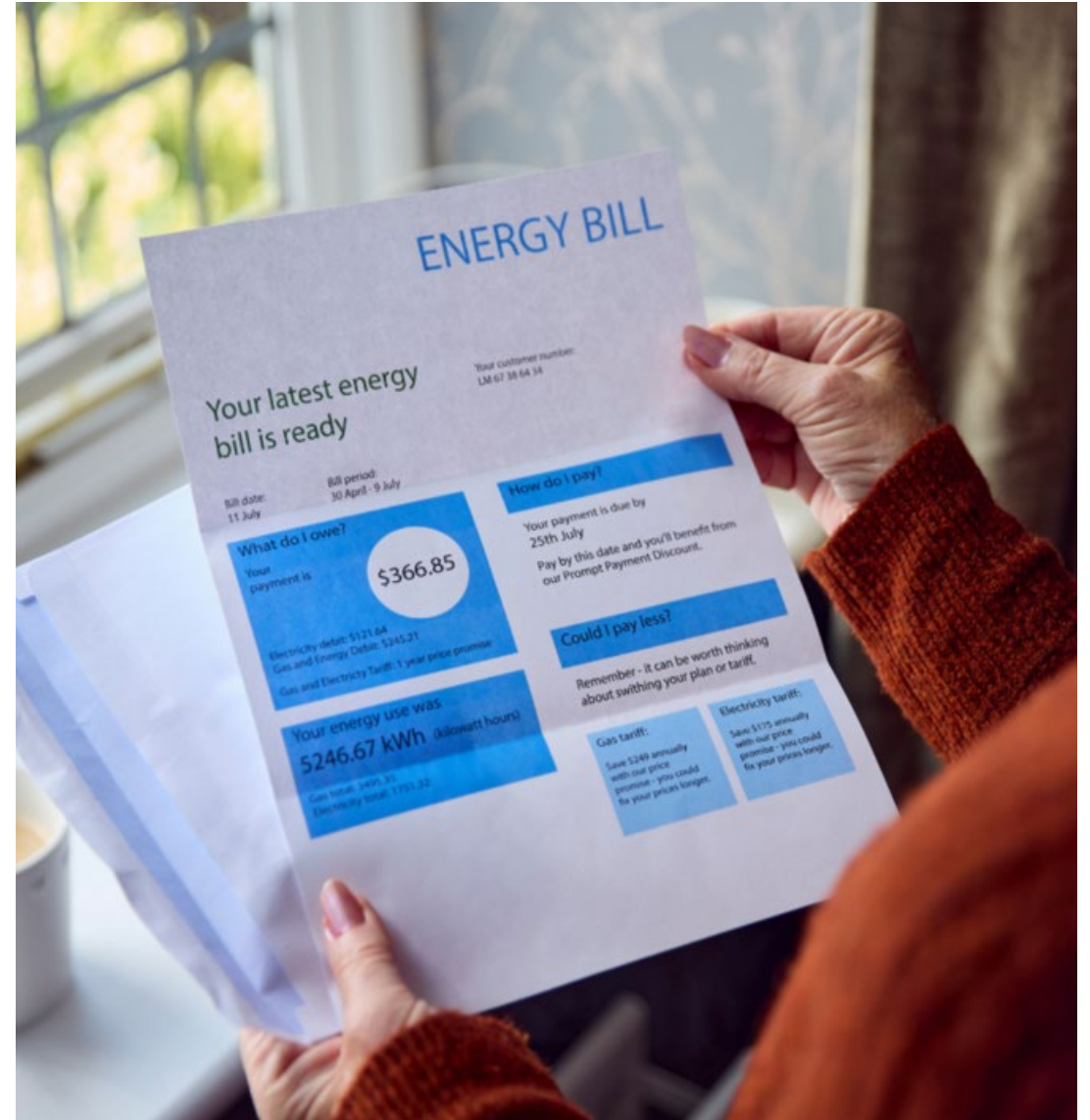
- Emergency shelters, food pantries, emergency supplies
- Evacuation routes
- Road conditions and closures
- Disaster and emergency incident updates



Utility Assistance Support

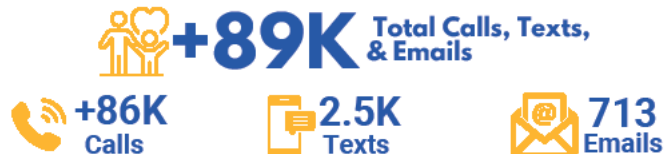
Families encountered many barriers and challenges when paying their bills. 211 offers resources to help support the families:

- Rate Discount Programs (CARE, FERA)
- Bill Payment Assistance (LIHEAP, REACH, LIHWAP)
- Medical Assistance Programs (Medical Baseline)
- Disaster and Emergency Support (PSPS assistance)
- Utility Payment Arrangements and Local Hardship Programs



211 ANNUAL SNAPSHOT

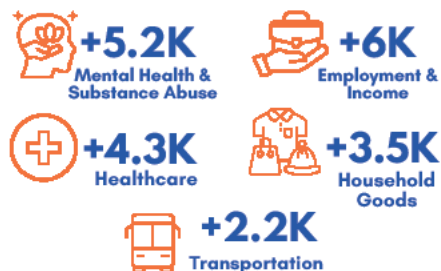
When Families Need Help, They Call 211



Meeting Families' Basic Needs



Strengthening Our Community Through Access



Top 5 Zip Codes for Incoming Calls

95206	10,115
95207	8,628
95205	7,544
95202	5,837
95210	5,831

 **211. Help Starts Here.**



- 211SJ supported over 89,000 clients in 2025
- 5,376 callers inquired about electric payment assistance programs
- Over 2,800 clients were connected with the Home Energy Assistance Program (HEAP)
- Over 2,000 were referred to Relief for Energy Assistance through Community Help (REACH)
- Over 180 clients received referrals to Home Weatherization Assistance Program
- 114 clients received referrals to CARE and FERA programs

211 San Joaquin Mobile App

Get resources at your fingertip 24/7.

