

General Services Report

April 2013

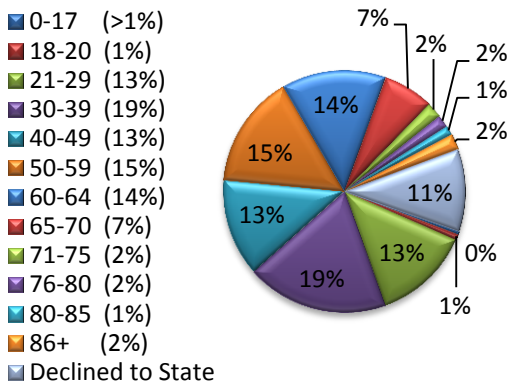
Who We Are

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 April, 2-1-1 Nevada County answered **269** information and referral calls and facilitated **1,134** database searches via our new website.

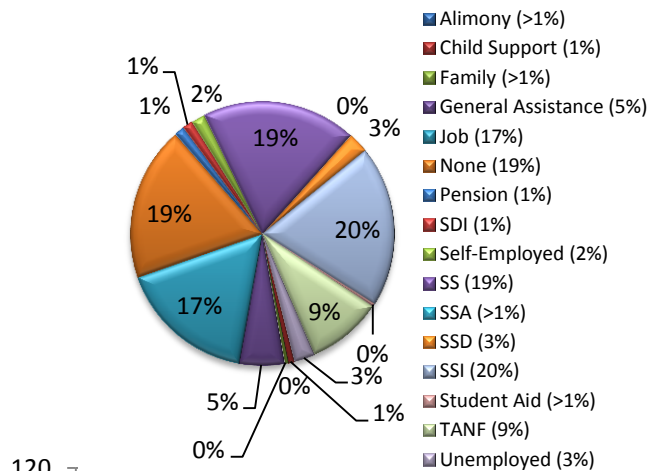
Who We Are Helping

The **30-39** age group had the largest amount of callers in April. The main sources of income were Social Security and SSI. Just over **44%** of callers were women in single-person households. And **46%** of the calls came from the Grass Valley 95945 area.

