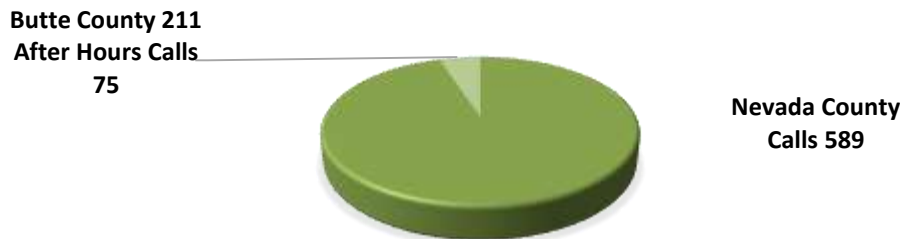


# 2-1-1 Monthly Statistical Report

March 2015

2-1-1 Nevada County is a resource and assistance hub that connects people with community programs and services. During the month of March, 2-1-1 Nevada County answered **664** calls and instant messages and received **25,602** website searches. The average wait time for callers was 1 minute, 2 seconds with the maximum wait being 5 minutes, and the minimum 0 minutes.

## 211 NEVADA COUNTY MARCH CALL STATISTICS

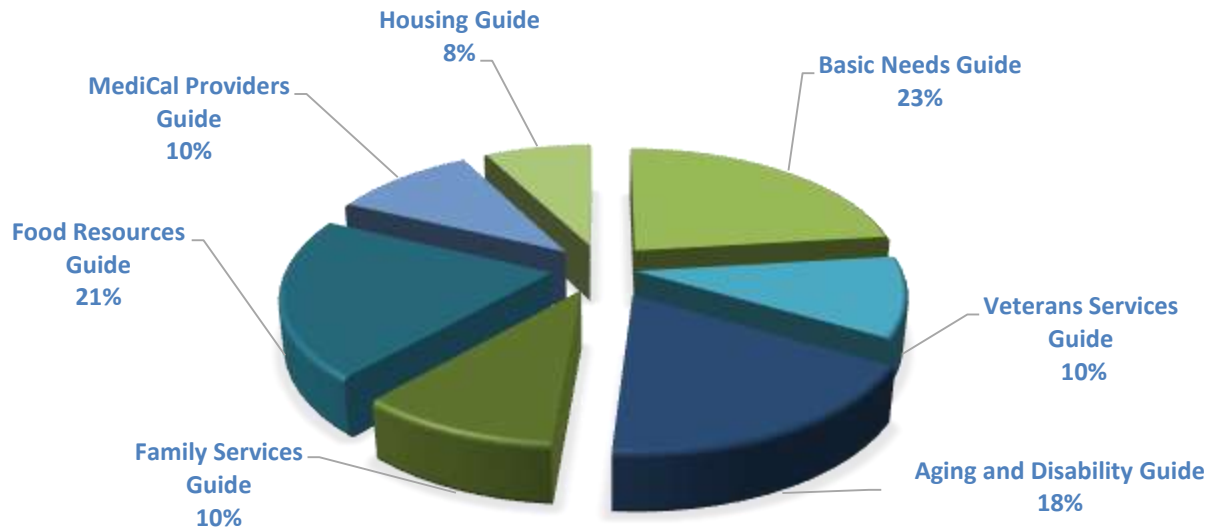


During March, 2-1-1 Nevada County transferred 120 callers so as to directly connect them to the resources requested: 13 to Nevada County Behavioral Health; 11 to Nevada County Social Services, 1 to Partners Family Resource Center; and 95 to other resources.

