

General Services Report

August 2013

Who We Are

2-1-1 Nevada County is a resource and assistance hub that connects people with many community programs and services. In the month of August, 2013, 2-1-1 Nevada County answered **235** calls and instant messaging, and facilitated **4,745** database searches and detail page views via our enhanced website.

	July	August
Callers	243	235
Unique Search Visits	174	520
Resource Page Views and Searches	4,386	4,745

How We Help

In August, 2-1-1 customer service representatives provided **339** agency/program referrals, averaging around **1.4** referrals per call. The most searched term on our website is housing, while the top referral was the Salvation Army and the Department of Social Services.

2-1-1's Top Tens



Web Related Searches

Term	Searches
Housing/Shelter	102
Medical/Dental Services	87
Behavioral Health or Counseling	69
Children/Family Services	58
Rent Utility Assistance	44
Food	39
Senior Services	38
Salvation Army	23
Transportation	19
Woman's Health	18

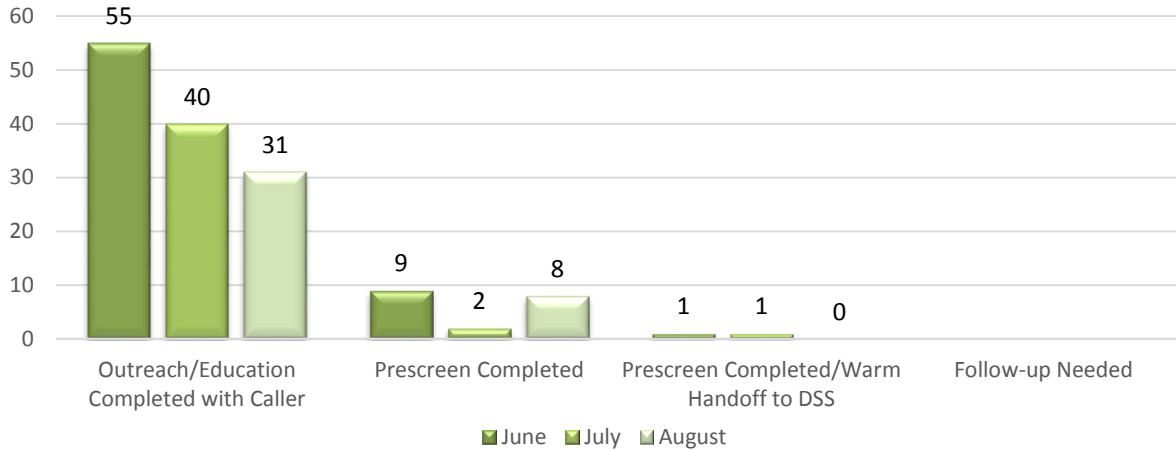
Caller Referrals



Agency	Searches
Salvation Army	23
Nev. Co. Dept. of Social Services	23
Interfaith Food Ministry	16
Nevada City United Methodist Church (Food Closet)	11
Partner Family Resource Center (G.V.)	11
Hospitality House	9
Chapa De Medical Clinic	8
Domestic Violence and Sexual Assault Coalition	8
Women of Worth	8
Food Bank of Nevada County	7

