

General Services Report

February 2013

Who We Are

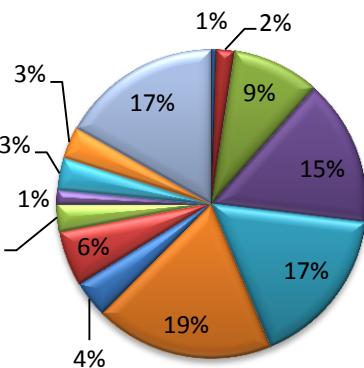
2-1-1 Nevada County is a resource and information hub that connects people with over 4,000 community programs and services. In the month of February, 2-1-1 Nevada County answered **225** information and referral calls and hosted **1,287** database searches conducted via our website.

Who We Help

The majority of our callers are caucasian and between the ages of **30-59**. Just under **50%** of our clients are women in single-person households. And almost **50%** of our calls come from the Grass Valley 95945 area.

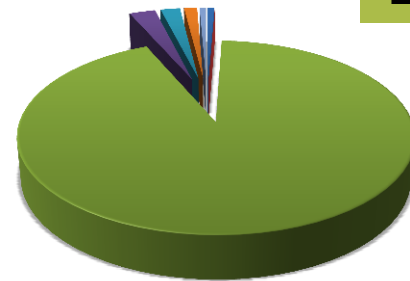
Age Groups

- 0-17 (1%)
- 18-20 (2%)
- 21-29 (9%)
- 30-39 (15%)
- 40-49 (17%)
- 50-59 (19%)
- 60-64 (4%)
- 65-70 (6%)
- 71-75 (3%)
- 76-80 (1%)
- 80-85 (3%)
- 86+ (3%)
- Declined to State



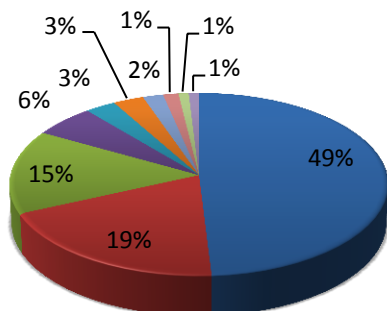
Ethnicity

- African American/Black
- Asian
- Caucasian
- Declined to Answer
- Hispanic/Latino
- Native American
- Other

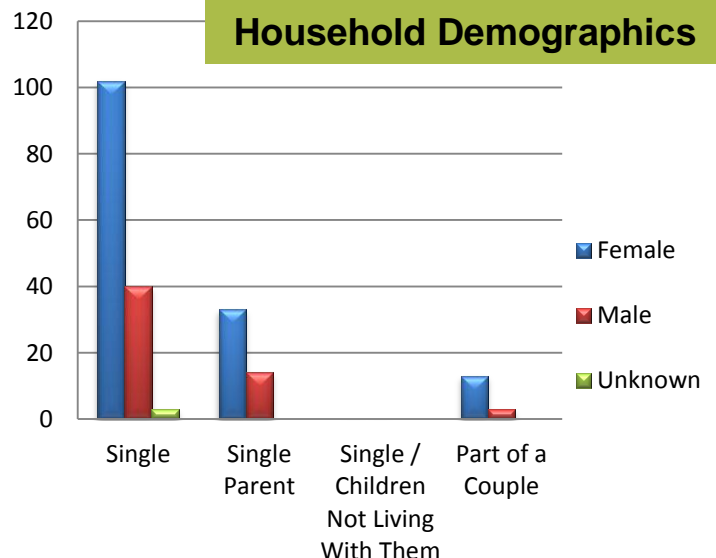


Caller Locations

- Grass Valley 95945
- Nevada City, 95959
- Grass Valley 95949
- Grass Valley, No Zip Given
- Rough and Ready 95975
- Penn Valley 95946
- Nevada City, No Zip Given
- Sacramento
- Los Angeles
- Cedar Ridge 95924



