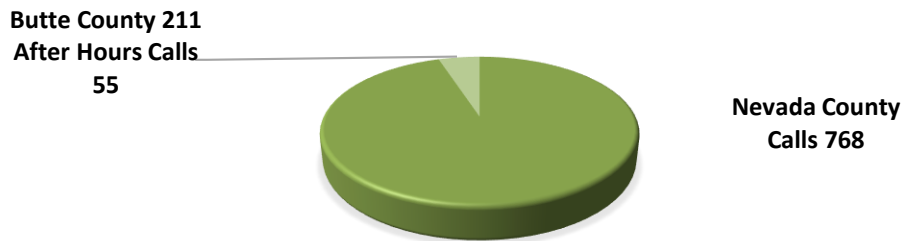


2-1-1 Monthly Statistical Report

December 2014

2-1-1 Nevada County is a resource and assistance hub that connects people with community programs and services. During the month of December, 2-1-1 Nevada County answered **823** calls and instant messages and facilitated **8,207** website searches. The average wait time for callers was **30** seconds with the maximum wait being 9 minutes and the minimum 0 minutes.

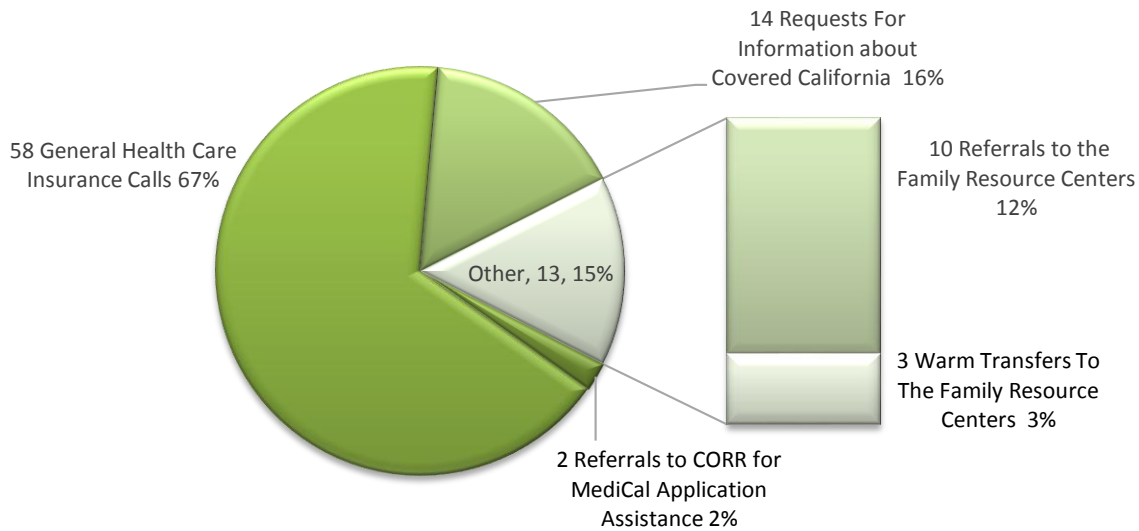
211 NEVADA COUNTY DECEMBER CALL STATISTICS



Top Ten Website Searches		Top Ten Caller Referrals	
Apartments and Mobile Homes	1042	EAC – Emergency Assistance Coalition	96
NC Department of Social Services	309	Interfaith Food Ministry	88
LiHEAP / Project GO Utility Assistance	205	NC Department of Social Services	58
Gold Country Community Services	166	Hospitality House / Utah’s Place	56
Food Bank of Nevada County	121	Salvation Army / Booth Family Center	53
Salvation Army / Booth Family Center	111	211 Nevada County Resource Guides	49
Regional Housing Authority of Sutter and Nevada Counties	87	Food Bank of Nevada County	46
Hospitality House / Utah’s Place	75	Project GO / LiHEAP	34
California Highway Patrol GV Office	57	Family Resource Centers	31
211 Nevada County Resource Guides	53	CoLiving Network	21

During the month of December, 211 Nevada County answered 87 calls pertaining to Health Care Insurance.