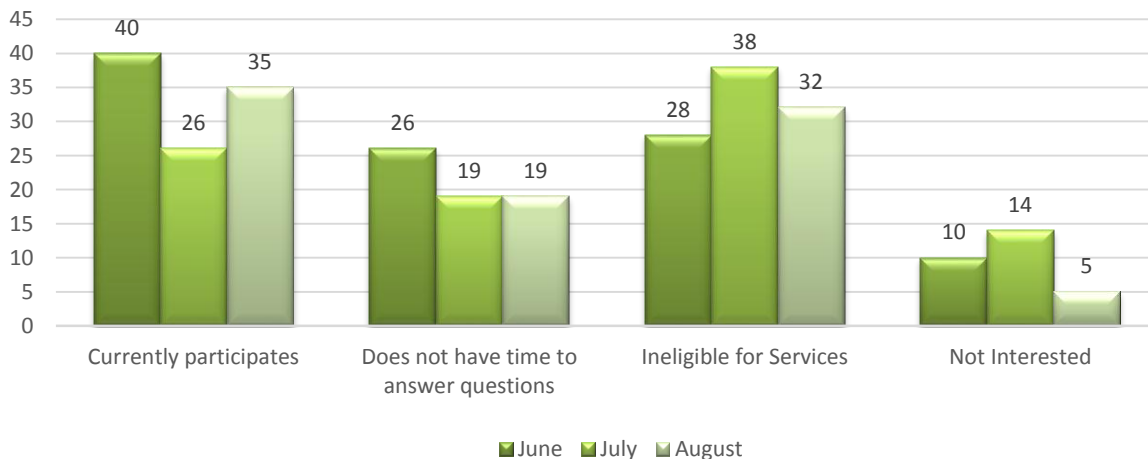
CalFresh

CalFresh Outreach



2-1-1 Nevada County provides consumers with additional information about the CalFresh program, including options in the County for applying and locations where you can apply and/or receive assistance with completing the application. In August, CalFresh outreach and education was completed with **16%** of the consumers who called. CalFresh was discussed with **91** other callers who were identified as having a possible need.

Reasons CalFresh Outreach Wasn't Completed



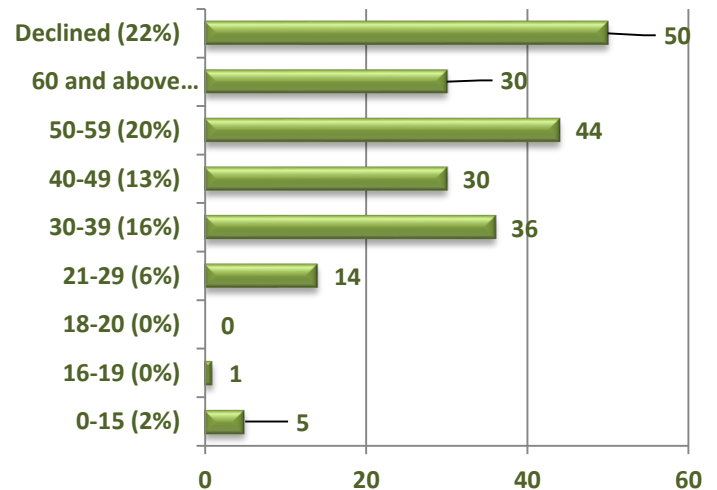
Who We Are Helping

The **50-59** age group had the largest amount of callers in August. Just over **66%** of callers are women. **11%** of the callers reported having children 5 and younger. In addition, **8** callers were experiencing homelessness and **39** callers identified as having a disability in relation to the call.

Age Groups

	Women	Men
Children 0-5	26	1
Children under 18	50	9
Homeless	7	1
Disability Related	30	9
Emergency Call	20	2

Partial breakdown of total callers

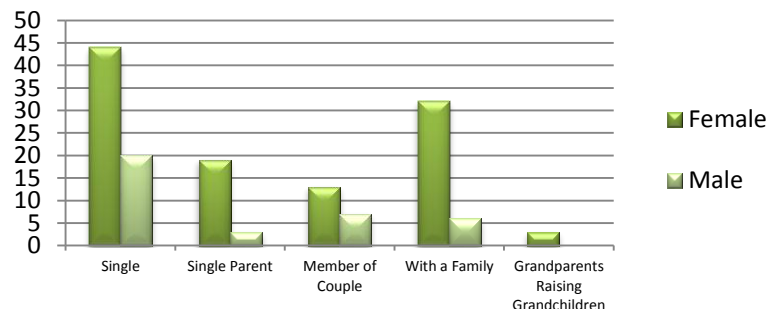


Income and Household

No Income accounted for the largest percentage of callers, at **23%**, while SSI, at **18%**, Employed, at **19%**, and Social Security measured in, at **8%**. In August, single females were identified **44** times, while the female demographics of single parent and part of a couple were very close. Single males were identified **20** times, and as a part of a couple, **7** times.

Income Type	Total	Percentage
No Income	54	23%
SSI	42	18%
Job	44	19%
SS	19	8%

Partial breakdown of total callers



2-1-1 Website

During the month of August, the 2-1-1 Nevada County's resource pages were viewed a total of **4,745** views, conducted through **520** unique IP addresses.

Our Partners

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

