

# Q4 Quarterly Report – 2015-2016

## April - June 2016



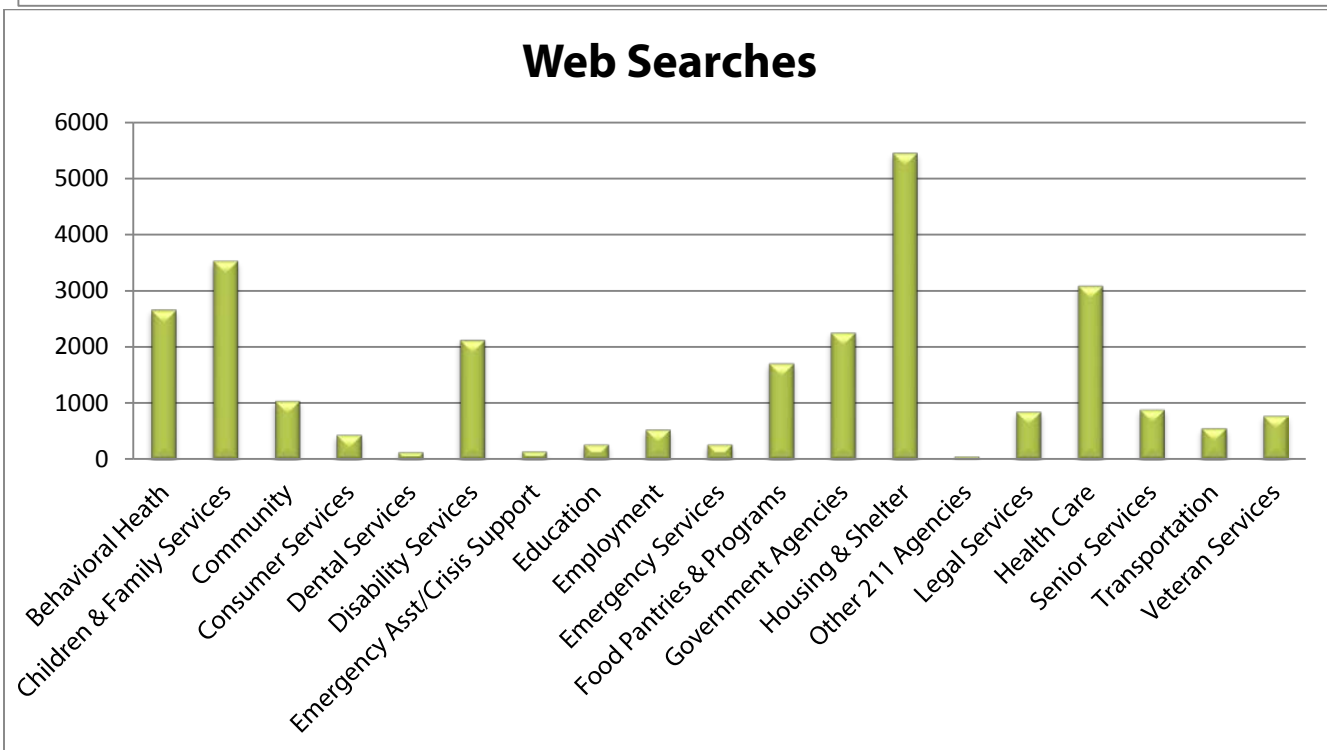
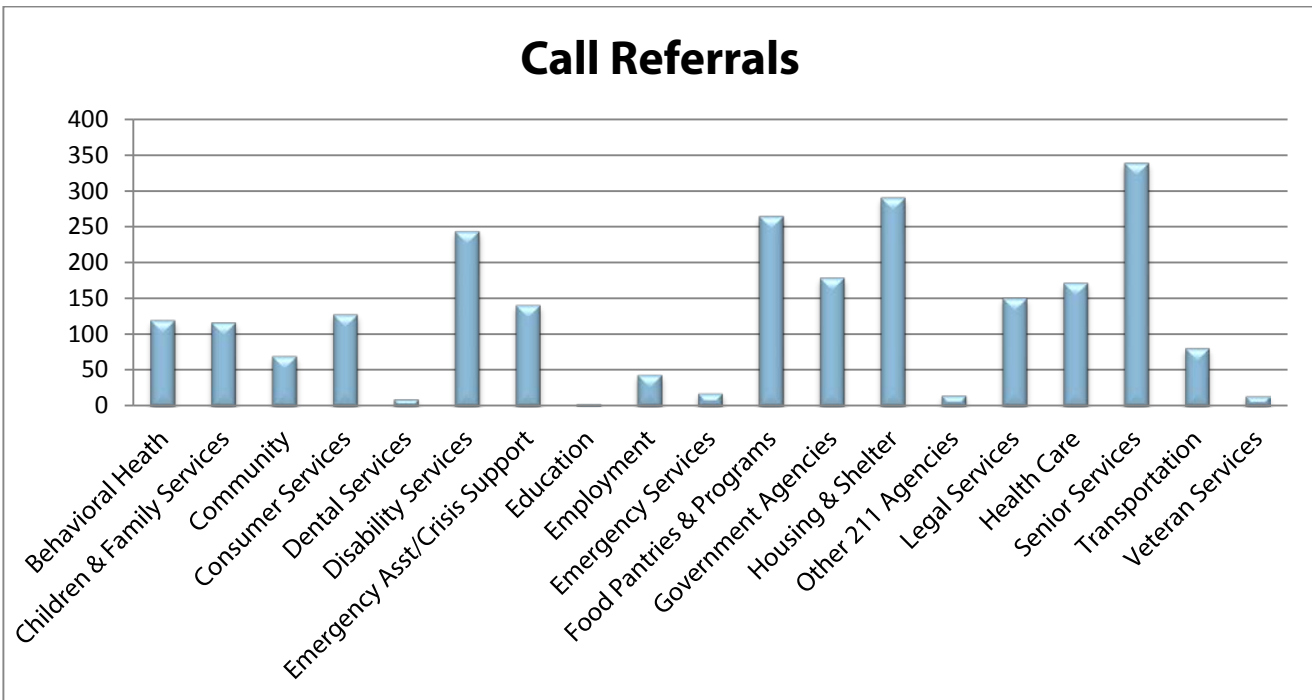
211 Nevada County is a resource and information hub that connects Nevada County residents to community programs and services. 211 is available 24 hours a day, 7 days a week, 365 days a year by phone, web, text, or instant message.

