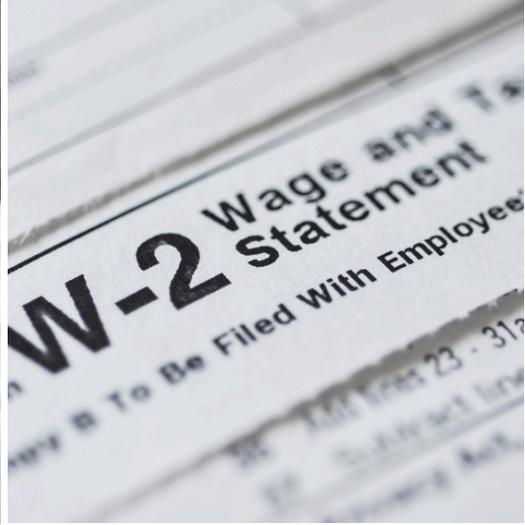
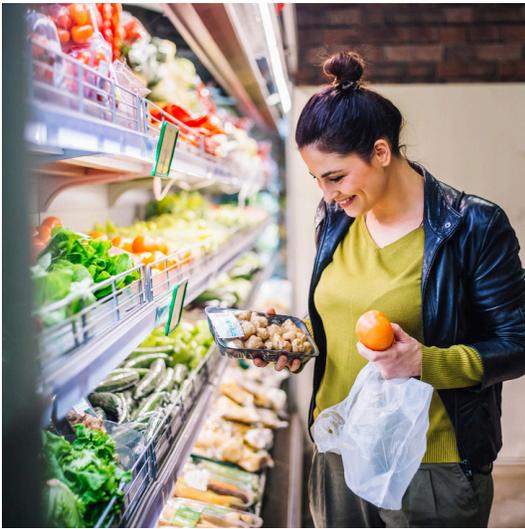




San Joaquin County

2024 Annual Report



Dial 211 or
800-436-9997



Text your
zip code
to 898211



211sj.org



Download App
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family
resource
center