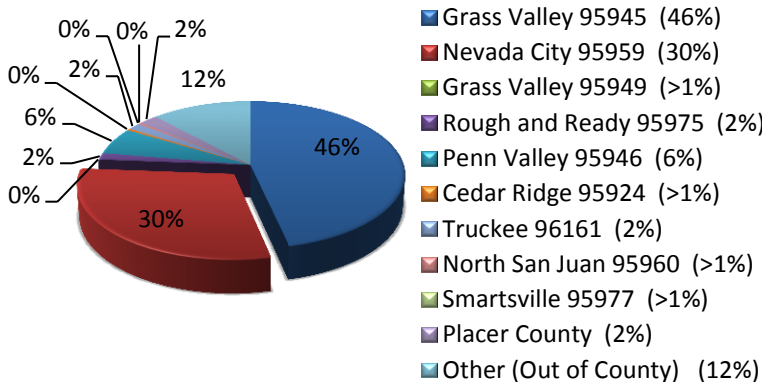
Age Groups



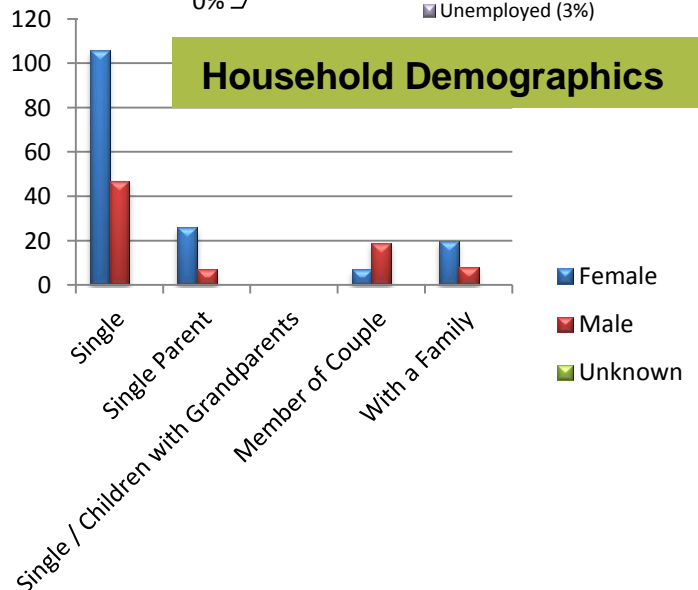
Caller Income Sources



Caller Locations



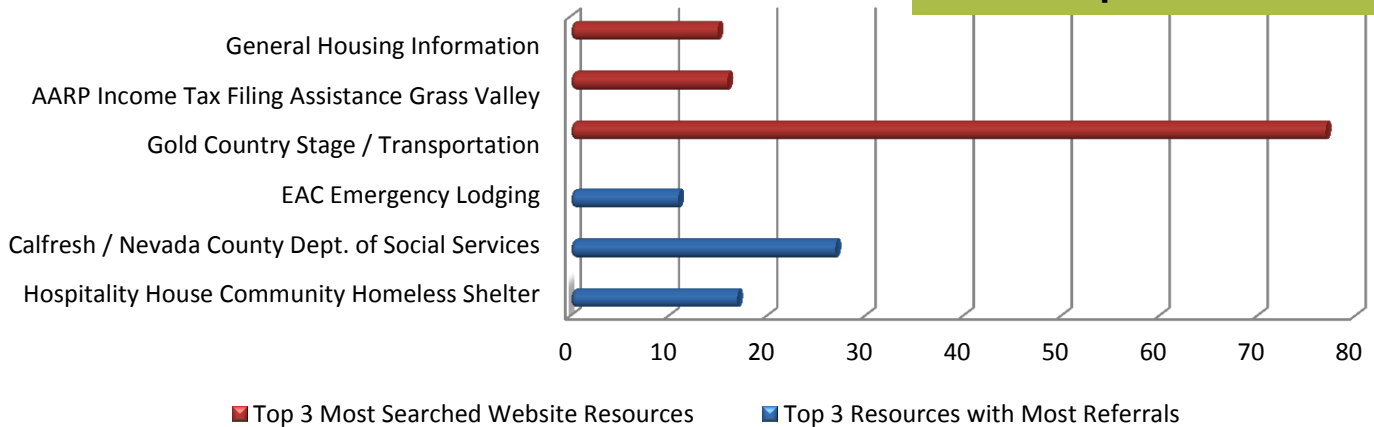
Household Demographics



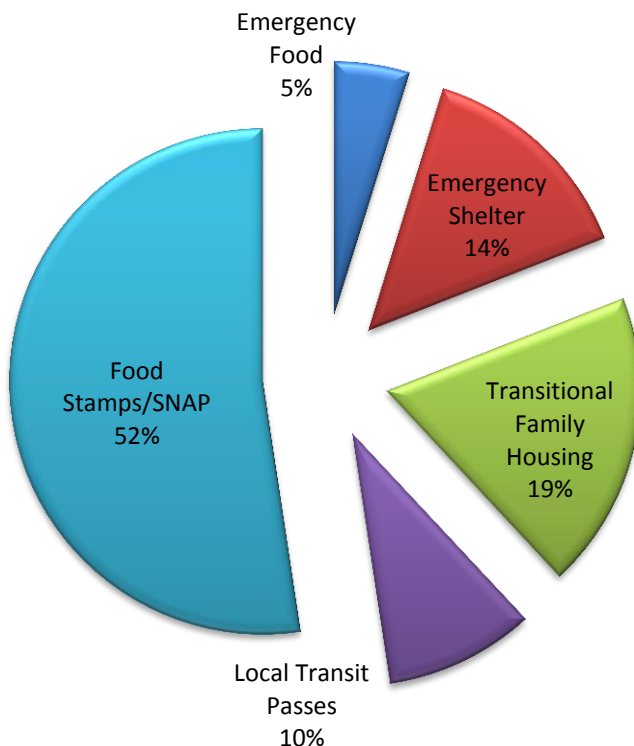
How We Help

2-1-1 Nevada County currently meets **92%** of our caller's needs. The primary resources most referred and searched for by our 2-1-1 Nevada County clients are Basic Needs. In April, this included food, housing and shelter, transportation, and income tax filing assistance.

