

# General Services Report

June 2013

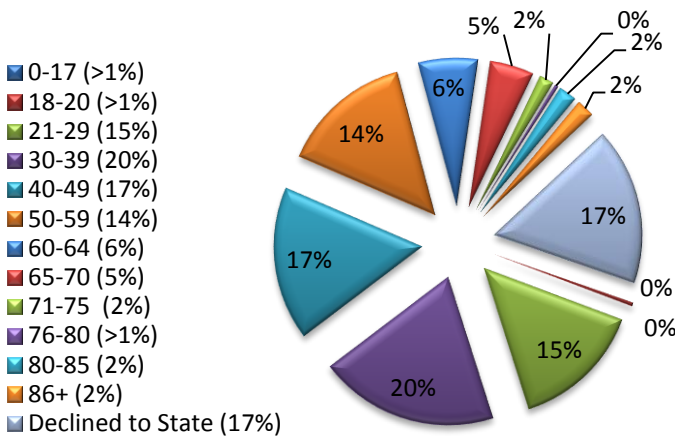
## Who We Are

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 June, 2-1-1 Nevada County answered **274** information and referral calls and facilitated **1,701** database searches via our new website.

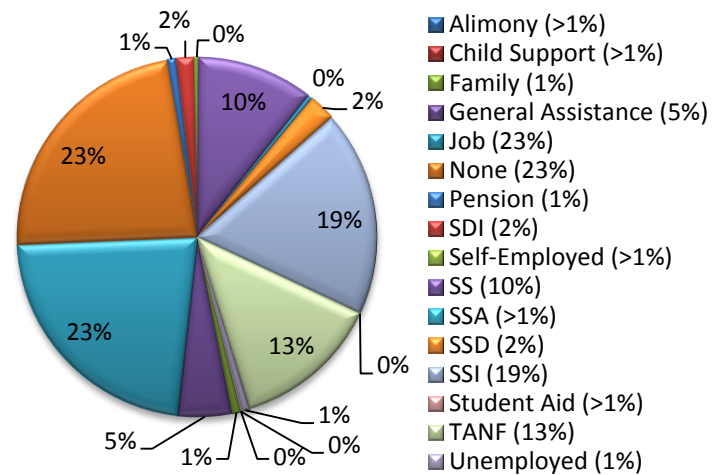
## Who We Are Helping

The **30-39** age group had the largest amount of callers in June. Main sources of income were Jobs with **23%** of callers having no income. Just over **36%** of callers were women in single-person households. And **62%** of the calls came from the Grass Valley 95945 area.