Contacts to 211



CALLS
73,794

873



TEXTS

EMAIL

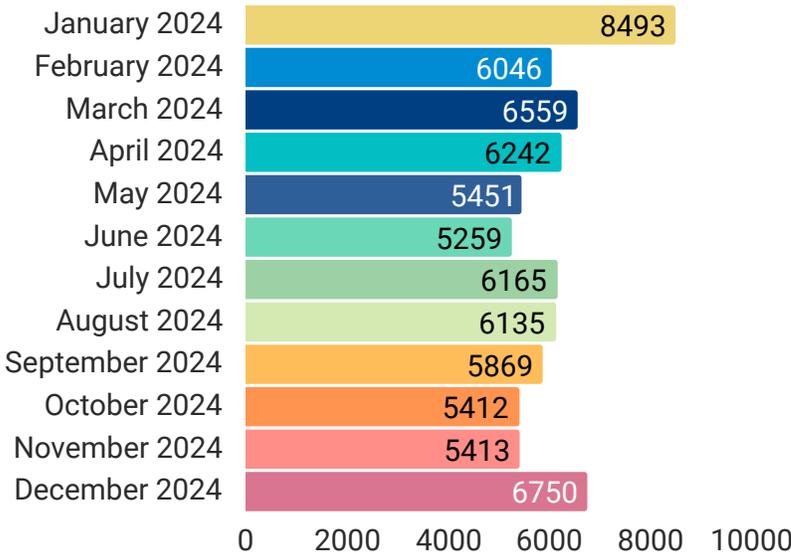


753

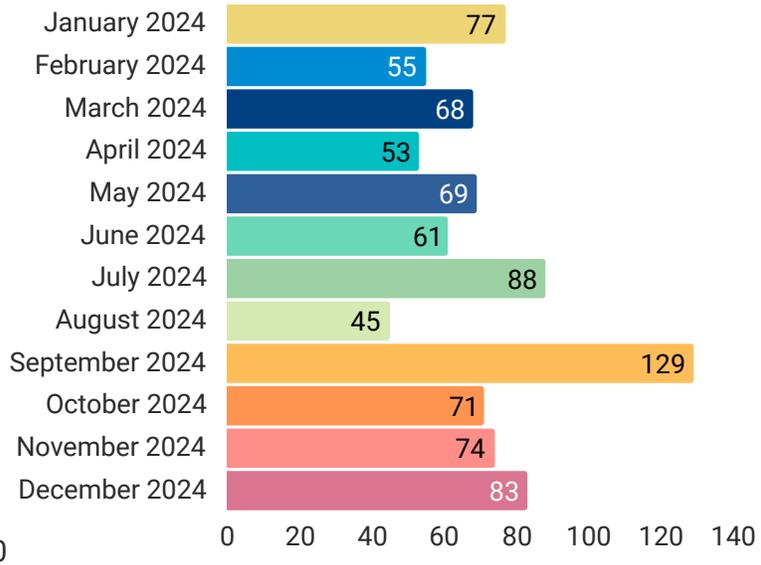


75,420
CONNECTIONS

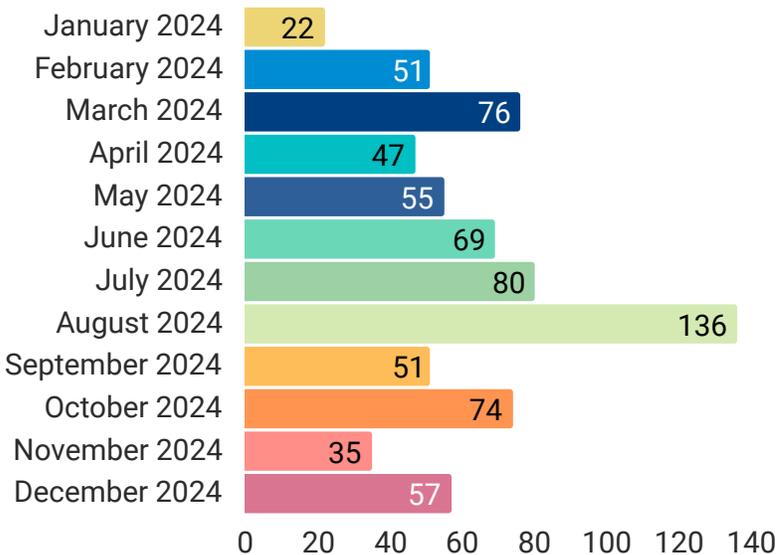
Calls



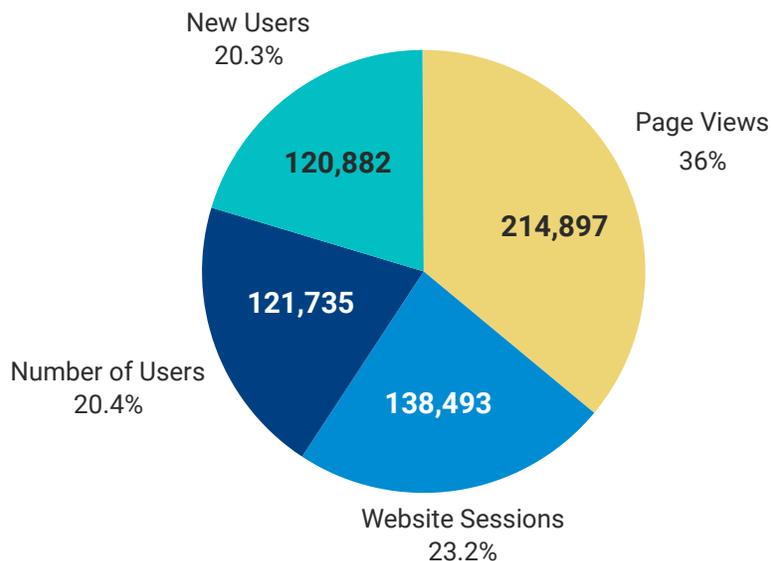
Texts



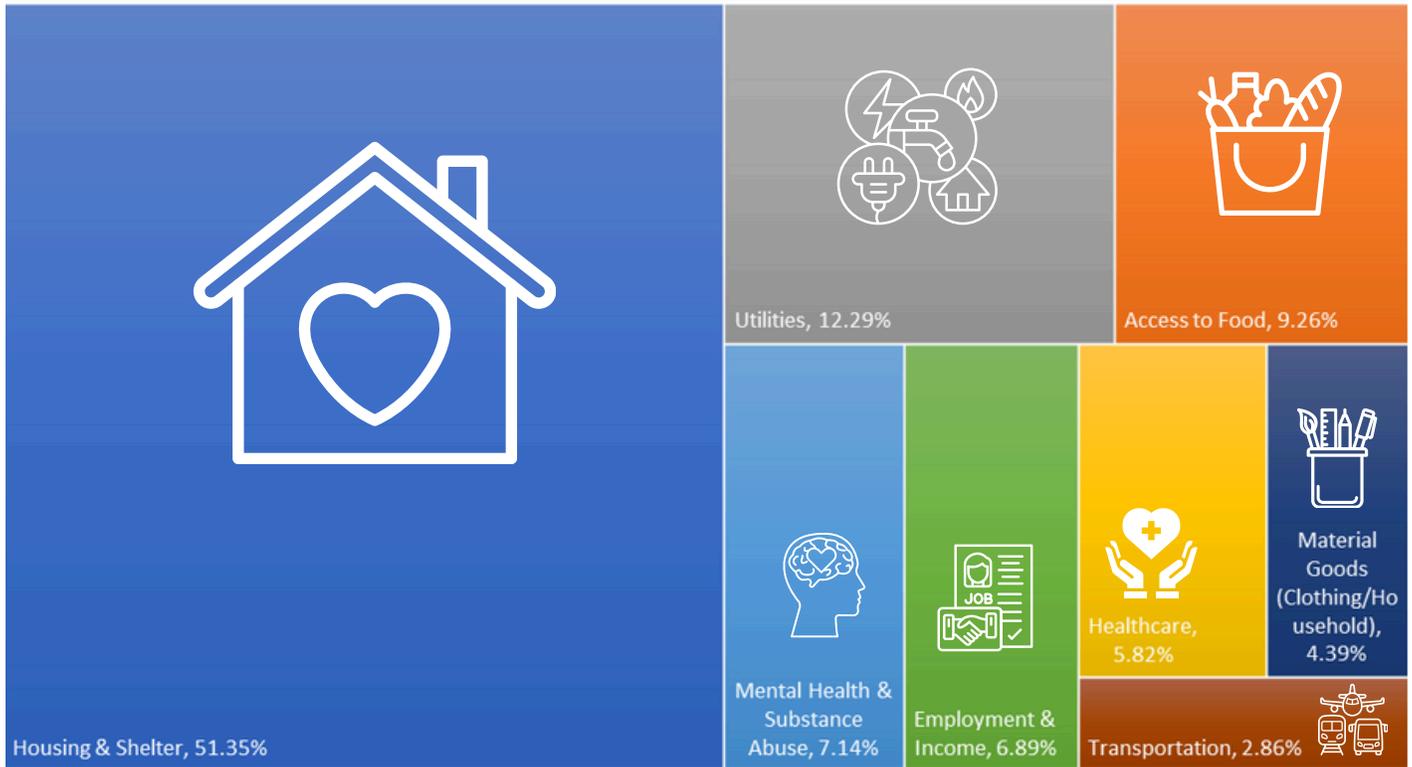
Email



Website Visits



Basic Needs by Category



TOP NEEDS

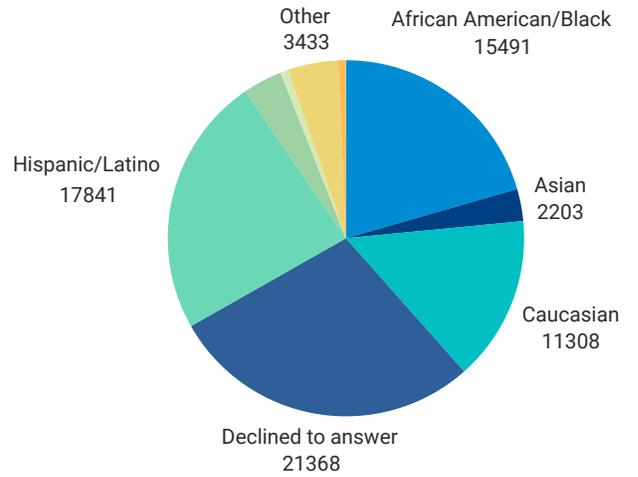
Electric Service Payment Assistance	5462
Low Cost Home Rental Listings	4997
Homeless Shelter	3949
Food Pantries	3042
Housing Related Coordinated Entry	2791
Comprehensive Information and Referral	2478
Homeless Shelter * Women	2253