## NEVADA COUNTY CALL STATISTICS

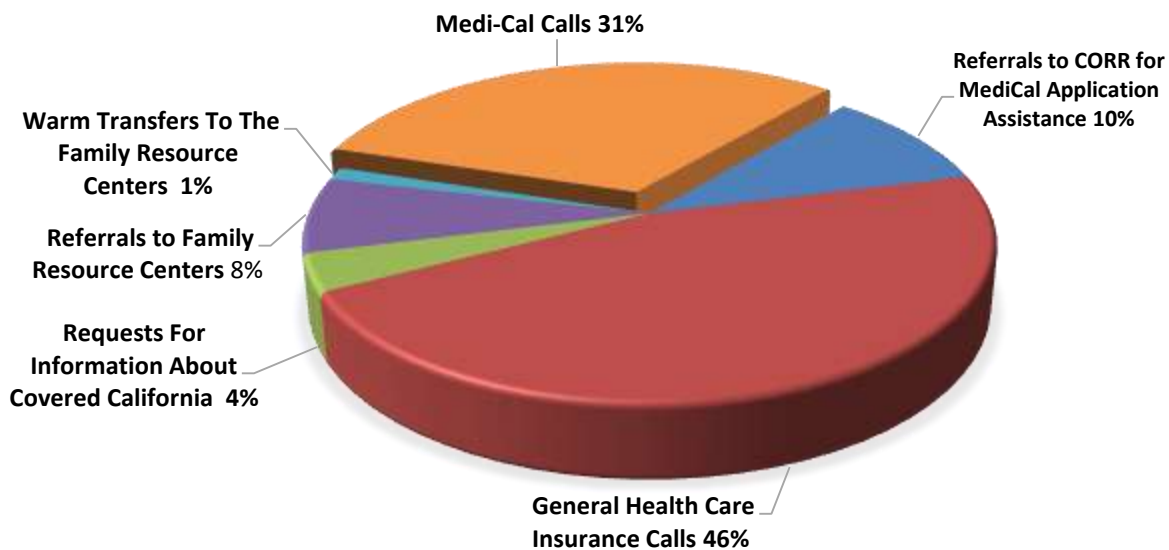
| Top Ten Website Searches                                 |      | Top Ten Caller Referrals               |    |
|--|------|--|----|
| Apartments and Mobile Homes                              | 1315 | Emergency Assistance Coalition (EAC)   | 67 |
| NC Department of Social Services                         | 301  | Food Bank of Nevada County             | 43 |
| LiHEAP / Project GO Utility Assistance                   | 169  | Interfaith Food Ministry               | 39 |
| 211 Nevada County and 211 Nevada County Resource Guides  | 146  | 211 Nevada County Resource Guides      | 32 |
| California Department of Fish and Game                   | 126  | Hospitality House/Utah's Place         | 29 |
| Gold Country Community Services                          | 102  | Nevada County Dept. of Social Services | 27 |
| Food Bank of Nevada County                               | 102  | FREED Center for Independent Living    | 23 |
| Salvation Army / Booth Family Center                     | 72   | Booth Family Center                    | 19 |
| Emergency Assistance Coalition EAC                       | 60   | Project Go                             | 19 |
| Regional Housing Authority of Sutter and Nevada Counties | 59   | Gold Country Lift                      | 19 |

## WEB SEARCHES FOR 211 NEVADA COUNTY GUIDES



During the month of March, 211 Nevada County answered 62 calls pertaining to Health Care Insurance and completed 0 Medi-Cal and CalFresh enrollments.