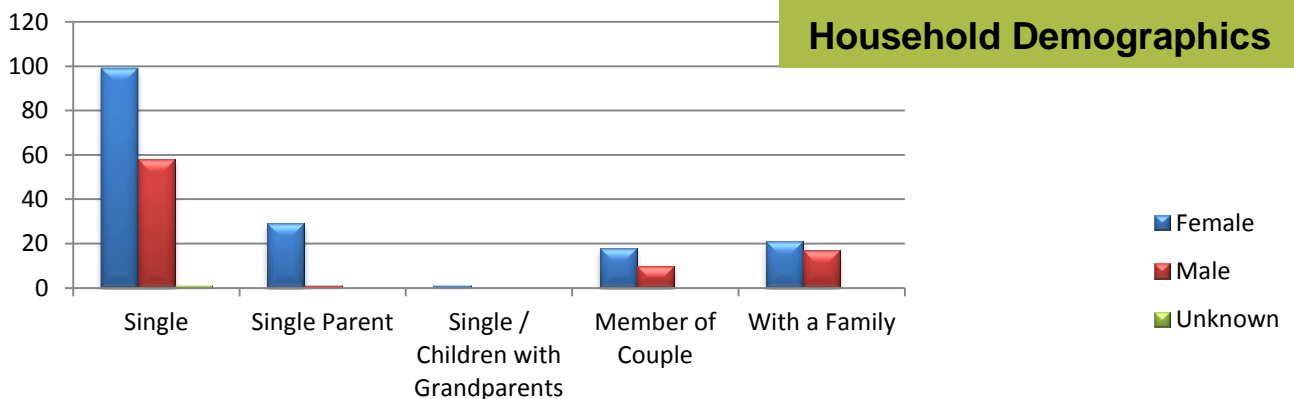
### Age Groups



### Caller Income Sources



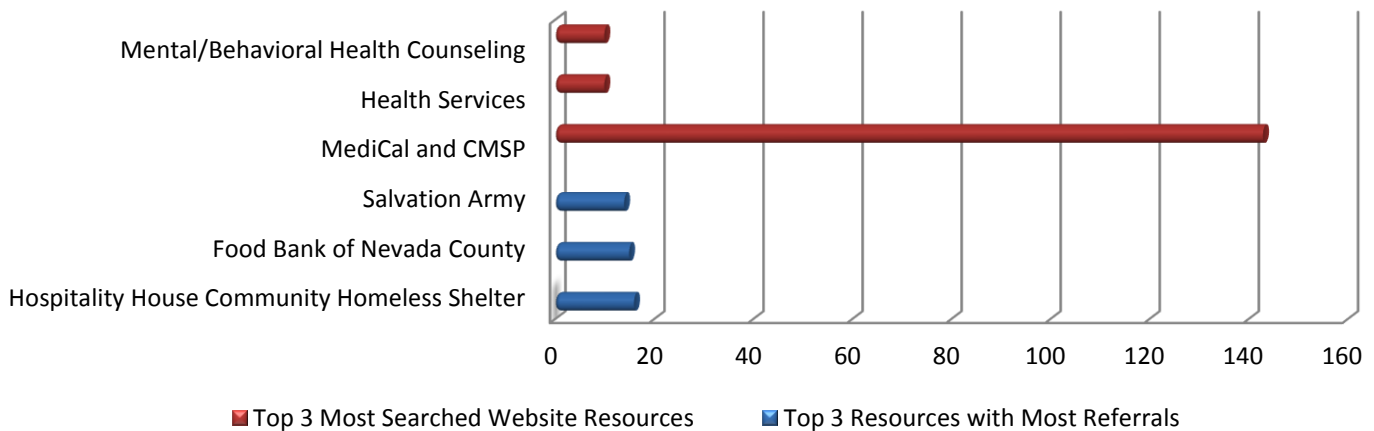
### Household Demographics



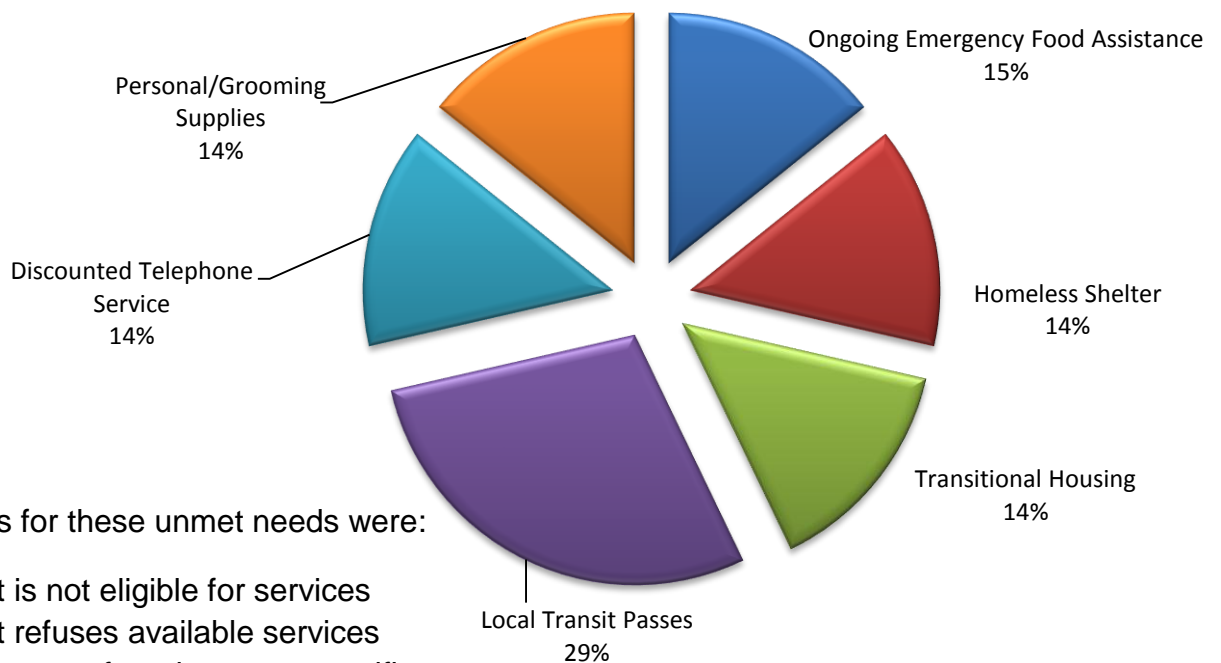
## How We Help

2-1-1 Nevada County currently meets **97%** 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 June, this included food, housing and shelter, medical insurance, and health services.

