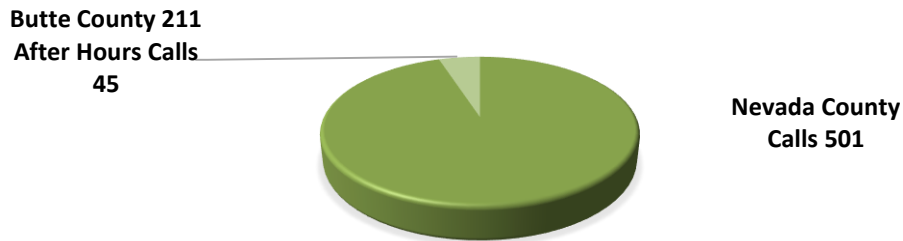


2-1-1 Monthly Statistical Report

February 2015

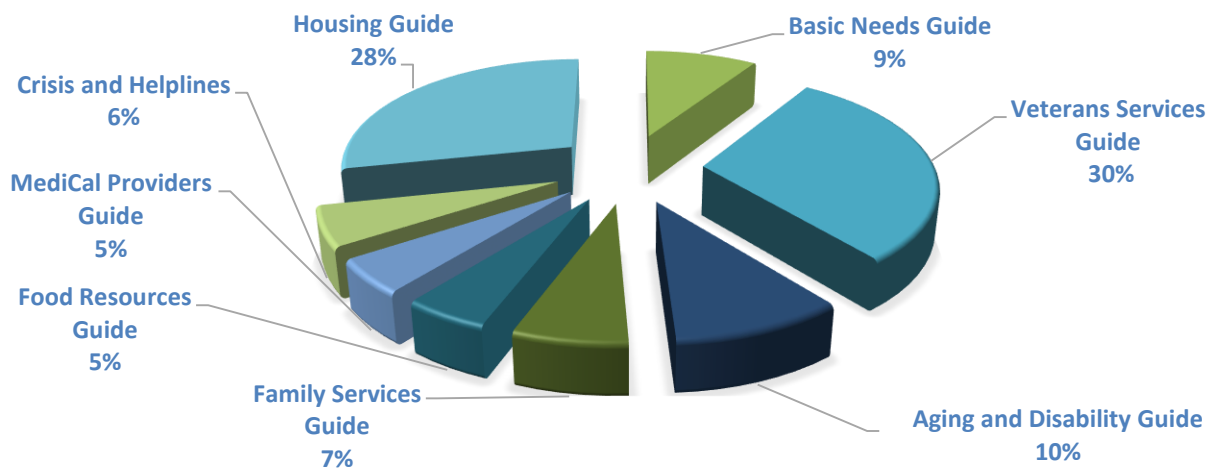
2-1-1 Nevada County is a resource and assistance hub that connects people with community programs and services. During the month of February, 2-1-1 Nevada County answered **546** calls and instant messages and facilitated **7,419** website searches. The average wait time for callers was **39** seconds with the maximum wait being 5 minutes, 1 second and the minimum 0 minutes.

211 NEVADA COUNTY FEBRUARY CALL STATISTICS



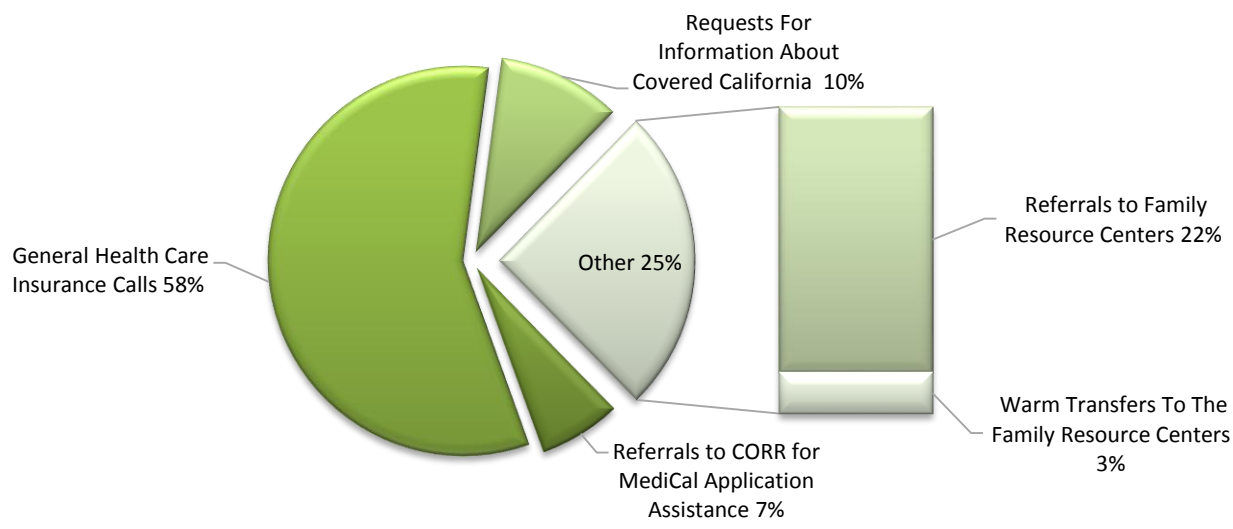
Top Ten Website Searches		Top Ten Caller Referrals	
Apartments and Mobile Homes	1042	NC Department of Social Services	63
NC Department of Social Services	301	Emergency Assistance Coalition EAC	45
LiHEAP / Project GO Utility Assistance	169	Food Bank of Nevada County	34
211 Nevada County and 211 Nevada County Resource Guides	146	Project GO / LiHEAP	30
California Department of Fish and Game	126	Hospitality House / Utah's Place	29
Gold Country Community Services	102	Interfaith Food Ministry	23
Food Bank of Nevada County	102	211 Nevada County Resource Guides	20
Salvation Army / Booth Family Center	72	FREED	19
Emergency Assistance Coalition EAC	60	Salvation Army / Booth Family Center	18
Regional Housing Authority of Sutter and Nevada Counties	59	Sierra Roots	15

