

# General Services Report

March 2013

## Who We Are

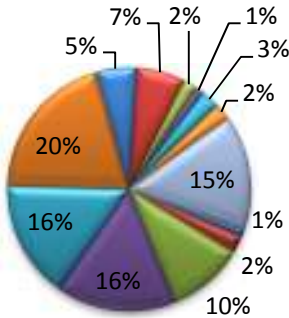
2-1-1 Nevada County is a resource and information hub that connects people with over 4,000 community programs and services. In the month of March, 2-1-1 Nevada County answered **245** information and referral calls and facilitated **1,163** database searches via our new website.

## Who We Are Helping

The majority of callers are between the ages of **30-59** and are employed. Just over **47%** are women in single-person households. And **48%** of the calls come from the Grass Valley 95945 area.

### Age Groups

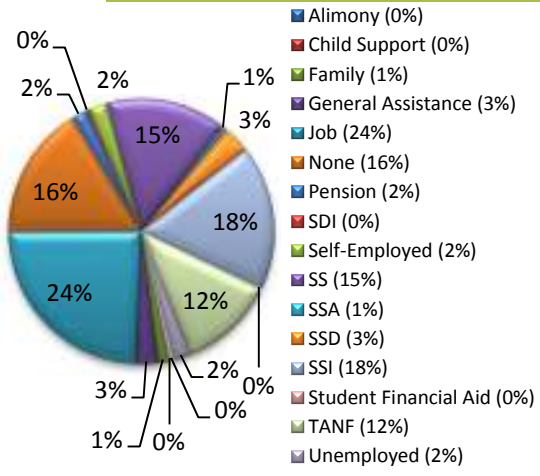
- 0-17 (1%)
- 18-20 (2%)
- 21-29 (10%)
- 30-39 (16%)
- 40-49 (16%)
- 50-59 (20%)
- 60-64 (5%)
- 65-70 (7%)
- 71-75 (2%)
- 76-80 (1%)
- 80-85 (3%)
- 86+ (2%)
- Declined to State



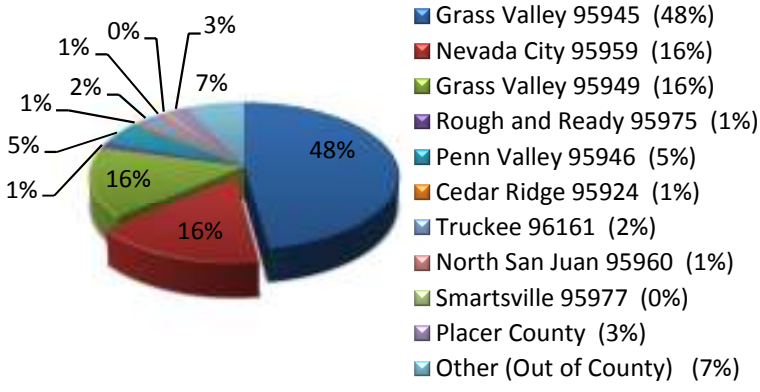
### Ethnicity

Caucasian	92%
Declined to Answer	3%
Hispanic/Latino	2%
African American	1%
Asian	1%
Native American	1%
Other	0%

