

**211 San Joaquin Call Center
Annual Summary Report
January 1, 2016 - December 31, 2016**



**FAMILY RESOURCE AND REFERRAL CENTER
509 W WEBER AVENUE, SUITE 101
STOCKTON, CA 95203**



211 San Joaquin is a program of Family Resource and Referral Center with support from Human Services Agency, Kaiser Permanente Northern California Region and Central Valley Area, and First 5 of San Joaquin.



Family Resource & Referral Center
Serving San Joaquin County



KAISER PERMANENTE®



FIRST5
San Joaquin 

The "FIRST5" logo features the word "FIRST5" in a bold, green font, with the "5" being significantly larger and containing a stylized orange handprint. Below it, the text "San Joaquin" is written in a smaller, dark blue font.

Count of Calls - 1/1/2016 through 12/31/2016

January	776
February	828
March	790
April	771
May	831
June	789
July	745
August	791
September	775
October	834
November	796
December	791
TOTAL	9,517

**Count of Caller Needs by Taxonomy – Top 10 Needs
1/1/2016 through 12/31/2016**

<u>Need</u>	<u>Count of Need</u>
Comprehensive Information and Referral	497
Low Cost Home Rental Listings	410
Homeless Shelter	402
Food Pantries	374
Rent Payment Assistance	322
Electric Service Payment Assistance	179
At Risk/Homeless Housing Related Assistance Programs	177
Developmental Screening	141
Utility Assistance	132
General Legal Aid	120

**Referrals for each resource –Top 20 Referrals
1/1/2016 through 12/31/2016**

<u>Referred To</u>	<u># of Referrals</u>
Homeless Prevention / Rapid Re-Housing (ESG)	431
Relief for Energy Assistance through Community Help (REACH)	337
CENTRAL VALLEY LOW INCOME HOUSING	275
Emergency Lodging for Women	237
Homeless Shelter for Women	198
Housing Choice Voucher Program (HCV) – (Formerly Section 8)	193
Affordable Housing Program ISM Management Company	180
Affordable Housing Program Visionary Home Builders	179
Home Energy Assistance Program (HEAP)	168
HOUSING AUTHORITY OF THE COUNTY OF SAN JOAQUIN	159
Hope Harbor Family Shelter	157
Help Me Grow Call Center	156
Emergency Food and Shelter for Single Women and Families	150
Affordable Housing Program Mercy Housing	146
Affordable Housing Program Michaels Organization	145
2-1-1 Alameda County	132
Community Resource and Referral	139
Public Housing Program	134
California Rural Legal Assistance	133
Free Legal Clinic	129

211sj.org Website Visits- 1/1/2016 through 12/31/2016

Page Views:	27,346
Number of Users:	6,780
Returning Visitors:	32.2%
New Users:	67.7%

Caller Demographics - 1/1/2016 through 12/31/2016

	<u>Total</u>	
Caller Age	13-17 years	52
Caller Age	18-24 year	800
Caller Age	25-39 years	3,992
Caller Age	40-54 years	2,041
Caller Age	55-64 years	1,059
Caller Age	65+	837
Caller Age	Declined to answer	736
Caller Ethnicity	African American/Black	2,506
Caller Ethnicity	Asian	297
Caller Ethnicity	Caucasian	1,982
Caller Ethnicity	Declined to answer	825
Caller Ethnicity	Hispanic / Latino	2,778
Caller Ethnicity	Multi-ethnic	582
Caller Ethnicity	Native American	120
Caller Ethnicity	Other	284
Caller Ethnicity	Pacific Islander/Native Hawaiian	143
Caller Gender	Female	7,553
Caller Gender	Male	1,964

Compelling Stories

Story #1: Elderly caller was seeking resources for her husband, to help learn how to take care of his personal needs and help her with the chores around the house. They are both in their 70's. She requested a hospital bed for him months ago through their Medicare insurance. Staff followed up with the caller in September. She was pleased that the Interfaith Caregiver's program came to show her how to change her husband and get the house in order. The hospital bed finally arrived as a result of the encouragement from 211 staff to continue to call Medicare on a weekly basis to let them know the urgency for the bed. She stated, "I really appreciate the resources. We finally got him situated."

Story #2: A Parent as Teacher (PAT) staff was on a home visit with one of her families. The dad was present during the visit and in conversation told the staff that he had been having horrible panic attacks while driving. He drives for a living and for the first time a few weeks prior had had a panic attack at work while going over a bridge in the Bay Area. The episodes were getting worse and worse and were becoming debilitating to his health. The staff asked the dad if he was receiving Medi-Cal, which he is. She suggested talking to his provider about getting some mental health services or calling 211 for a list of mental health providers. The dad called 211 immediately after the visit. As a result of the call, he found a provider and began his first session that very week. At the next home visit, the mom was so excited to share the news with the PAT staff. She said her husband was able to drive longer distances a couple of times without having a panic attack and he was looking forward to his second therapy session. Per the wife, "Thank you to the 211 team and to our wonderful home visitors for what you do; it truly changes lives."

Story #3: The caller was new to Stockton with no food in the home and did not know of any food resources. She was referred to the Stockton Emergency Food Bank, the Good Samaritan Training Center, and the Salvation Army in Stockton to get help with food. The caller was also referred to a CalFresh program application site where she can meet with a staff to help her to apply for CalFresh. Upon follow up, the caller was able to obtain groceries through the food pantries and she had started her application for CalFresh.

Story #4: The caller was looking for substance abuse programs, particularly for alcoholics. She had a DUI, no job and no home. Caller was referred to the Substance Abuse Program with San Joaquin County Behavioral Health Services to get treatment and to WorkNet to find job postings. During our follow-up call, the caller is now living with a family member. She also started a new job and is attending an alcohol support group to maintain her sobriety. She stressed to the 211 phone specialist how important it was to reach out for help and how glad she is to know that 211 exists and that she can call us for assistance any time of the day.