## Overall Statistics

	Total
Calls	2,404
Unique Web Visitors	4,749
Resource Page Views and Searches	26,960

Type of Resource	Number of Web Searches/Caller Requests
Housing & Shelter	5,745
Health Care	3,267
Behavioral Health	2,792
Children & Family Services	3,656
Government Agencies	2,452
Disability Services	2,383
Senior Services	1,235
Food Pantries & Programs	1,990
Community Agencies	1,123
Legal Services	1,009
Consumer Services	571
Veterans Services	800
Transportation	642
Employment	584
Emergency Assistance/Crisis Support	284
Education	273
Emergency Services	288
Dental Services	146
Other 211 Agencies	67
<b>TOTAL</b>	<b>35,367</b>

The resources most searched for by our 211 Nevada County callers during the fourth quarter were Senior Services, Housing & Shelter, and Food Pantries and Programs. Resources most searched for on the 211nevadacounty.org website were Housing and Shelter, Children and Family Services, and Health Care.

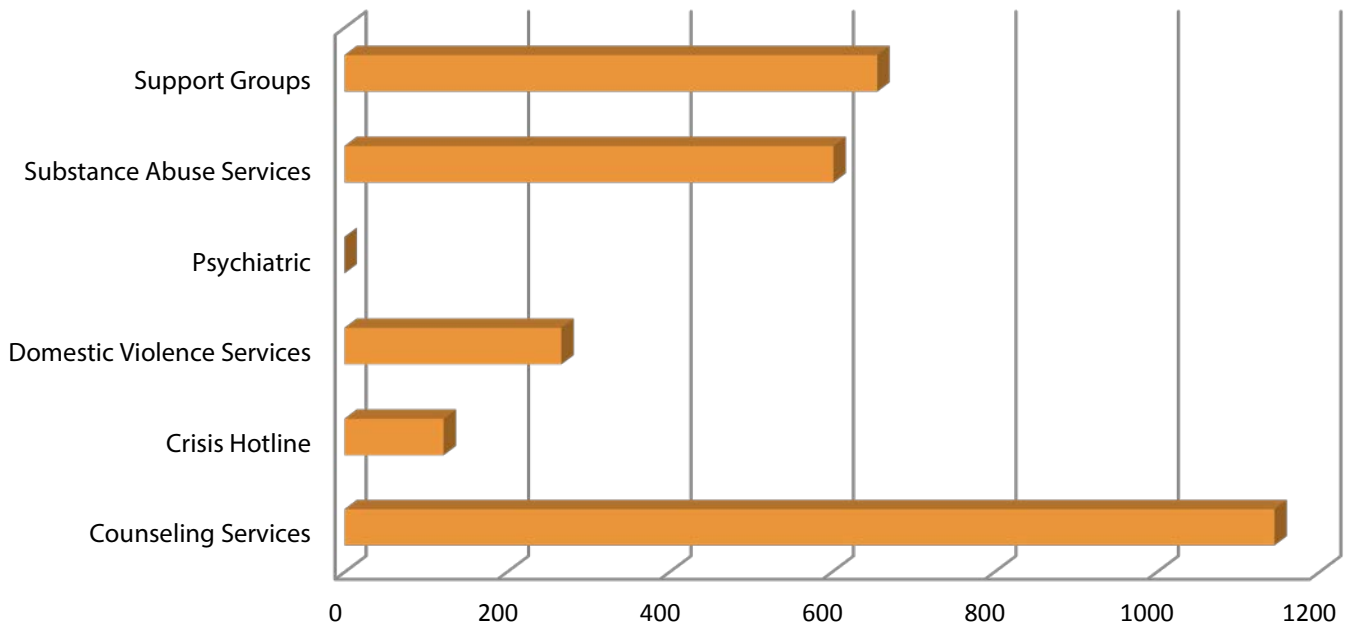


## Behavioral Health Statistics

211 Nevada County provided a total of **2,792** resources to clients requesting Behavioral Health services, as shown by subcategory in the table below.