## HEALTH CARE INSURANCE CALLS

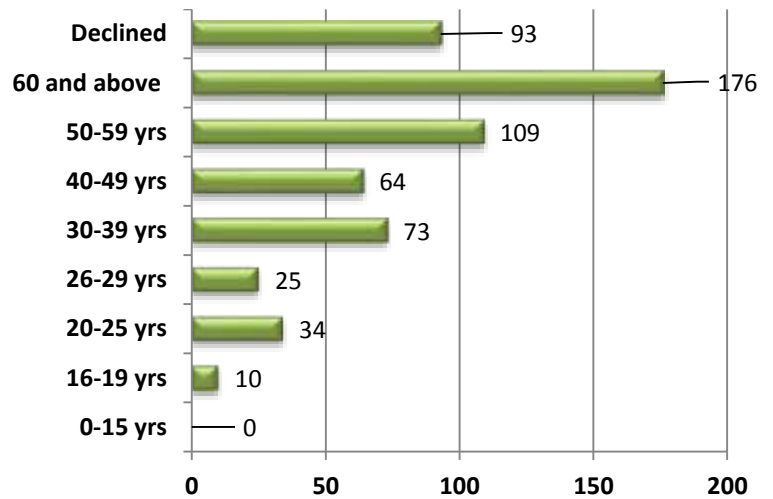


## Who We Are Helping

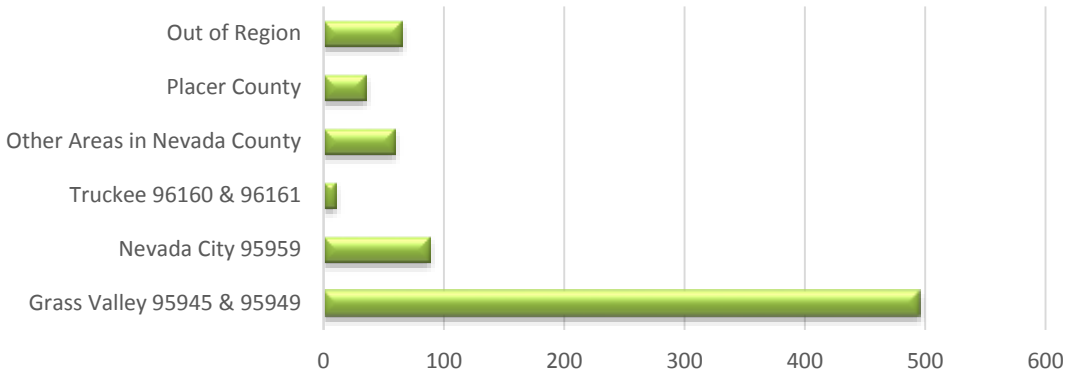
**71%** of callers are women and **14%** of callers report having children 5 and younger. In addition, **21%** of callers are experiencing homelessness or are on the verge of homelessness and **13%** of calls were disability-related.

|                                       | Women | Men | Unknown |
|---------------------------------------|-------|-----|---------|
| <b>Homeless</b>                       | 49    | 48  | 0       |
| <b>Children 0-5</b>                   | 73    | 7   | 59      |
| <b>Disability Related</b>             | 57    | 18  | 0       |
| <b>On The Verge of Being Homeless</b> | 13    | 10  | 0       |

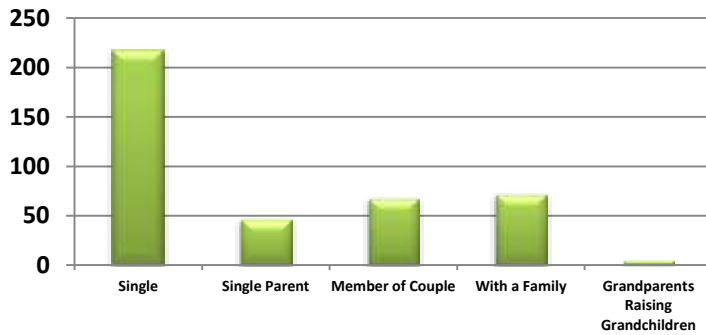
Partial breakdown of total callers



## Caller Locations



## Type of Household



| Main Source of Income   | Total | Percentage |
|-------------------------|-------|------------|
| Job                     | 125   | 23%        |
| SSI / SSD               | 128   | 24%        |
| SS                      | 81    | 15%        |
| None                    | 72    | 13%        |
| Pension/Retirement Fund | 33    | 6%         |
| TANF                    | 14    | 3%         |
| Other                   | 97    | 18%        |

Partial breakdown of total callers who provided this information

## Our Partners

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

