

Q2 Quarterly Report – 2015-2016

October – December 2015



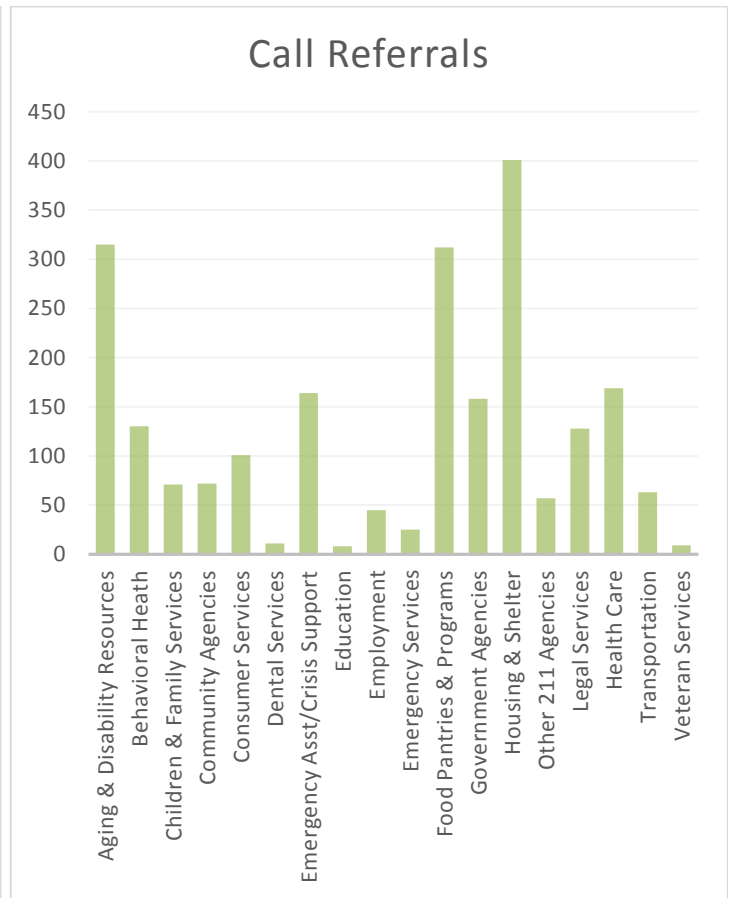
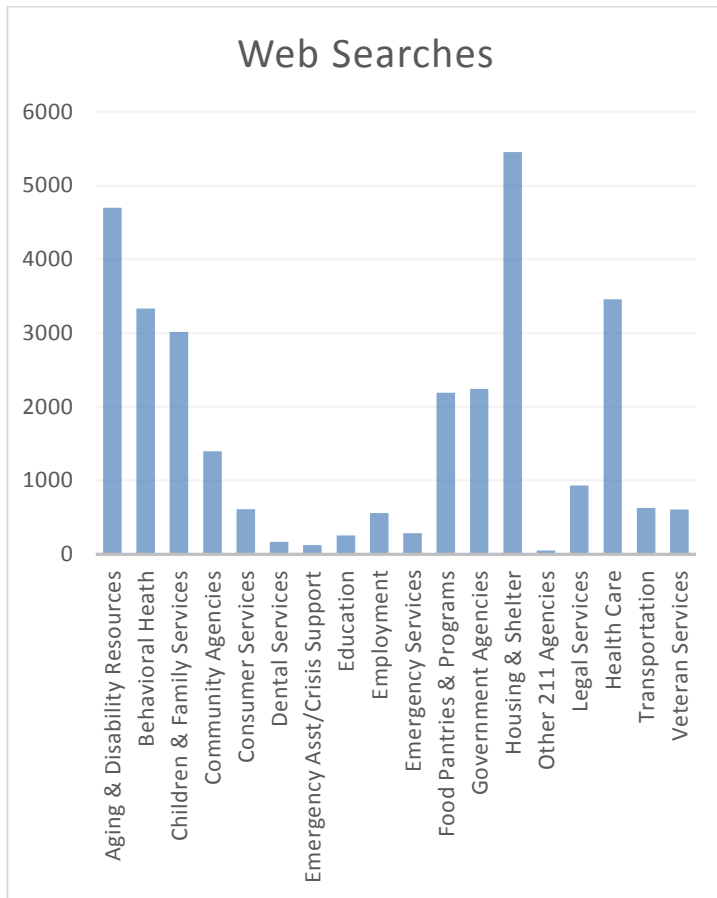
211 Nevada County is a resource and information hub that connects Nevada County residents to community programs and services. 211 is available 24 hours a day, 7 days a week, 365 days a year by phone, web, text, or instant message.