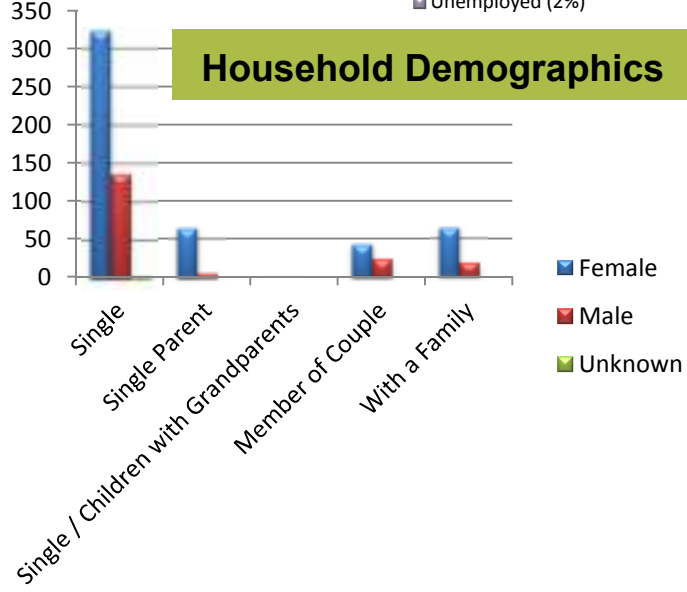
### Caller Income Sources



### Caller Locations



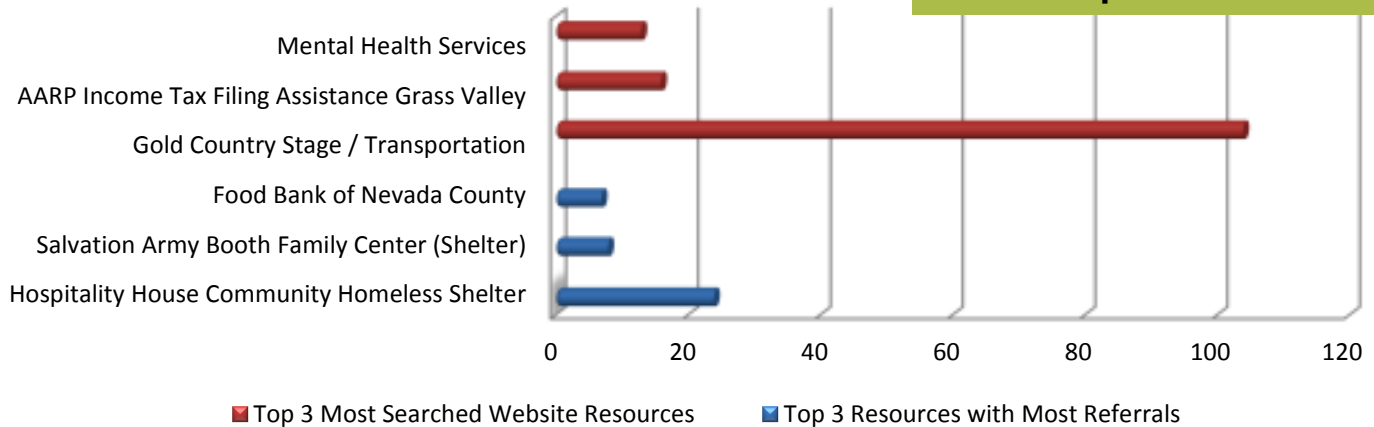
### Household Demographics



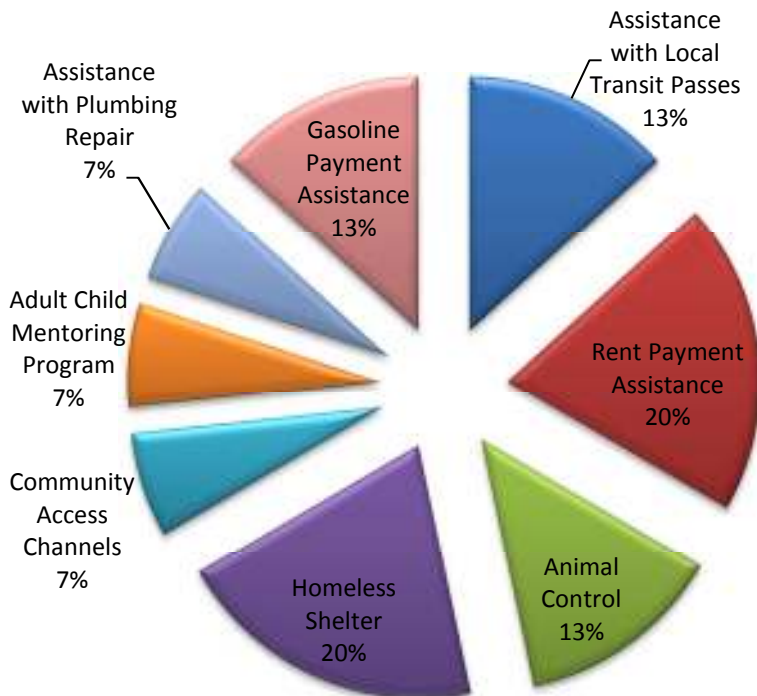
## How We Help

2-1-1 Nevada County provided resources to address **98%** 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 March, this included food, shelter, transportation, and mental health services.

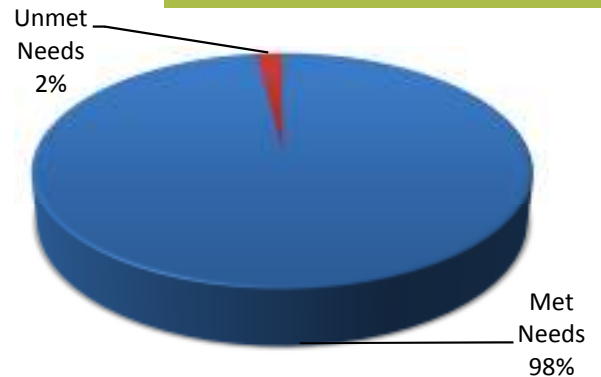
### Most Requested Resources



### Caller Unmet Needs (2% of calls) Jan – Mar 2013



### Met Vs. Unmet Needs



The reasons for the majority of these unmet needs are:

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

## Focus Pages

In addition to the information and referral we provide to our callers and our clients who use the 2-1-1 database online, the new 2-1-1 Nevada County website now features specialty guides that provide customized resource information for Aging and Disability - ADRC, Veterans' Services, CalFresh, and Basic Needs for Western Nevada County.

ADRC	Basic Needs for Western NC	CalFresh

Children and Family Services	Eastern County Resources	Veterans' Services

## Our Partners

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