## Most Requested Resources



## Caller Unmet Needs (3% of calls) June 2013



The reasons for these unmet needs were:

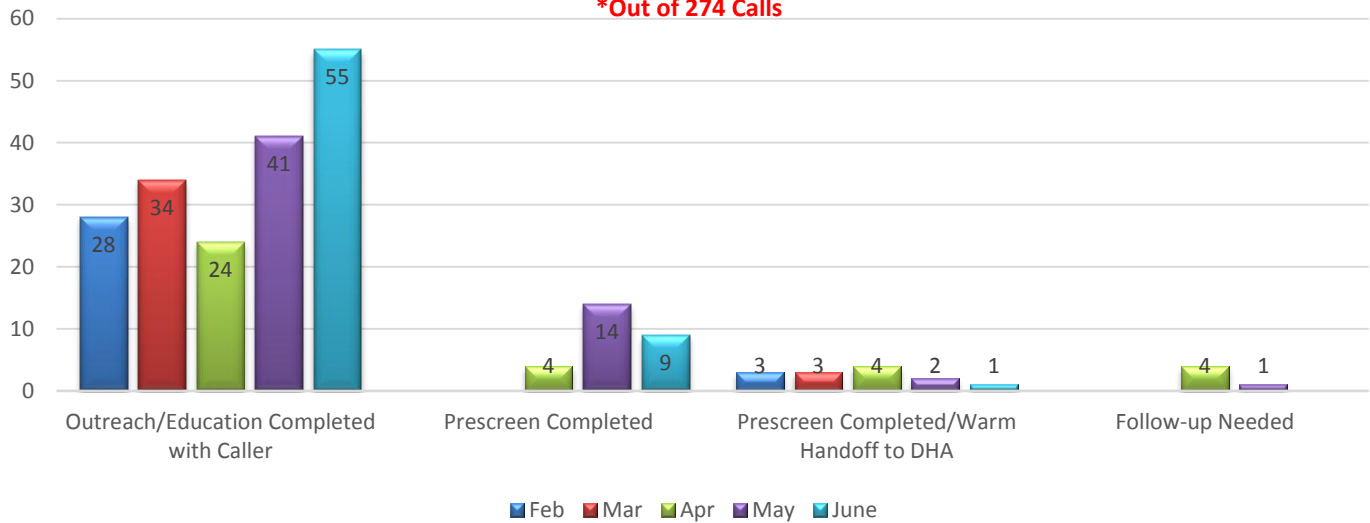
- ✓ client is not eligible for services
- ✓ client refuses available services
- ✓ no program found to meet specific need

**Calfresh**

2-1-1 Nevada County provides consumers with additional information about the Calfresh program, including options in the County for applying and locations where you can apply and/or receive assistance with completing the application. In June, Calfresh outreach and education was completed with **20%** of the consumers who called.

