



County of Monterey

Board of Supervisors

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Clerk of the Board
168 West Alisal St. 1st Floor
Salinas, CA 93901
831 755 5066
cob@co.monterey.ca.us

May 12, 2025

Governor Gavin Newsom
1021 O Street, Suite 9000
Sacramento, CA 95814

Honorable Scott Wiener, Chair
Senate Budget and Fiscal Review Committee
1021 O Street, Suite 502
Sacramento, CA 95814

Honorable Dr. Corey A. Jackson, Chair
Assembly Budget Sub 2 on Human Services
1021 O Street, Suite 8230
Sacramento, CA 95814

Honorable Akilah Weber Pierson, Chair
Senate Budget Sub. 3 Chair, Assembly Committee on Budget
1021 O Street, Suite 502
Sacramento, CA 95814

Honorable Jesse Gabriel, Chair
Assembly Committee on Budget
1021 O Street, Suite 8230
Sacramento, CA 95814

RE: Support of 211 Services in the 2025-26 Budget

Dear Governor Newsom, Senator Scott Wiener, Assemblymember Gabriel, Senator Weber Pierson, and Assemblymember Dr. Jackson:

On behalf of the County of Monterey, I write in support of the 2025-26 Budget request of \$20 million one-time funding to strengthen and grow California's 2-1-1 systems.

As a trusted source, 211 Information Referral Services provide individuals across the state with connections to community, health and disaster related services. By dialing an easy to remember three-digit code (2-1-1) Californians can speak with highly trained staff 24 hours a day, 365 days a year, and receive real-time assistance in over 200 languages. 211 services are operated by 27 local nonprofits, including the United Way of Monterey County. These nonprofits serve 42 counties and are available via phone, SMS/text, and the web, and are tailored to provide people of all income levels, languages, and cultural backgrounds with unique resources specific to their concerns and geographic location. 211 consistently assists with identifying emerging needs and can relay valuable insights to public officials at local, regional, and state levels.

In 2023 alone, 211 providers answered over 2.5 million calls, averaging well over 6,800 inquiries from Californians in need every single day of the year. However, the community needs and demand for 211 services are outpacing the capacity to serve them, having nearly tripled since the onset of the pandemic, and increasingly frequent disasters are straining local 211 providers and local funding sources.

Presently, each 211 operation is responsible for procuring local funding to provide their services, however, local funding is not sufficient and does not allow for coordinated growth and cross-211 partnerships. This also results in counties with smaller revenue bases being unable to meaningfully fund 211 services, resulting in coverage gaps in high-risk regions of the state. 211 is needed now more than ever as a safe place to call every day and during disasters and disaster recovery.

For these reasons, we respectfully urge your support of \$20 million in one-time State General Funds to strengthen critical 211 services and access to essential resources for Californians in need.

Should you have any questions, please feel free to contact Monterey County's Public Policy Advisor, Ashley Walker of Nossaman LLP at 916-442-8888.

Sincerely,

DRAFT

Chris M. Lopez, Chair

Board of Supervisors

cc: The Honorable John Laird, 17th Senate District
 The Honorable Robert Rivas, 29th Assembly District
 The Honorable Dawn Addis, 30th Assembly District
 California State Association of Counties (CSAC)
 Rural County Representatives of California (RCRC)