WEB SEARCHES FOR 211 NEVADA COUNTY GUIDES



During the month of February, 211 Nevada County answered 59 calls pertaining to Health Care Insurance.

Health Care Insurance Calls

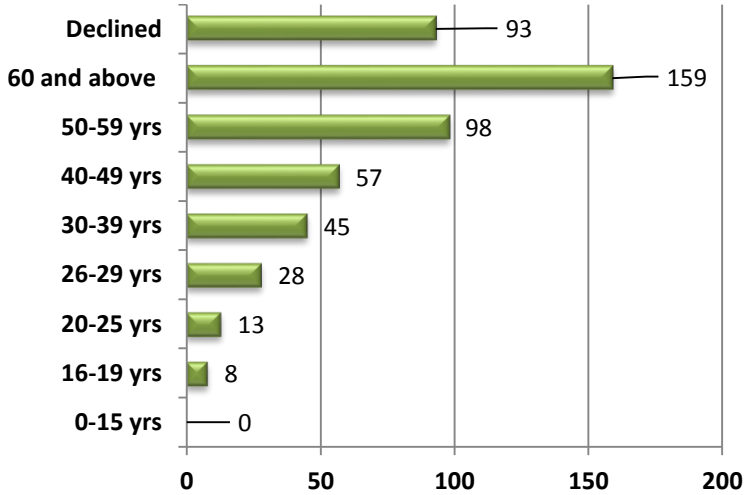


Who We Are Helping

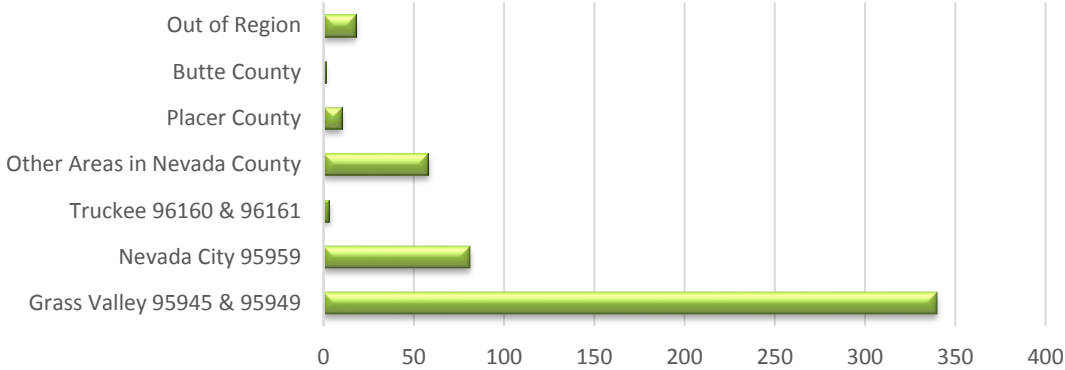
70% of callers are women and **10%** of callers report having children 5 and younger. In addition, **14%** of callers are experiencing homelessness and **12%** of callers identified themselves as having a disability in relation to the call.

	Women	Men	Unknown
Homeless	33	36	0
Children 0-5	39	9	0
Disability Related	42	19	0
On The Verge of Being Homeless	9	3	0

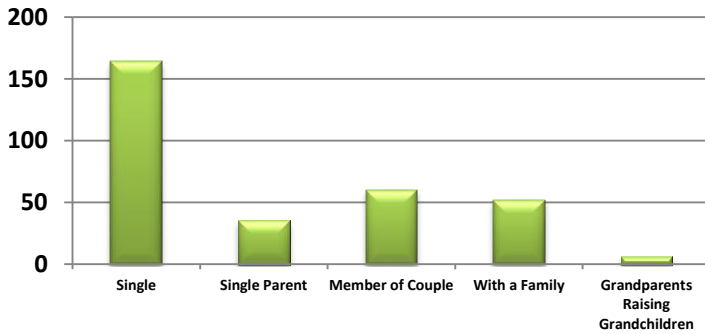
Partial breakdown of total callers



Caller Locations



Type of Household



Main Source of Income	Total	Percentage
Job	103	21%
SSI / SSD	97	19%
SS	77	15%
None	69	14%
Pension/Retirement Fund	16	3%
TANF	7	1%
Other	133	

Partial breakdown of total callers

Our Partners

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

