

# Q1 Quarterly Report – 2015-2016

## July – September 2015



211 Nevada County is a resource and information hub that connects Nevada County residents to community programs and services. 211 is available 24 hours a day, 7 days a week, 365 days a year by phone, web, text, or instant message.

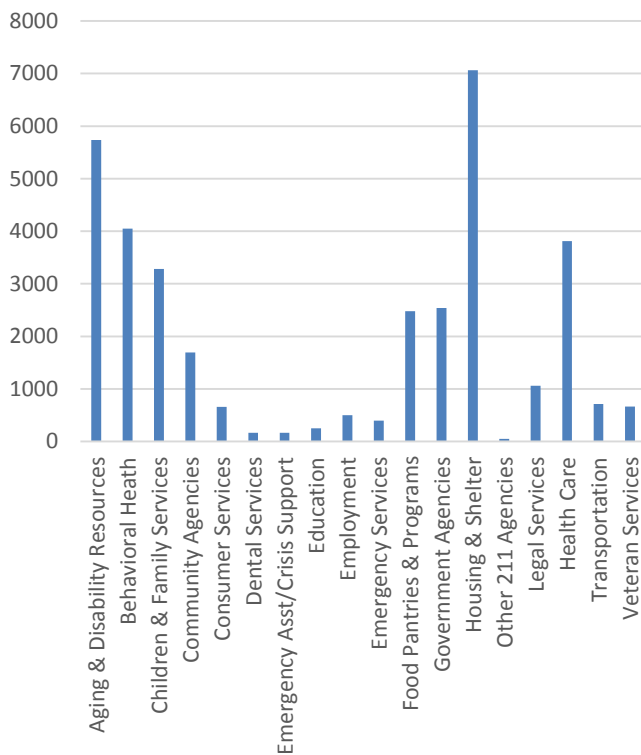
## Overall Statistics

	Total
Calls	2,436
Unique Web Visitors	4,334
Resource Page Views and Searches	37,516

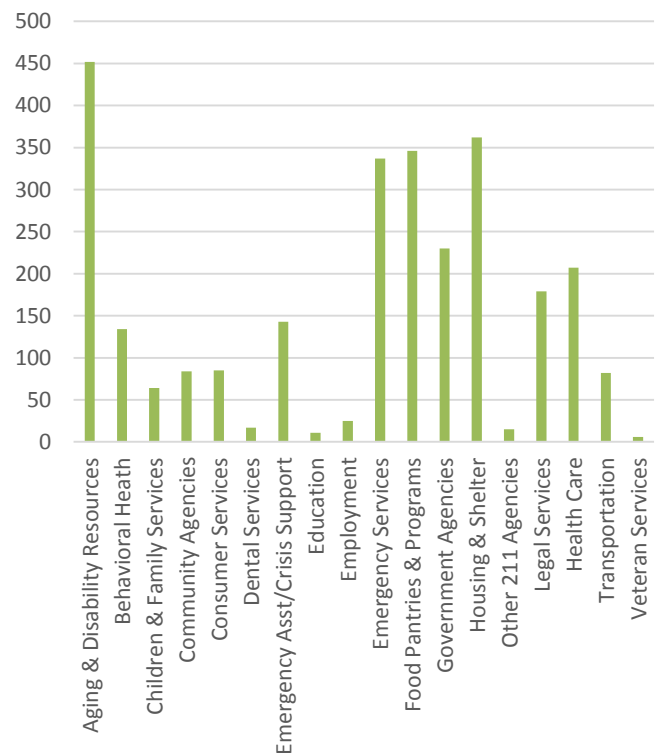
Type of Resource	Number of Searches/Requests
Housing & Shelter	7,423
Aging & Disability Resources	6,190
Behavioral Health	4,184
Health Care	4,022
Children & Family Services	3,345
Food Pantries & Programs	2,826
Government Agencies	2,773
Community Agencies	1,775
Legal Services	1,237
Transportation	798
Consumer Services	743
Emergency Services	731
Veterans Services	671
Employment	525
Emergency Assistance/Crisis Support	308
Education	260
Dental Services	181
Out of Area Information & Referral Agencies	62
<b>TOTAL</b>	<b>38,054</b>

The resources most searched for by our 211 Nevada County callers during the first quarter were Aging and Disability Resources, Housing and Shelter, and Food Pantries and Programs. Resources most searched for on the 211nevadacounty.org website were Housing and Shelter, Aging and Disability Resources, and Behavioral Health. 211 Nevada County answered **301** calls related to the Lowell Fire evacuations.