Rent Payment Assistance	1949
Rapid Re-Housing Programs	1768
Rent Payment Assistance * TANF	1662
Smoking/Vaping Cessation	1652
Undesignated Temporary Financial Assistance	1107
Diapers	1056
Low Cost Home Rental Listings * Older Adults	1054
Rental Deposit Assistance *TANF	847
Rental Deposit Assistance	822
Market Rate Rental Housing Listings	786
Case/Care Management *Homeless People	692
Homeless Shelter * Men	680

UNMET NEEDS

Housing Related Coordinated Entry	932
Rent Payment Assistance	908
Electric Service Payment Assistance	508
Rapid Re-Housing Programs	414
Homeless Shelter	372
Homeless Motel Vouchers	230
Rental Deposit Assistance	207
Water Service Payment Assistance	191
Rent Payment Assistance * TANF	173
Low Cost Home Rental Listings	138
Homeless Shelter * Women	55
Section 8 Housing Choice Vouchers	54
Gas Money	52
Utility Bill Payment Plans	49
Holiday Gifts/Toys	48
Undesignated Temporary Financial Assistance	45
Food Pantries	42
Trash/Recycling Service Payment Assistance	42
Mortgage Payment Assistance	39
General Furniture Provision	34

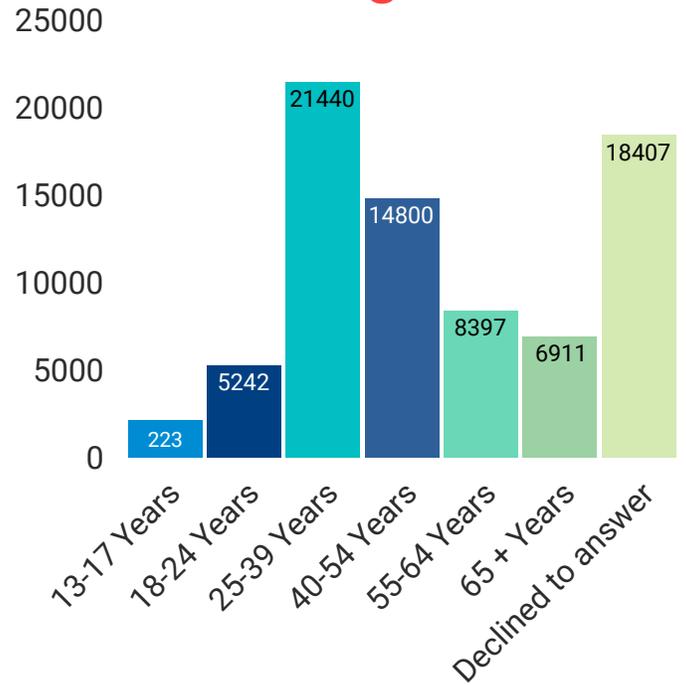
DEMOGRAPHICS

Caller Ethnicity



African American/Black	20.54%
Asian	2.92%
Caucasian	14.99%
Declined to answer	28.33%
Hispanic/Latino	23.66%
Multi-ethnic	3.58%
Native American	0.73%
Other	4.55%
Pacific Islander/Native Hawaiian	0.70%

