




211 Monthly Statistical Report

January 2014

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 January 2014, 2-1-1 Nevada County answered **402** calls and instant messages, and facilitated **7,879** web searches.

How We Help

	January
 Callers	402
 Unique Search Visits	1,397
 Web Searches	7,193



Web Related Searches

Term	Searches
Apartments	177
Emergency Response Program	159
Town of Truckee	130
Pharmacy	116
Physicians	79
City Government Services	57
LiHEAP	57
Mobile Home Parks	51
Dental Care	48
Valley Commons/Valley Commons East	46

2-1-1's Top Ten

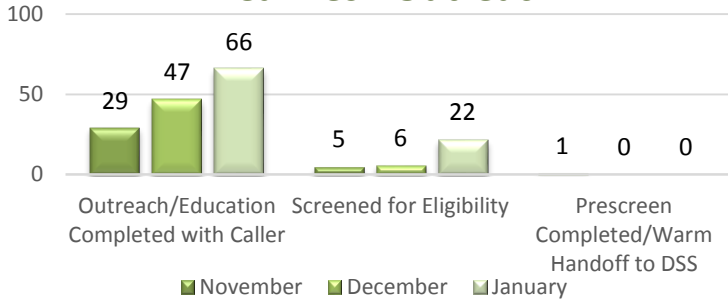
Caller Referrals



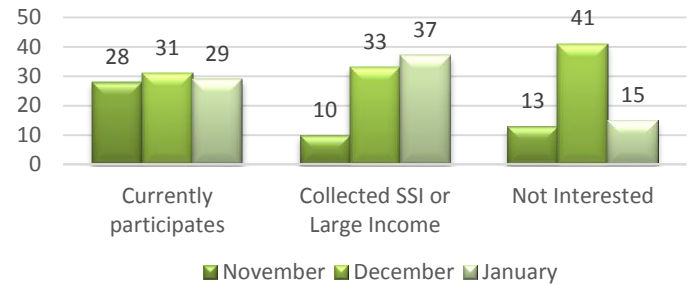
Agency	Referrals
Hospitality House	23
Project Go	13
FREED	13
Food Bank of Nevada County	11
Interfaith Food Ministry of Nevada County	9
County of Nevada Social Services	8
Legal Services	7
Family Resource Center, Grass Valley	7
Emergency Food, Mini-Mart	6

CalFresh

CalFresh Outreach



Reasons CalFresh Outreach Wasn't Completed



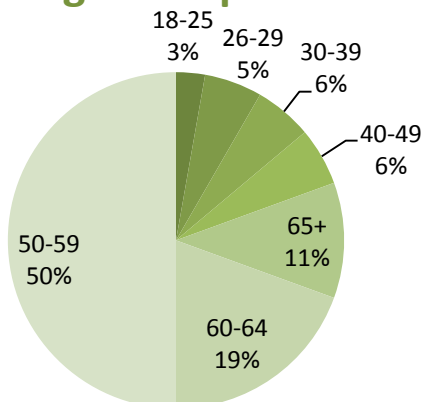
2-1-1 Nevada County provides consumers with CalFresh information and assistance. In January, CalFresh outreach and education was completed with **66** callers, up **19** points from January.

Affordable Health Care

In January, **105** callers called specifically about affordable health care. Additionally,

2-1-1 Nevada County provided in-person assistance to **28** individuals (13 males, 15 females) with their health care enrollment on the Covered CA website. Over **35** staff hours were spent with enrollment appointments. Nearly all the individuals who were provided with this assistance were between 40 and 65. Three individuals under the age of 25 received enrollment assistance.

ACA Age Groups Served



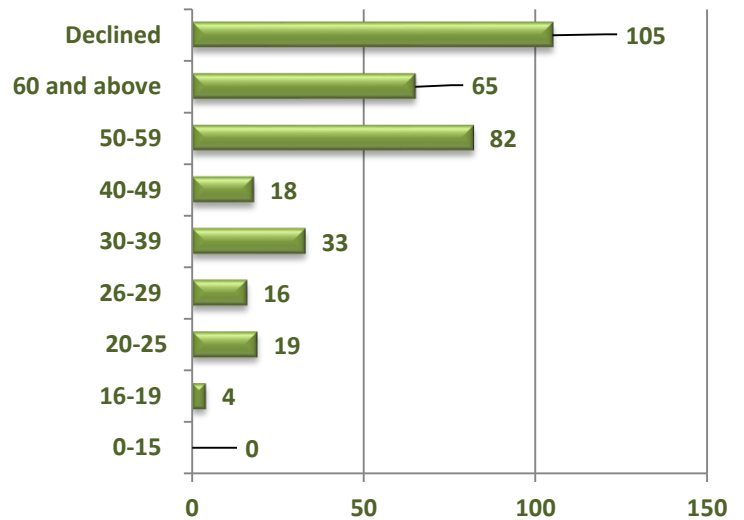
ACA Income Type	
Job	42%
Declined to Answer	23%
Self-Employed	13%
Social Security	6%
No Income	5%
Pension	4%
SSD	2%
SSI	2%
Unemployment	2%

Who We Are Helping

71% of callers are women and **13%** of all callers reported having children 5 and younger. In addition, **5%** of callers were experiencing homelessness and **11%** of callers were identified as having a disability in relation to the call.

	Women	Men
Children 0-5	43	10
Homeless	17	4
Disability Related	33	13

Age Groups

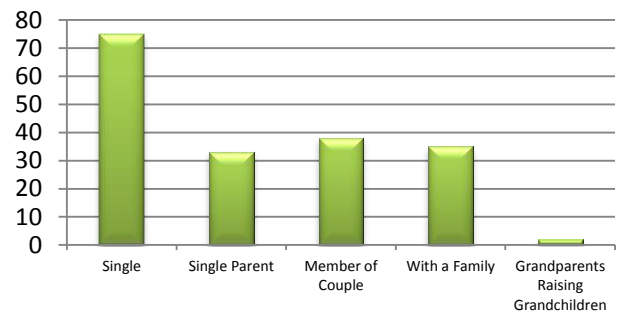


Income and Household



Main Source of Income	Total	Percentage
Job	90	24%
None	39	10%
SSI/SSD	58	15%
SSA	35	9%
Self-employed	19	5%

Partial breakdown of total callers



Our Partners

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