Health Care Insurance Calls

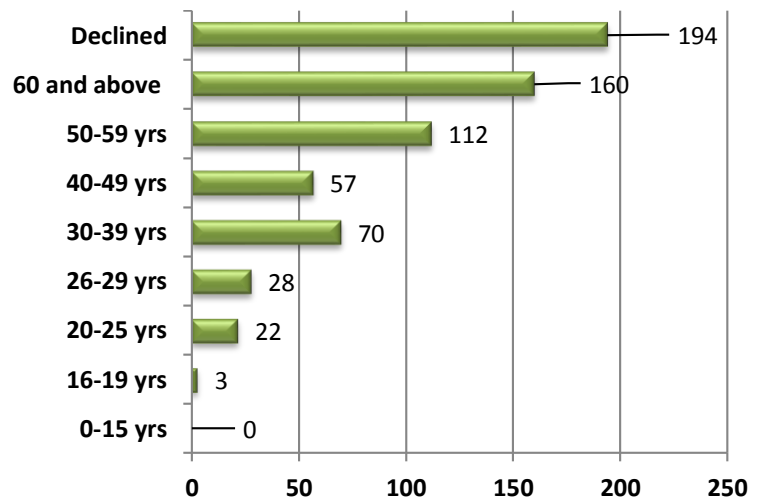


Who We Are Helping

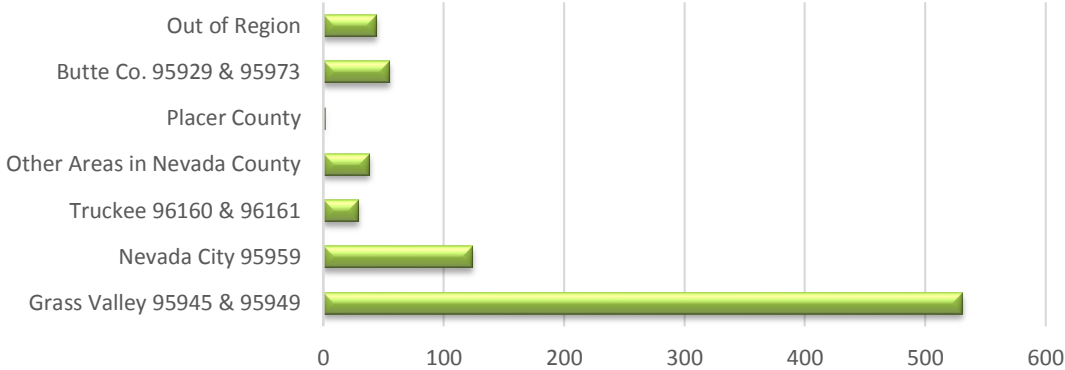
55% of callers are women and **9%** of callers reported having children 5 and younger. In addition, **21%** of callers were experiencing homelessness and **10%** of callers identified themselves as having a disability in relation to the call.

	Women	Men	Unknown
Homeless	66	99	0
Children 0-5	46	20	0
Disability Related	45	29	0
On The Verge of Being Homeless	14	2	0

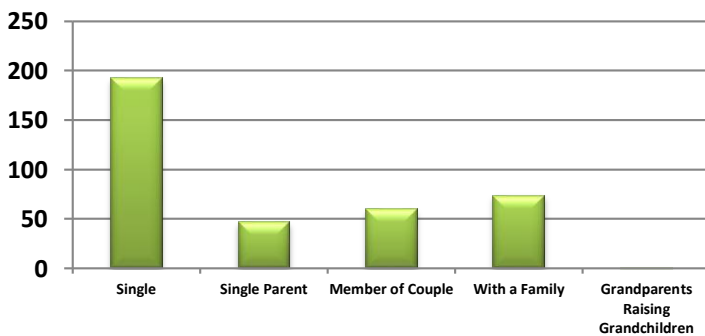
Partial breakdown of total callers



Caller Locations



Type of Household



Partial breakdown of total callers

Main Source of Income	Total	Percentage
Job	129	17%
SSI / SSD	119	15%
None	83	11%
SS	83	11%
Pension/Retirement Fund	11	1%
TANF	11	1%
Other	332	

Our Partners

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