Overall Statistics

	Total
Calls	2,127
Unique Web Visitors	3,655
Resource Page Views and Searches	30,122

Type of Resource	Number of Web Searches/Caller 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
TOTAL	38,054

The resources most searched for by our 211 Nevada County callers during the second quarter were Housing and Shelter, Aging & Disability Resources, and Food Pantries and Programs. Resources most searched for on the 211nevadacounty.org website were Housing and Shelter, Aging and Disability Resources, and Health Care.

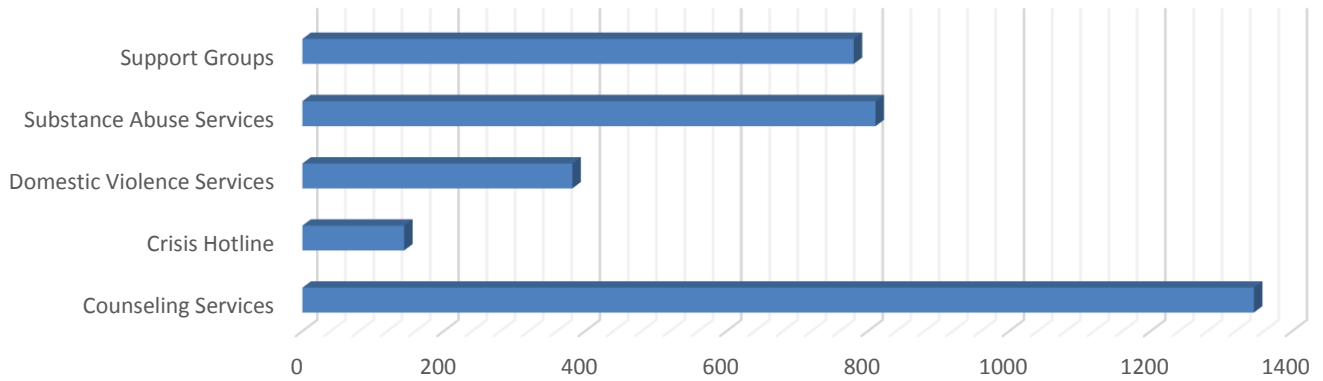


Behavioral Health Statistics

211 Nevada County provided a total of **3,463** resources to clients requesting Behavioral Health services, as shown by subcategory in the table below.

Counseling Services	1,346
Crisis Hotline	144
Domestic Violence Services	382
Substance Abuse	811
Support Groups	780

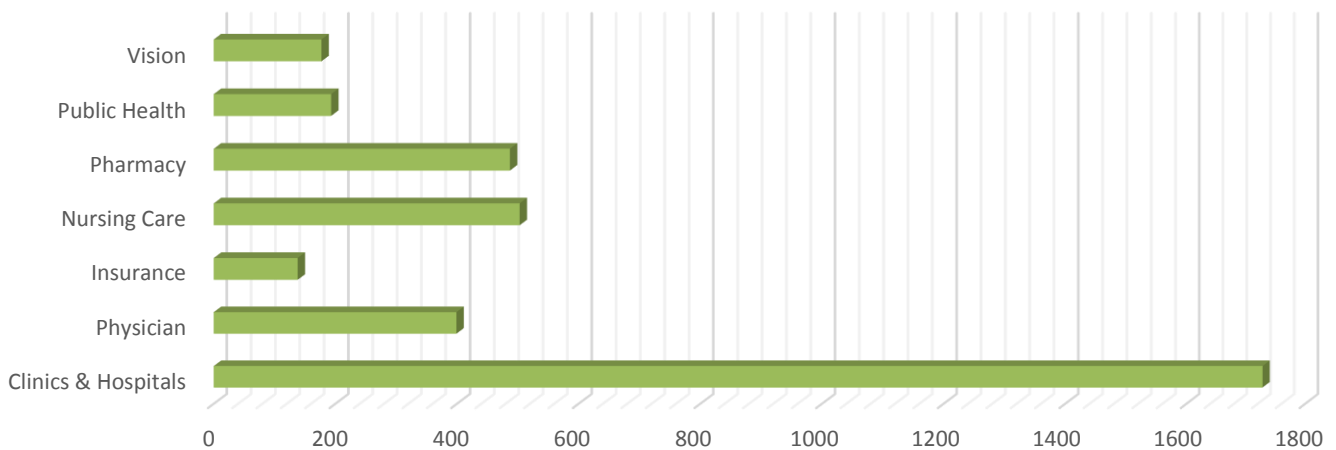
Behavioral Health Breakout - Calls & Web Searches



	Counseling Services	Crisis Hotline	Domestic Violence Services	Substance Abuse Services	Support Groups
■ Behavioral Health	1346	144	382	811	780

Healthcare Statistics

Healthcare Breakout - Calls & Web Searches



	Clinics & Hospitals	Physician	Insurance	Nursing Care	Pharmacy	Public Health	Vision
■ Healthcare	1728	399	138	503	487	193	177

Our Partners

Thank you to our partners:

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