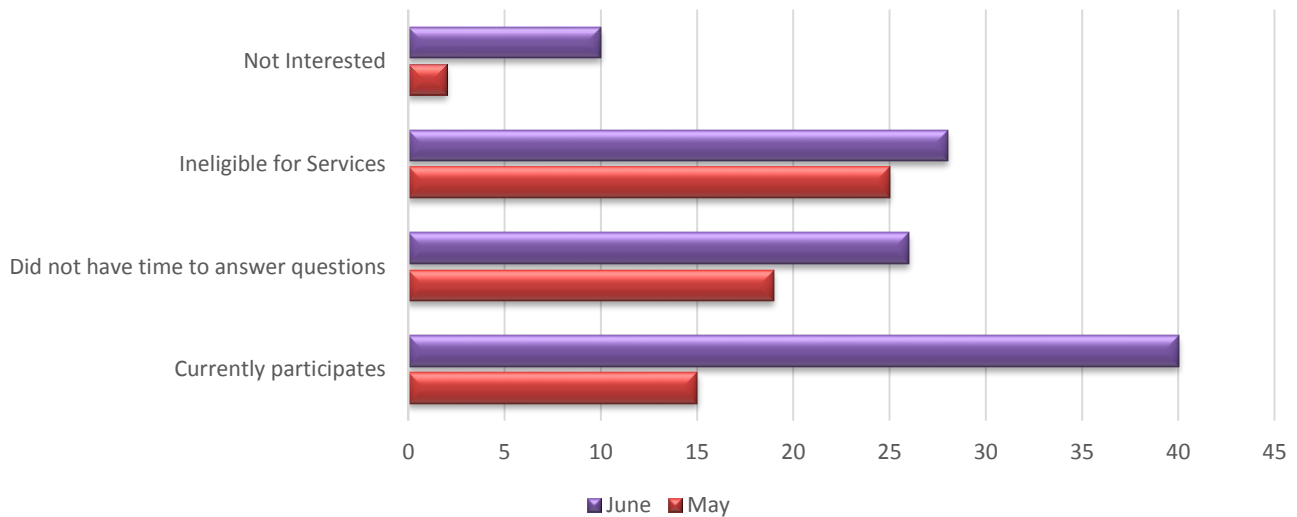
**Calfresh Outreach**

*\*Out of 274 Calls*



**Reasons Calfresh Outreach Wasn't Completed**

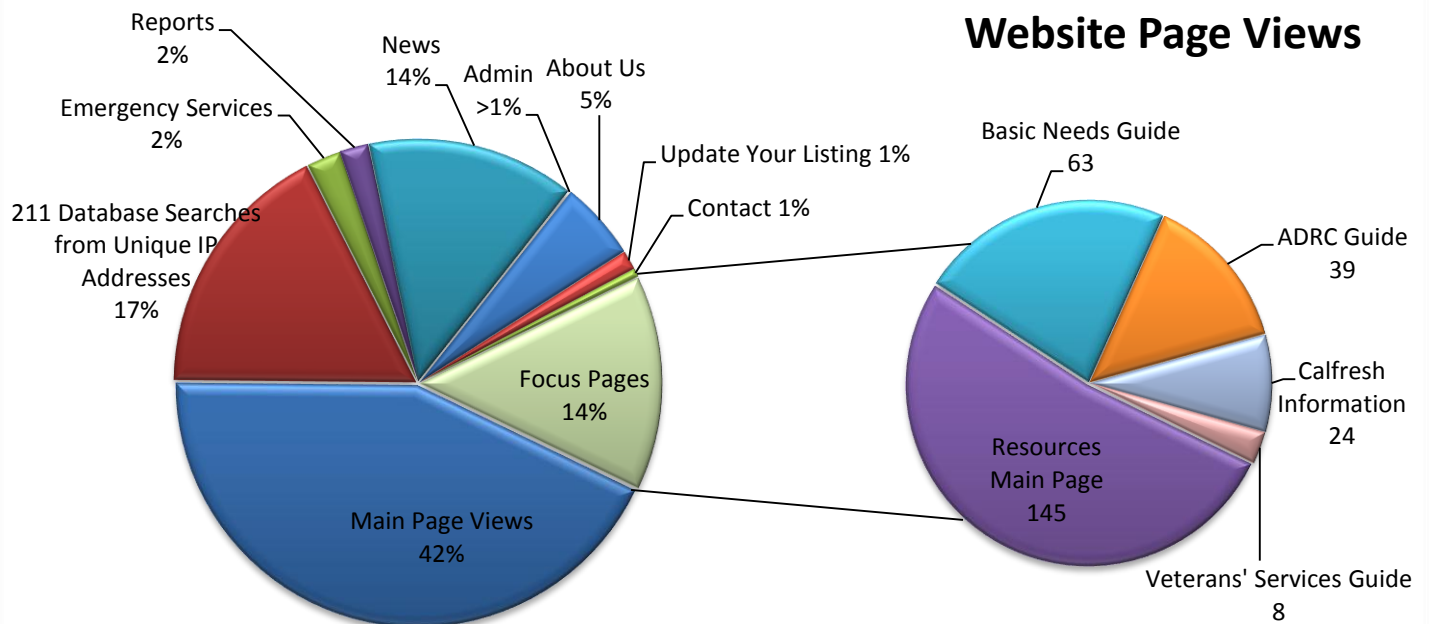
*\*Out of 274 Calls*



## 2-1-1 Website

In addition to the information and referral we provide to our callers as well as our clients who use the 2-1-1 database online, the 2-1-1 Nevada County website features specialty guides that provide customized resource information for Aging and Disability - ADRC, CalFresh, and Basic Needs for Western Nevada County. During the month of June, the 2-1-1 Nevada County Website received a total of **1,948** page views and **1,701** database searches conducted through **341** unique IP addresses with **61%** of our users being new visitors.

### Website Page Views



## Our Partners

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