- Have the resources in the palm of your hand. Information is updated in real time
- Important during disasters and phone calls cannot be made
- Create folders to save frequently used resources to share with others
- Call and email agencies from the app
- Call and text 211SJ from the app

 **Help
Starts Here.**

211
San Joaquin County
Powered by Family Resource Center

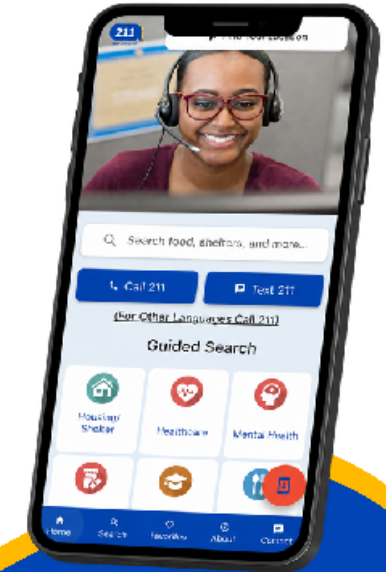
Free. Confidential. Available 24/7.

Download the **FREE 211 App**

The power of 211 is now in the palm of your hand with the 211 San Joaquin mobile app.

Find local resources in seconds.

-  Free & Confidential
-  Connect to Local Services
-  Save Resources for Later
-  Search by Zip Code
-  Call or Text 211 on the App



Download on the
App Store

GET IT ON
Google Play

Challenges Seen Through 211SJ

Many callers report:

- Utility bills accumulating faster than they can pay.
- Receiving shutoff notices before learning about available assistance.
- Being unable to complete applications due to missing documents.
- Difficulty understanding why they were denied assistance.
- Needing assistance in languages other than English.
- Limited internet access to complete online enrollment.

Barriers and Challenges

Some common barriers that low-income residents face when trying to access utility assistance programs such as CARE, FERA, LIHEAP, and local utility relief programs include:

Eligibility Challenges

- Income slightly exceeds program limits, even though the household still struggles financially.
- Difficulty proving income due to seasonal, contracted, or cash-based employment.
- Changes in household composition that affect eligibility. Residents are unaware they may qualify under categorical eligibility (CalFresh, Medi-Cal, SSI, etc.).

Lack of Awareness

- Many residents do not know assistance programs exist.
- Limited outreach in underserved neighborhoods and rural communities.
- Confusion about the differences between programs and which one to apply for.

Language and Literacy Barriers

- Application materials may not be available in the resident's primary language.
- Limited English proficiency makes it difficult to understand eligibility requirements.
- Complex forms and utility terminology can be overwhelming.



Connect with 211SJ

Dial **211** if you are within the San Joaquin County limits

Dial our toll-free number **800-436-9997**

Text your zip code to **898211**

Visit our website: www.211sj.org

Email us: 211sj@frcsj.org

Download Mobile App: 211 San Joaquin

211SJ is available 24/7, 7 days a week, 365 days/year
Support is available in 250+ languages

211SJ Contacts

Tiffany Phovixay, Chief Operations Officer

Phone: (209) 461-2911

Email: tphovixay@frcsj.org

Tran Nguyen, Director of Community Resource & Referral Programs

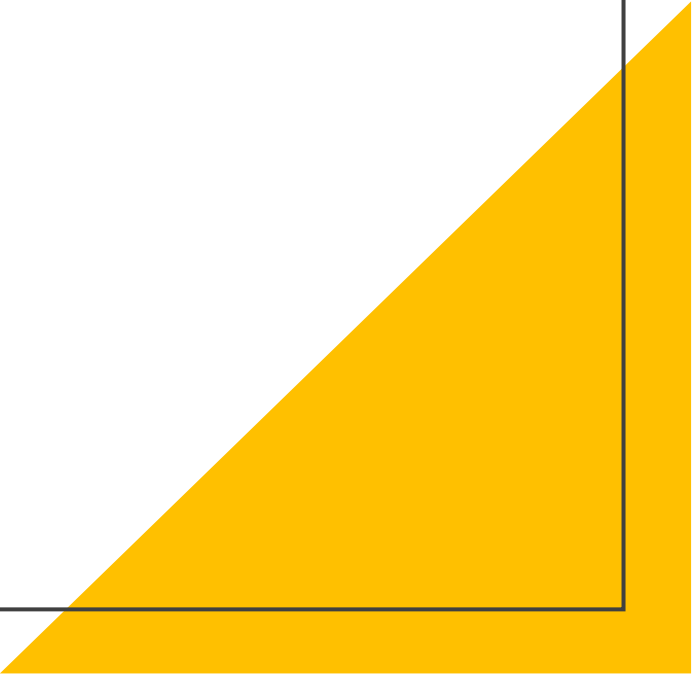
Phone: (209) 461-2926

Email: tnguyen@frcsj.org

211 San Joaquin

Phone: 211 or (800) 436-9997

Email: 211sj@frcsj.org

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Thank you for your
participation!