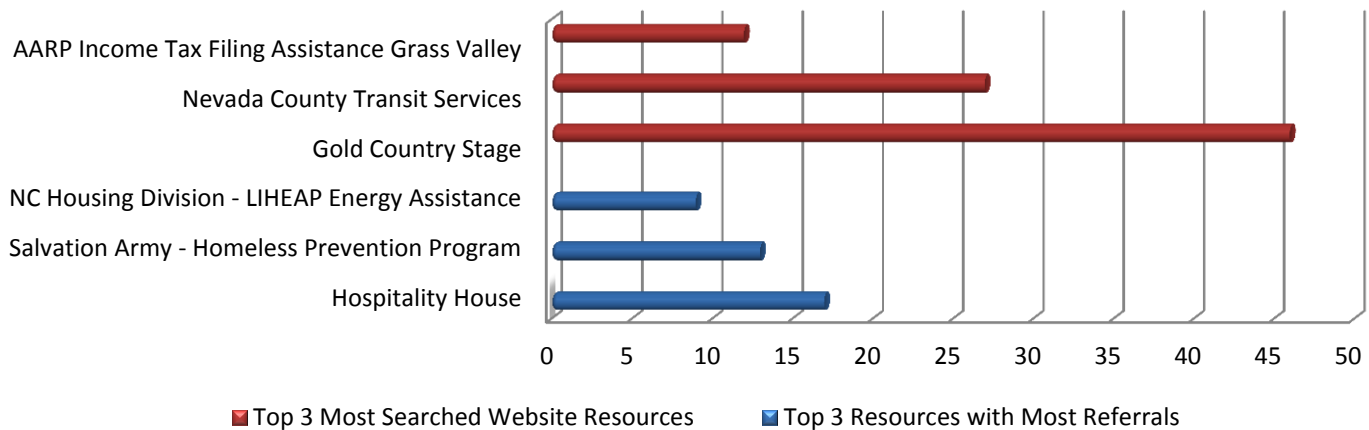
Household Demographics



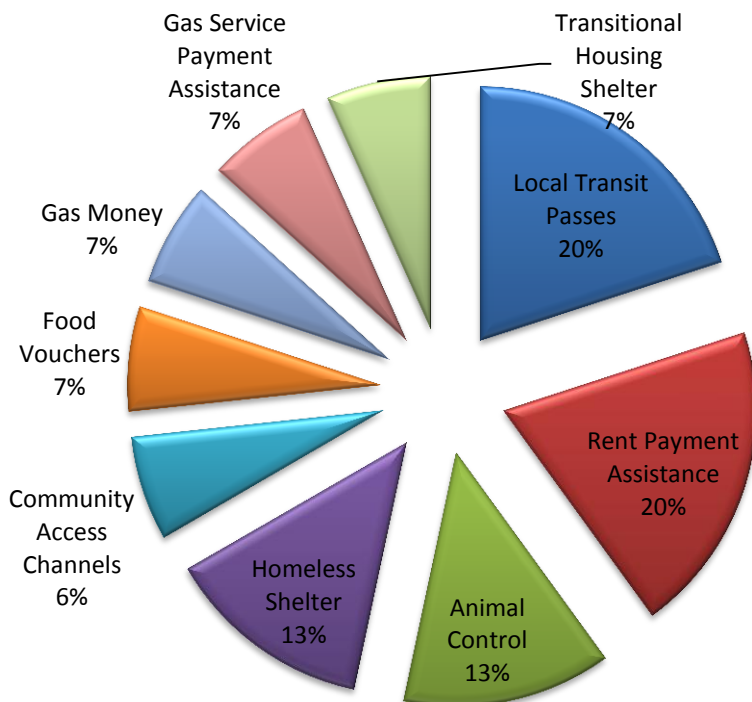
How We Help

2-1-1 Nevada County meets **96%** of our caller's needs. The primary resources most referred and searched for by our 2-1-1 Nevada County clients are Basic Needs which includes housing and shelter, transportation, and utility assistance. For this reason, we have created a Basic Needs guide for Western Nevada County.

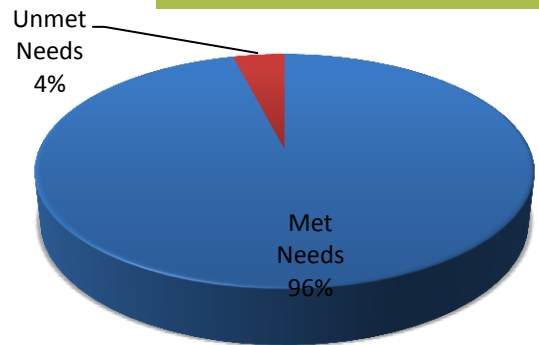
Most Requested Resources



Caller Unmet Needs (4% of calls) Jan – Feb 2013



Met Vs. Unmet Needs



The reasons for the majority of these unmet needs were:

- ✓ services no longer exist
- ✓ clients were not eligible for services
- ✓ client refused available services
- ✓ participating agencies were out of funds to continue a specific program

Focus Pages

In addition to the information and referral we provide to our callers and clients who visit our website, 2-1-1 Nevada County will soon include specialty guides or Focus Pages that provide customized resource information for Aging and Disability - ADRC, Veterans' Services, CalFresh, Basic Needs for Western Nevada County, Eastern County Resources, and Children and Family Services.

ADRC	Basic Needs for Western NC	CalFresh

Children and Family Services	Eastern County Resources	Veterans' Services

Our Partners

2-1-1 Nevada County is a collaborative effort with the support of multiple organizations.