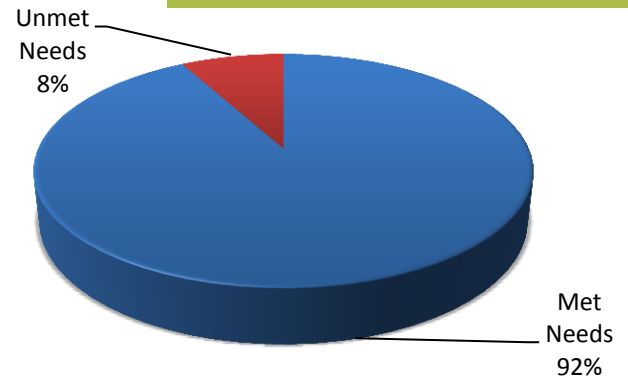
Most Requested Resources



Caller Unmet Needs (8% of calls) April 2013



Met Vs. Unmet Needs

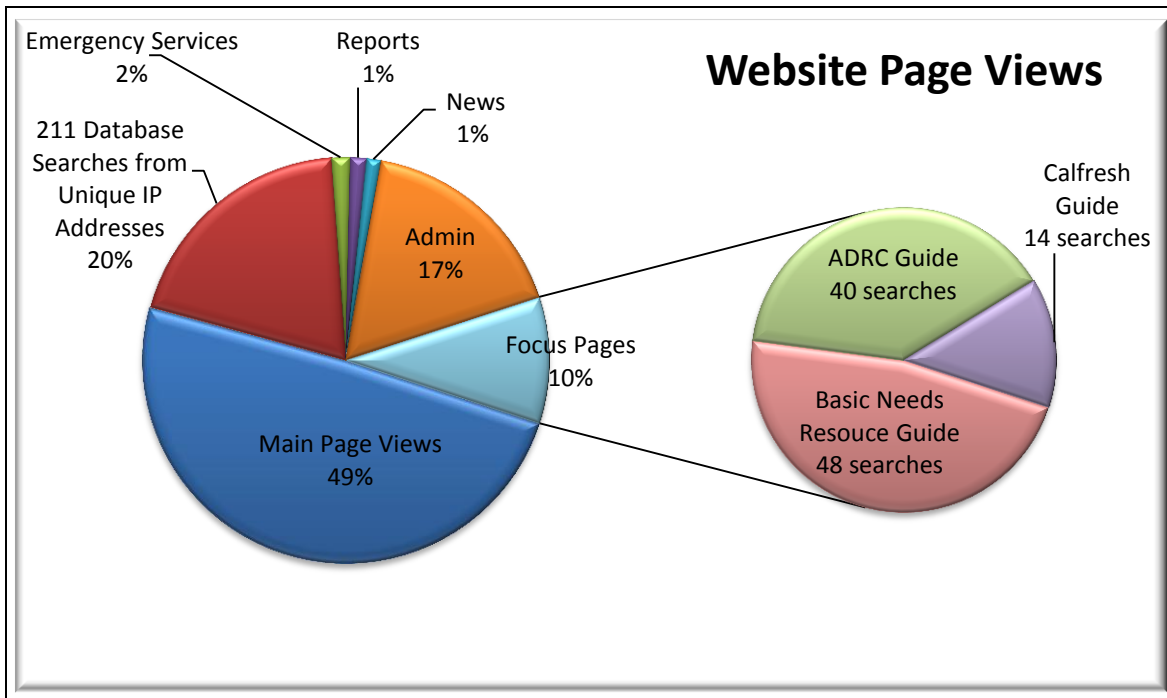


The reasons for these unmet needs were:

- ✓ agency has full waiting list
- ✓ client is not eligible for services
- ✓ client refuses available services
- ✓ no program found to meet specific need

2-1-1 Website

In addition to the information and referral we provide to our callers as well as our clients who use the 2-1-1 database online, the 2-1-1 Nevada County website features specialty guides that provide customized resource information for Aging and Disability - ADRC, CalFresh, and Basic Needs for Western Nevada County. During the month of April, the 2-1-1 Nevada County Website received a total of **1,108** page views and **1,134** database searches conducted through **201** unique IP addresses.



Our Partners

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