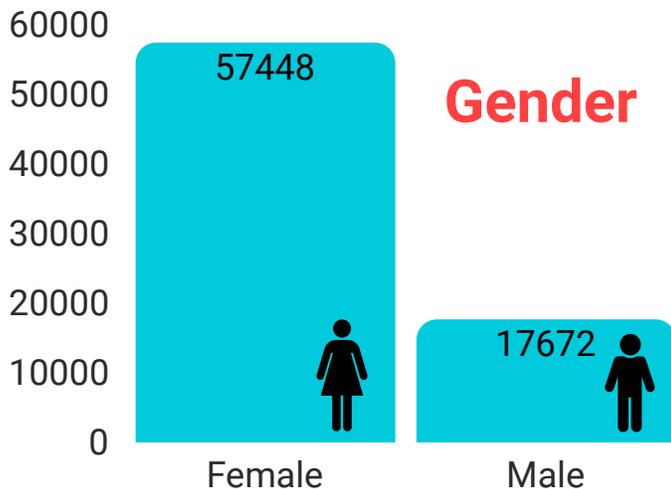
Age



Language of call

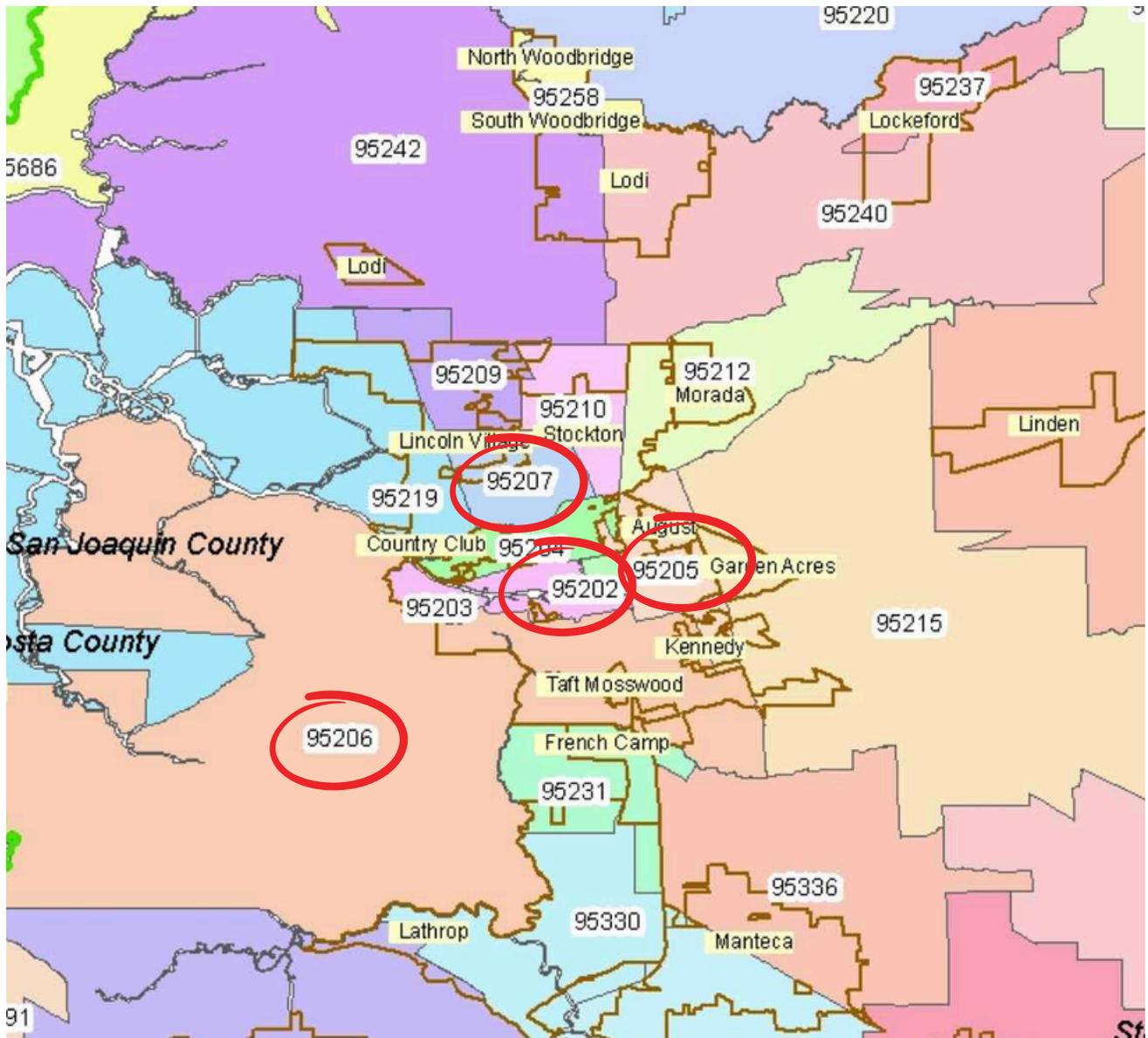
English	90.81%
Spanish	8.90%
Other (note)	0.16%
Punjabi	0.03%
Arabic	0.02%
Vietnamese	0.02%
Farsi	0.01%
Hindi	0.01%
Chinese	0.01%
Ordu	0.01%
Tagalog	0.01%

