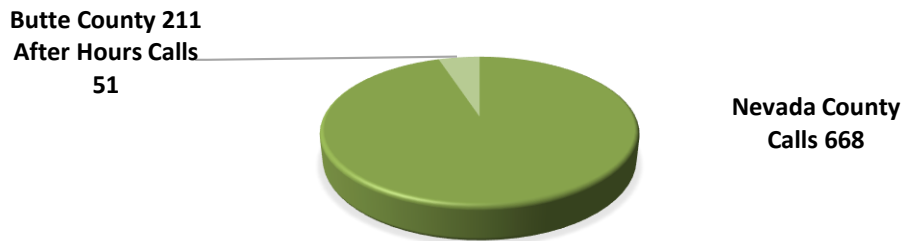


2-1-1 Monthly Statistical Report

January 2015

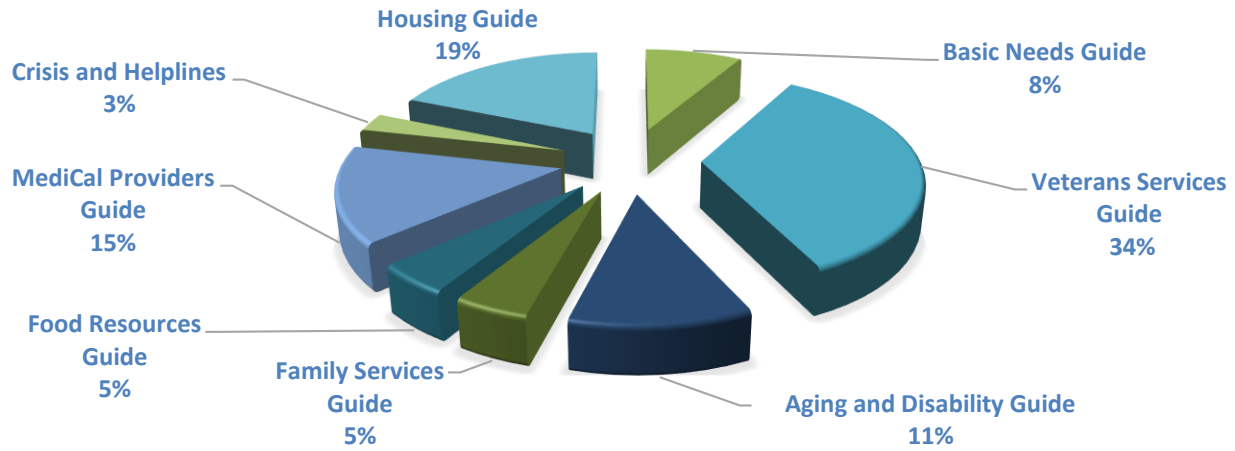
2-1-1 Nevada County is a resource and assistance hub that connects people with community programs and services. During the month of January, 2-1-1 Nevada County answered **719** calls and instant messages and facilitated **8,703** website searches. The average wait time for callers was **25** seconds with the maximum wait being 5 minutes, 1 second and the minimum 0 minutes.

211 NEVADA COUNTY JANUARY CALL STATISTICS



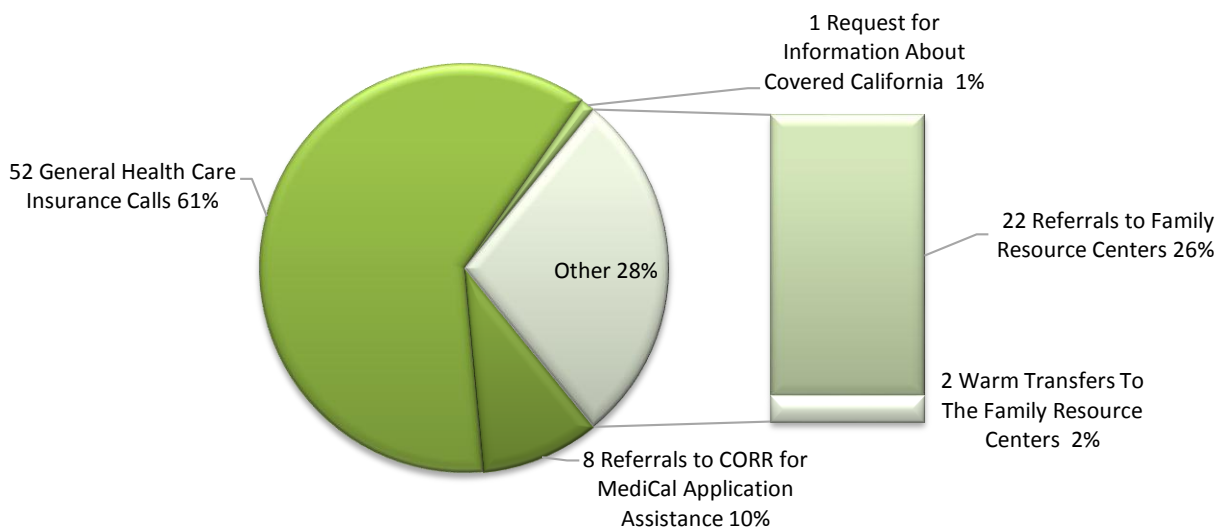
Top Ten Website Searches		Top Ten Caller Referrals	
Apartments and Mobile Homes	1375	NC Department of Social Services	73
NC Department of Social Services	301	Food Bank of Nevada County	50
LiHEAP / Project GO Utility Assistance	200	Emergency Assistance Coalition EAC	50
211 Nevada County Resource Guides	147	Project GO / LiHEAP	42
Food Bank of Nevada County	141	Hospitality House / Utah's Place	38
Gold Country Community Services	101	211 Nevada County Resource Guides	38
Nevada County Transit	95	FREED	31
Regional Housing Authority of Sutter and Nevada Counties	89	Salvation Army / Booth Family Center	30
Hospitality House / Utah's Place	87	Interfaith Food Ministry	27
Salvation Army / Booth Family Center	84	Family Resource Centers	24