Web Searches



Call Referrals

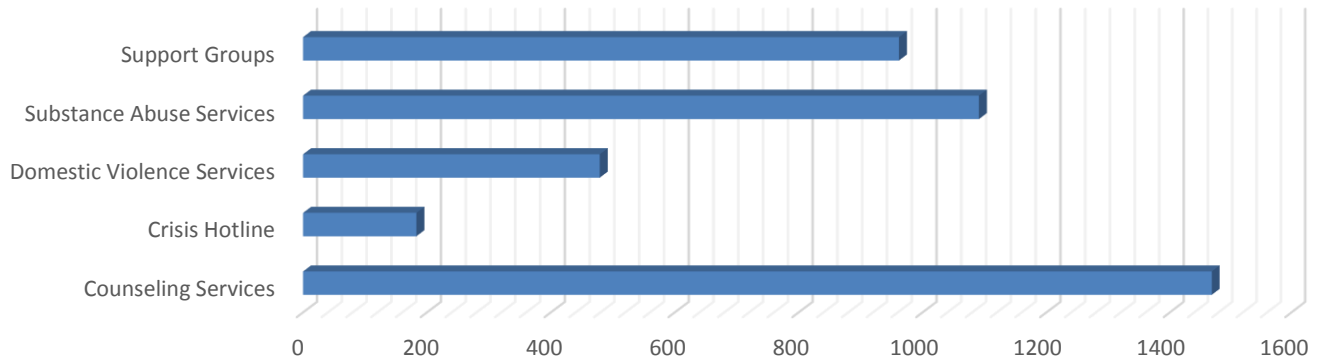


## Behavioral Health Statistics

211 Nevada County provided a total of **4,127** resources to clients requesting Behavioral Health services, as shown by subcategory in the table below.

Counseling Services	1,465
Crisis Hotline	181
Domestic Violence Services	438
Substance Abuse	1,075
Support Groups	968

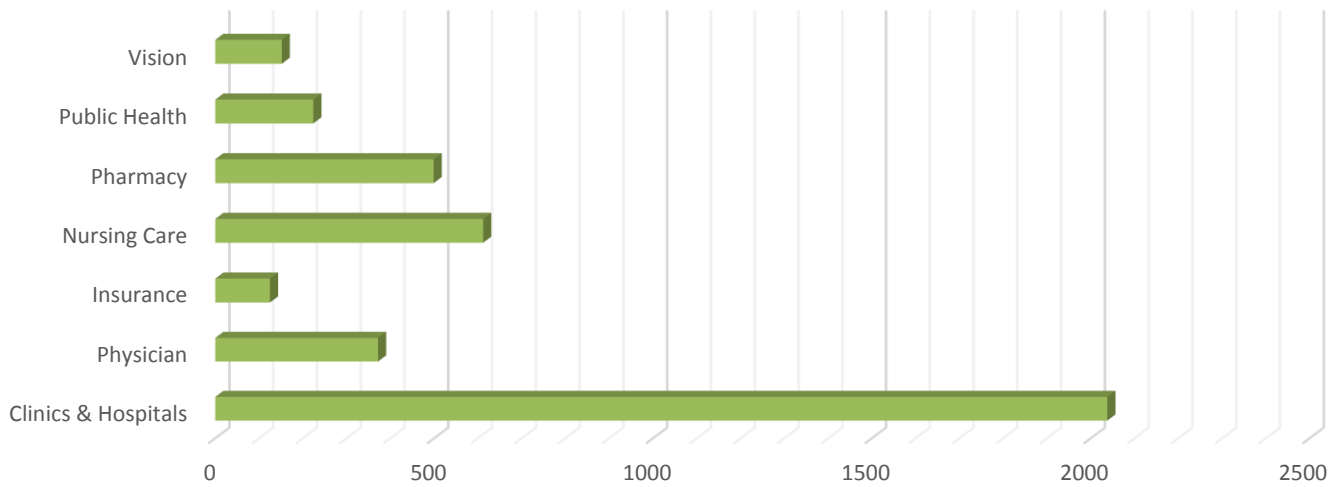
### Behavioral Health Breakout - Calls & Web Searches



	Counseling Services	Crisis Hotline	Domestic Violence Services	Substance Abuse Services	Support Groups
Behavioral Health	1469	183	479	1091	962

## Healthcare Statistics

### Healthcare Breakout - Calls & Web Searches



	Clinics & Hospitals	Physician	Insurance	Nursing Care	Pharmacy	Public Health	Vision
Healthcare	2038	372	125	612	499	224	152

## Our Partners

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Thank you to our partners:

- Agency on Aging / Area 4
- Butte 211
- Community Recovery Resources
- Mental Health Services Act
- Nevada County Social Services Department

