

211 Monthly Statistical Report

September 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 September, 2013, 2-1-1 Nevada County answered **200** calls and instant messages, and facilitated **5,789** database searches.



	August	September
Callers	235	200
Unique Search Visits	520	763
Resource Page Views and Searches	4,745	5,789

How We Help

In September, 2-1-1 customer service representatives provided **327** agency/program referrals, averaging **1.6** referrals per call.

2-1-1's Top Tens



Web Related Searches

Term	Searches
Medical/Dental Services	95
Housing/Shelter	74
Children/Family Services	58
Behavioral Health Services	44
Rent Utility Assistance	42
Senior Services	42
Transportation	27
Emergency Assistance	21
Food	16
Veterans Services	14

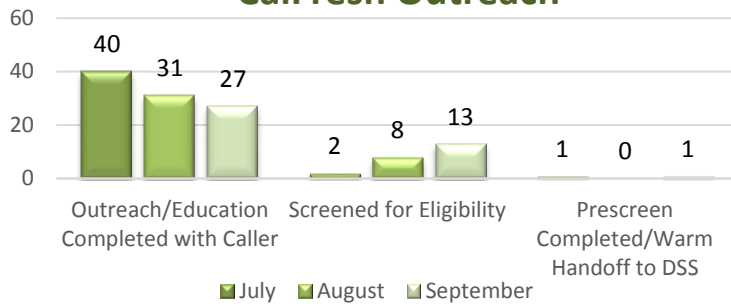
Caller Referrals



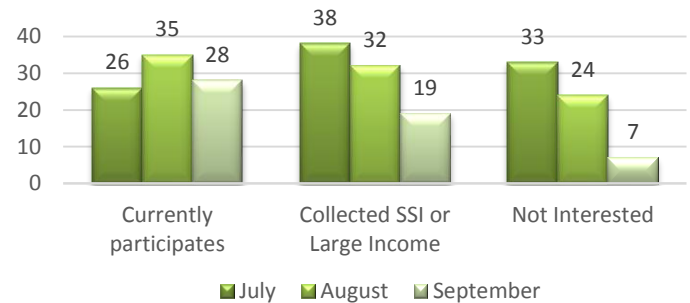
Agency	Searches
Salvation Army	25
Hospitality House	22
Nev. Co. Dept. of Social Services	15
EAC	11
Project Go	8
Women of Worth	8
Interfaith Food Ministry of Nev. Co.	7
Chapa De Medical Clinic	6
Western Sierra Medical Clinic	6
Department of Behavioral Health	6

CalFresh

CalFresh Outreach



Reasons CalFresh Outreach Wasn't Completed



2-1-1 Nevada County provides consumers with CalFresh information and assistance. In September, CalFresh outreach and education was completed with **27** of callers, up **4** points from last month. CalFresh was discussed with **49** other callers who were calling for other reasons.

Affordable Health Care

In September, **9** callers called specifically about Affordable Health Care. Additionally, health care conversations were initiated with **19** other callers.

Affordable Health Care Referrals

Partners FRC	4
Western Sierra MC	0
Sierra Family MC	0
County of Nevada	0

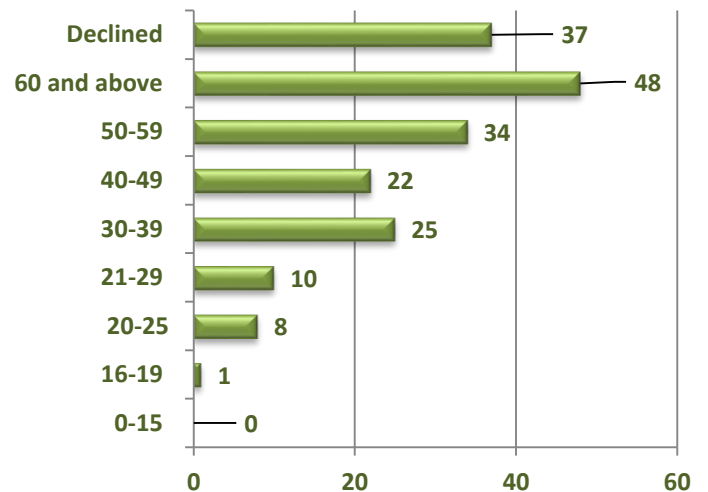
Who We Are Helping

Just over **66%** of callers are women and **11%** 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

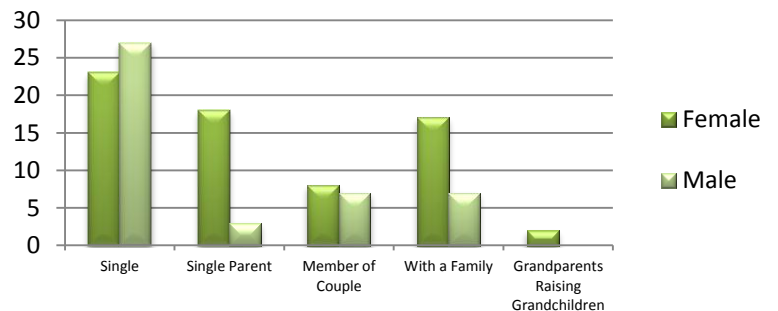


Income and Household



Income Type	Total	Percentage
No Income	48	24%
SSI	26	13%
Job	31	15%
SSA	13	6%

Partial breakdown of total callers





The Affordable Health Care web page is gaining views each month. The Housing Guide was added to the website in early September and has already received 75 views.

Page	Pageviews	Unique Pageviews	Avg. Time on Page
Home Page	511	307	0:01:14
Resources Page	105	66	0:00:55
Search Page	93	75	0:02:18
Affordable Health Care Focus Page	88	60	0:02:10
Housing Guide	75	56	0:03:27
ADRC Guide	74	54	0:03:39
Who We Are Page	45	26	0:00:44
Basic Needs Guide	42	25	0:01:51
CMSP Medi-Cal Guide	40	33	0:03:04
Emergency Services Page	37	26	0:00:36

Partial breakdown of total callers

Our Partners

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

