




# 2-1-1 Monthly Statistical Report

February 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 February, 2014, 2-1-1 Nevada County answered **429** calls and instant messages, and facilitated **6,931** database searches.

## How We Help

	February
 Callers	429
 Unique Search Visits	1,237
 Resource Page Views and Searches	6,931



## Web Related Searches

Term	Searches
Grass Valley Gold Country Lions Club	89
Emergency Response Program (Truckee)	78
City Government Services	58
Sierra College	51
CA Highway Patrol, Grass Valley	50
Regional Housing Authority of Sutter & Nevada Counties	44
LiHEAP	43
Senior Firewood Program	42
Valley Commons & Valley Commons East	42
Food Bank of Nevada County	40

## 2-1-1's Top Tens

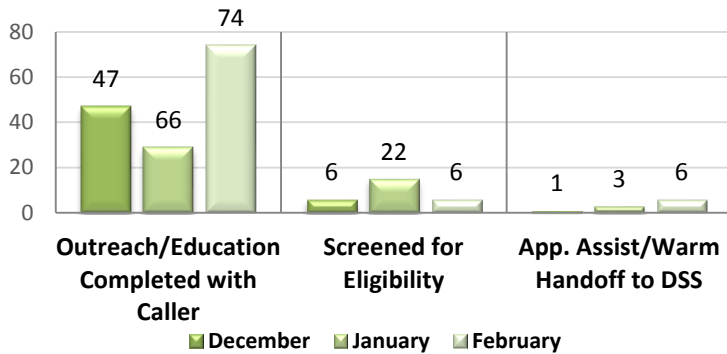
### Caller Referrals



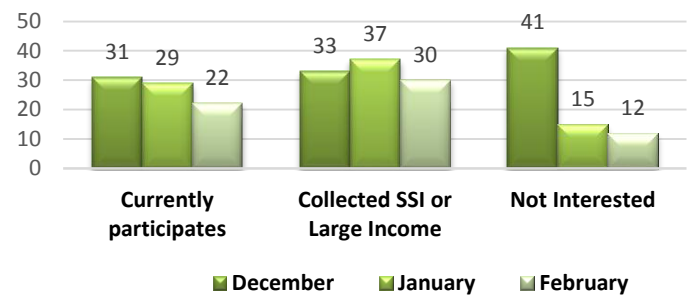
Agency	Searches
Nevada County Dept. of Social Services	19
Salvation Army	15
FREED	14
Legal Services of Northern California	14
Food Bank of Nevada County	13
Project Go	13
Interfaith Food Ministry	11
Hospitality House	9
Western Sierra Medical Clinic	8
Booth Family Center	7

## CalFresh

### CalFresh Outreach



### Reasons CalFresh Outreach Wasn't Completed



2-1-1 Nevada County provides consumers with CalFresh information and assistance. In February, CalFresh outreach and education was completed with **74** callers, up **8** points from January. Additionally, 2-1-1 assisted **6** individuals through in-person Cal-Fresh enrollment appointments.

## Affordable Health Care

In February, **81** callers called specifically about affordable health care. 2-1-1 Nevada County provided in-person assistance to **19** individuals (10 males, 9 females) with their health care enrollment on the Covered CA website. 2-1-1 Nevada County also assisted **12** people with Medi-Cal enrollment. Over **24** staff hours were spent with enrollment appointments.

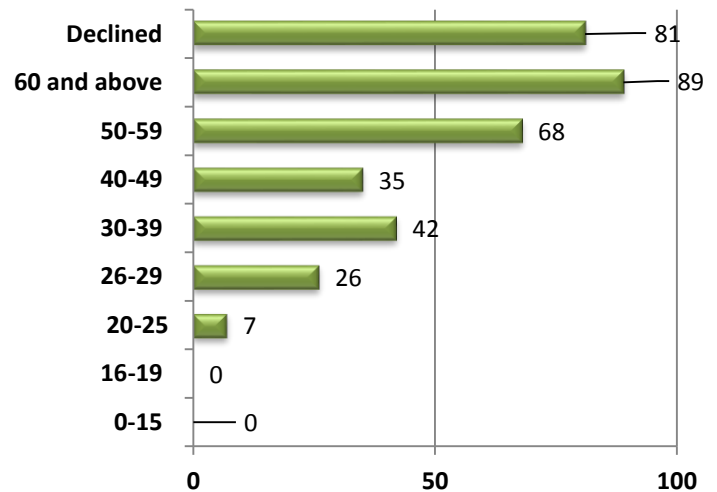
## Who We Are Helping

**73%** of callers are women and **20%** of callers reported having children 5 and younger. In addition, **5%** of callers were experiencing homelessness and **14%** of callers were identified as having a disability in relation to the call.

	Women	Men
Children 0-5	78	7
Homeless	23	8
Disability Related	62	8

Partial breakdown of total callers

## Age Groups

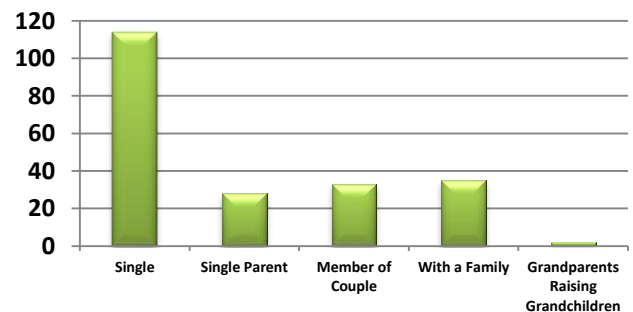


## Income and Household



Main Source of Income	Total	Percentage
Job	93	27%
None	36	10%
SSI/SSD	39	11%
SSA	39	11%
Self-employed	14	4%

Partial breakdown of total callers



## Our Partners

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