Counseling Services	1,145
Crisis Hotline	122
Domestic Violence Services	267
Substance Abuse	602
Support Groups	656

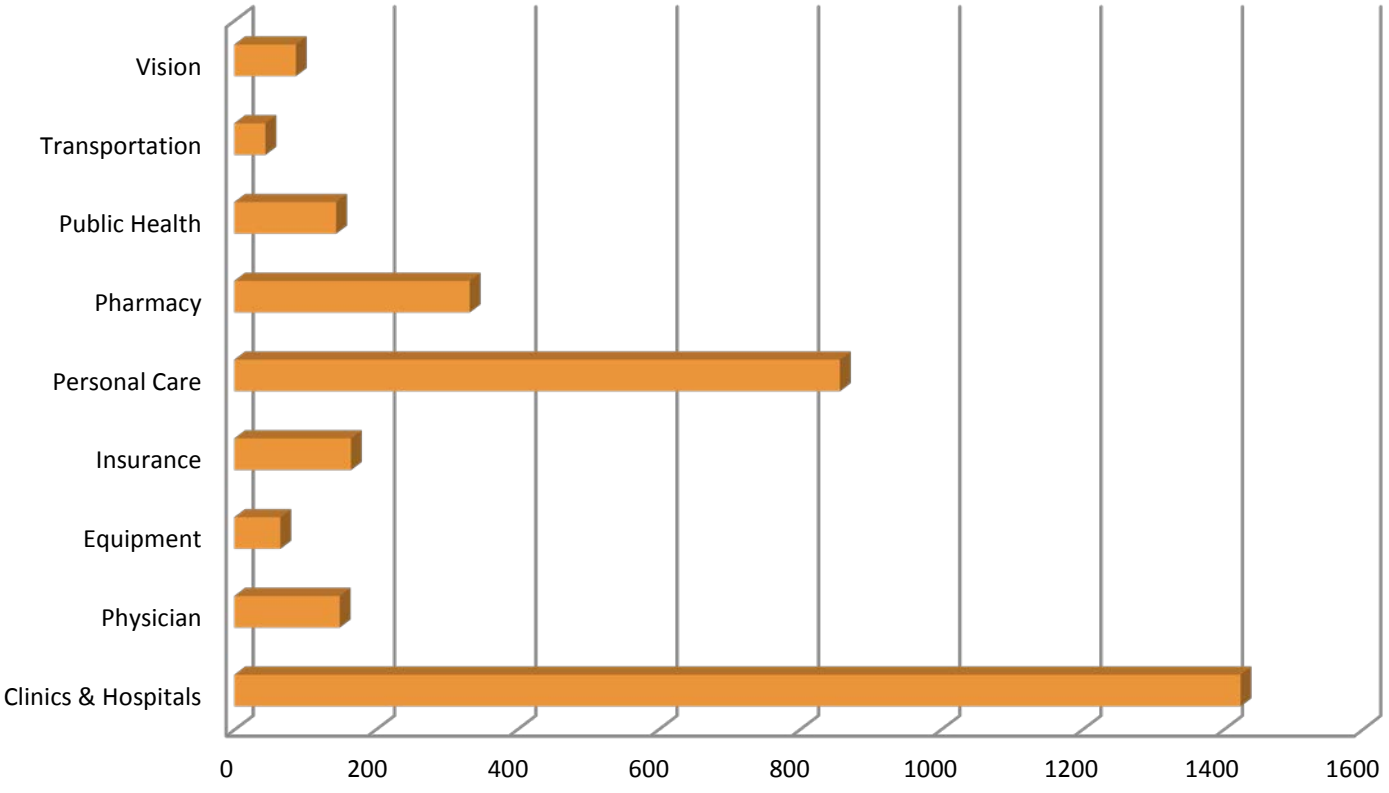
### Behavioral Health Breakout - Calls & Web Searches



	Counseling Services	Crisis Hotline	Domestic Violence Services	Psychiatric	Substance Abuse Services	Support Groups
Behavioral Health	1145	122	267	0	602	656

# Healthcare Statistics

**Healthcare Breakout - Calls & Web Searches**



	Clinics & Hospitals	Physician	Equipment	Insurance	Personal Care	Pharmacy	Public Health	Transportation	Vision
■ Healthcare	1424	149	65	165	857	333	144	44	87

## 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
- Caltrans