WEB SEARCHES FOR 211 NEVADA COUNTY GUIDES



During the month of January, 211 Nevada County answered 80 calls pertaining to Health Care Insurance.

Health Care Insurance Calls

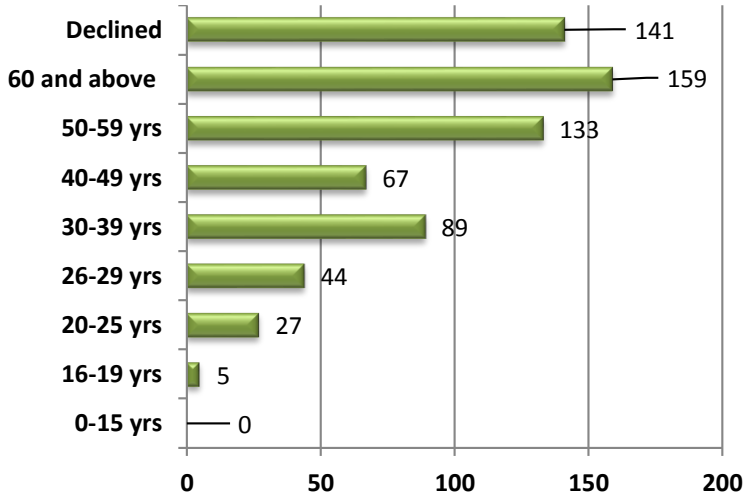


Who We Are Helping

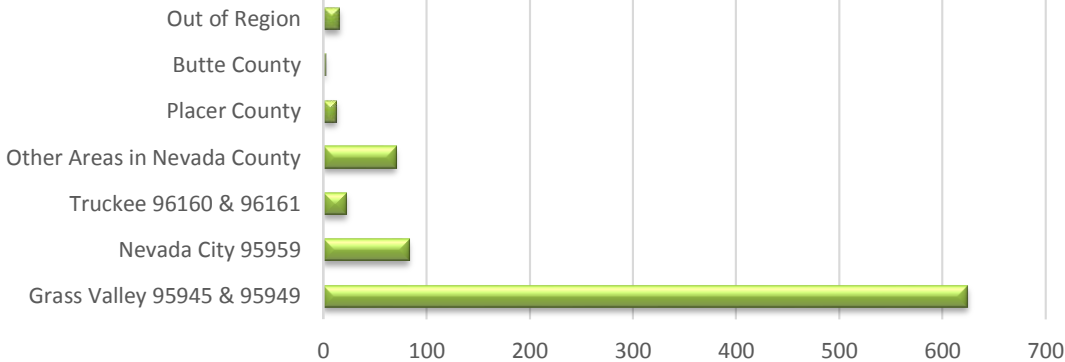
69% of callers are women and **13%** of callers reported having children 5 and younger. In addition, **21%** of callers were experiencing homelessness and **12%** of callers identified themselves as having a disability in relation to the call.

	Women	Men	Unknown
Homeless	73	64	0
Children 0-5	68	19	0
Disability Related	54	27	0
On The Verge of Being Homeless	24	3	0

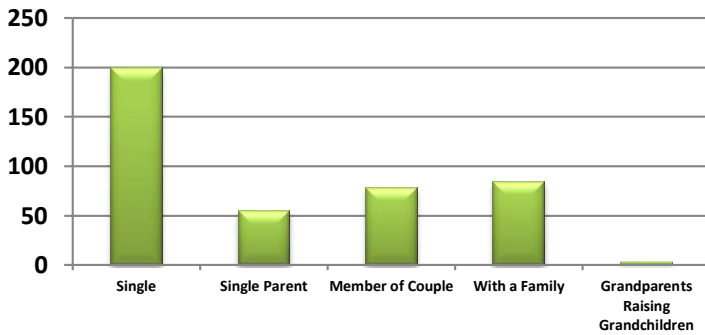
Partial breakdown of total callers



Caller Locations



Type of Household



Main Source of Income	Total	Percentage
Job	163	24%
SSI / SSD	120	18%
None	96	14%
SS	89	13%
Pension/Retirement Fund	11	2%
TANF	19	3%
Other	170	

Partial breakdown of total callers

Our Partners

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

