

**211 San Joaquin Call Center  
Annual Summary Report  
April 1, 2015-March 31, 2016**



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



### Count of Calls - 4/1/2015 through 3/31/2016

April	421
May	565
June	564
July	641
August	657
September	687
October	669
November	689
December	756
January	776
February	828
March	790
<b>TOTAL</b>	<b>8043</b>

### Count of Caller Needs by Taxonomy – Top 10 Needs 4/1/2015 through 3/31/2016

<u>Need</u>	<u>Count of Need</u>
Homeless Shelter	375
Comprehensive Information and Referral	247
Food Pantries	236
Rent Payment Assistance	199
Low Cost Home Rental Listings	179
Utility Assistance	83
General Aid	74
Transitional Housing/Shelter	58
Low Income/Subsidized Private Rental Housing	57
Holiday Gifts/Toys	54

**Referrals for each resource –Top 20 Referrals  
4/1/2015 through 3/31/2016**

<u>Referred To</u>	<u>#of Referrals</u>	<u>Parent Agency</u>
CENTRAL VALLEY LOW INCOME HOUSING	350	
HOUSING AUTHORITY OF THE COUNTY OF SAN JOAQUIN	349	
Emergency Food and Shelter	259	STOCKTON SHELTER FOR THE HOMELESS
Homeless prevention/Rapid Re-Housing (ESG)	213	CENTRAL VALLEY LOW INCOME HOUSING
Free Legal Clinic	202	BAR ASSOCIATION AND LAWYER REFERRAL OF SJ
Homeless Shelter for Women	189	HAVEN OF PEACE
EMERGENCY FOOD BANK	163	
Emergency Lodging for Women	161	GOSPEL CENTER RESCUE MISSION
Hope Harbor Family Shelter	154	SALVATION ARMY
SAN JOAQUIN COUNTY HUMAN SERVICES AGENCY (HSA)	153	
ST MARYS INTERFAITH COMMUNITY SERVICES (ST MARYS DINING ROOM)	147	
Affordable Rental Housing	134	VISIONARY HOME BUILDERS
Public Housing Program	128	HOUSING AUTHORITY OF THE COUNTY OF SJ
Raymus House and Hope Family Shelter	127	HOPE MINISTRIES
Home Energy Assistance Program (HEAP)	122	SAN JOAQUIN COUNTY HUMAN SERVICES AGENCY
Fair Housing Program	118	SAN JOAQUIN FAIR HOUSING
CATHOLIC CHARITIES OF THE DIOCESE OF STOCKTON	115	
PACIFIC GAS & ELECTRIC COMPANY (PG&E)	98	
2-1-1 Alameda County	96	EDEN I&R INC
General Assistance Program (GA)	81	SAN JOAQUIN COUNTY HUMAN SERVICES AGENCY

## 211sj.org Website Visits- 7/1/2015 through 3/31/2016

Page Views: 28,369

Number of Users: 6,171

Returning Visitors: 23.6%

New Users: 76.4%

## Total Calls by City - 4/1/2015 through 3/31/2016

Acampo	23
Clements	10
Escalon	51
Farmington	7
French Camp	53
Holt	3
Lathrop	209
Linden	21
Lockeford	40
Lodi	426
Manteca	546
Mountain House	18
Ripon	64
Stockton	4939
Thornton	11
Tracy	695
Vernalis	5
Woodbridge	15

## Caller Demographics - 4/1/2015 through 3/31/2016

		<u>Total</u>
Caller Age	13-17 years	82
Caller Age	18-24 year	896
Caller Age	25-39 years	3294
Caller Age	40-54 years	1667
Caller Age	55-64 years	1023
Caller Age	65+	564
Caller Age	Declined to answer	517
Caller Ethnicity	African American/Black	2014
Caller Ethnicity	Asian	294
Caller Ethnicity	Caucasian	1909
Caller Ethnicity	Declined to answer	778
Caller Ethnicity	Hispanic / Latino	1967
Caller Ethnicity	Multi-ethnic	568
Caller Ethnicity	Native American	89
Caller Ethnicity	Other	342
	Pacific Islander / Native	
Caller Ethnicity	Hawaiian	82
Caller Gender	Female	6062
Caller Gender	Male	1981

## **Compelling Stories**

**Story #1:** Spanish speaking single mother called with concerns about her 4 year old son. She noticed that he's not very social and is always staring at things without any reaction. He's not playing with other children when he's around them. She is very worried and asked about some kind of screenings that can help get an evaluation of his behavior and his development.

Follow up call was made. Caller is very pleased with the service she received. She can see her son's behavior is changing. He is socializing and talking to other children when he's around them. He enjoys talking to the worker that comes out and she works with him on his speech and behavior.

Resource referred to caller:

**Help Me Grow Call Center (FAMILY RESOURCE & REFERRAL CENTER (FRRC))**

Met need: Developmental Screening

**Story #2:** Spanish speaking mother called with concerns about her 13 year old daughter. Her daughter has become violent and started using drugs. She is leaving the house without permission or sneaking out. Her daughter physically abused her and she has called the police on her daughter. She is looking for help for her daughter before she gets even more out of control.

Follow up call made. Caller has contacted agencies for assistance and is waiting on an appointment to see the specialist for her daughter and parenting classes for herself.

Resources referred to caller:

**Counseling Services (CENTRAL VALLEY CENTER FOR COMMUNITY ADVOCACY)**

Met need: Adolescent/Youth Counseling

**Point Break Adolescent Resources (SAN JOAQUIN VALLEY YOUTH FOR CHRIST)**

Met need: Adolescent/Youth Counseling

**Family Counseling Services, Prevention and Early Intervention (CATHOLIC CHARITIES OF THE DIOCESE OF STOCKTON)**

Met need: Parenting Skills Classes

**Parent Cafe - Support Group for Parents or Caregivers (CHILD ABUSE PREVENTION COUNCIL OF SAN JOAQUIN COUNTY )**

Met need: Parenting Skills Classes

**Story #3:** Married senior citizen looking for help to care for his wife. He has difficulties caring for his wife therefore he is looking for someone to come into the house to help him care for her. His wife cannot walk, so she is very limited in doing things around the house. He also needs help with running errands and chores around the house.

A follow up call was made. He is waiting to hear from Catholic Charities to contact him and assess their situation. They did call him back but had to leave a message for him. He has also put in an application with IHSS. He stated that he would not have known about these programs had 211 not been available.

Resources referred:

**In-Home Supportive Services (IHSS) (SAN JOAQUIN COUNTY HUMAN SERVICES AGENCY (HSA)**

Met need: In Home Supportive Services Subsidies

**Senior and Elderly Services Program (Multipurpose Senior Services Program) (CATHOLIC CHARITIES OF THE DIOCESE OF STOCKTON)**

Met need: Independent Living Skills Instruction

**Interfaith Caregivers Program (ST JOSEPHS MEDICAL CENTER)**

Met need: Independent Living Skills Instruction