

211 Monthly Statistical Report

December 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 December, 2013, 2-1-1 Nevada County answered **345** calls and instant messages, and facilitated **7,529** database searches.

How We Help

	December
 Callers	345
 Unique Search Visits	1,260
 Resource Page Views and Searches	7,529



Web Related Searches

Term	Searches
Apartments	150
Pharmacy Services	84
Emergency Response Program	73
Mobile Home Parks	71
Physicians	68
Eye Care Services	58
Town of Truckee	52
Residential Care Facility-Elderly	50
Sierra College	46
City Government Services	45
Ho Ho Ho Program	45
Senior Firewood Program	45

2-1-1's Top Tens

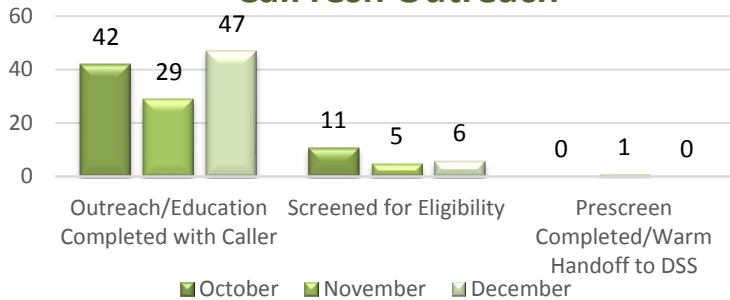
Caller Referrals



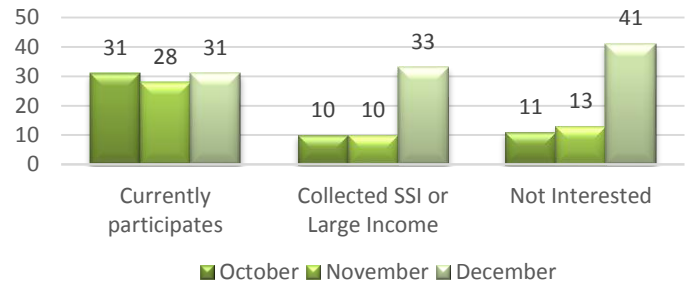
Agency	Searches
Hospitality House	21
County of Nev. Dept. of Social Services	17
Family Resource Center – Grass Valley	13
EAC	10
8	
Interfaith Food Ministry of Nev. Co.	7
R.E.A.C.H. (energy assistance)	7
Salvation Army	6
FREED Center for Independent Living	6
Women of Worth (W.O.W.)	5

CalFresh

CalFresh Outreach



Reasons CalFresh Outreach Wasn't Completed



2-1-1 Nevada County provides consumers with CalFresh information and assistance. In December, CalFresh outreach and education was completed with **47** callers, up **18** points from November. CalFresh was discussed with **64** other callers who were calling for other reasons.

Affordable Health Care

Calls regarding the Affordable Care Act increased significantly in December. **88** callers called specifically about affordable health care. Additionally, 2-1-1 Nevada County began assisting individuals with their health care enrollment on the Covered CA website. Two staff members completed training and received certification in mid-December as Enrollment Counselors.

During the month of December,

- over **13** staff hours were spent assisting individuals with ACA questions by phone
- over **15** staff hours were spent with in-person enrollment appointments

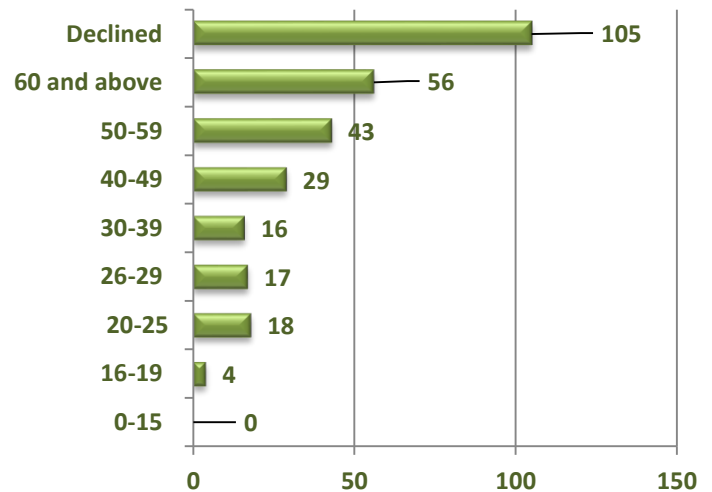
Who We Are Helping

55% of callers are women and **12%** of all callers reported having children 5 and younger. In addition, **8%** of callers were experiencing homelessness and **27%** of callers were identified as having a disability in relation to the call.

Age Groups

	Women	Men
Children 0-5	30	3
Children under 18	32	3
Homeless	4	12
Disability Related	31	22
Emergency Call	12	17

Partial breakdown of total callers

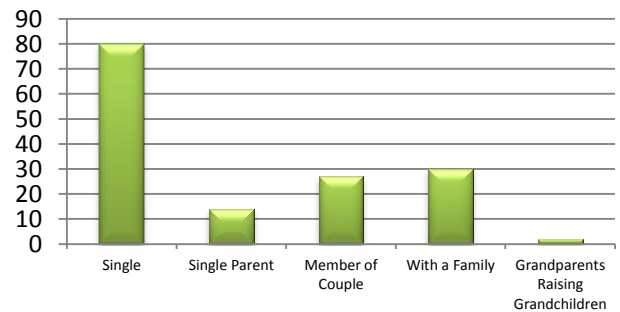


Income and Household



Main Source of Income	Total	Percentage
Job	65	19%
None	50	14%
SSI/SSD	35	10%
SSA	23	7%
Self-employed	12	3%

Partial breakdown of total callers



Our Partners

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