Gender



San Joaquin County Zip Code Count and Heat Map

Stockton 95206	7830	Manteca 95336	3058	Tracy 95304	880	Thornton 95686	148
Stockton 95207	6702	Lodi 95240	2857	Mountain House 95391	535	Vernalis 95385	120
Stockton 95205	6270	Manteca 95337	2292	French Camp 95231	515	Lodi 95241	77
Stockton 95202	5563	Stockton 95215	2188	Ripon 95366	461	Farmington 95230	56
Stockton 95203	4666	Stockton 95219	2149	Escalon 95320	344	Clements 95227	26
Stockton 95204	4522	Stockton 95212	2027	Acampo 95220	216	Victor 95253	21
Stockton 95210	4458	Lathrop 95330	1540	Linden 95236	205	Stockton 95208	3
Stockton 95209	3635	Tracy 95377	1439	Lockeford 95237	190		
Tracy 95376	3495	Lodi 95242	1203	Woodbridge 95258	165		

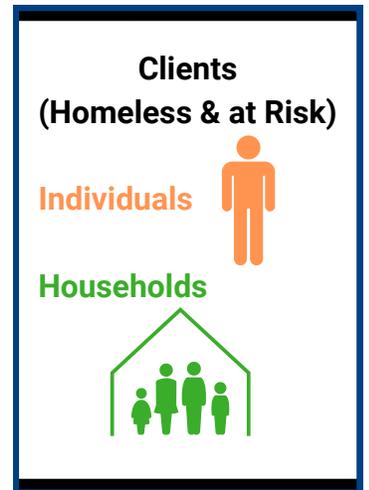


What is Coordinated Entry System (CES)?

Coordinated Entry System (CES) is a process through which individuals and families experiencing homelessness or at risk of homelessness, are provided access to housing and supportive services. CES is intended to act as the referral point to various permanent housing programs through assessments and prioritization.

Active from	Total Individuals	Total Households
01/01/2024 - 12/31/2024	2018	1057

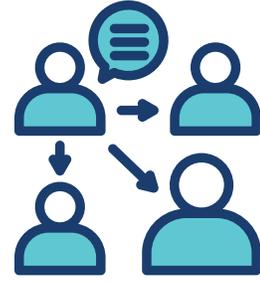
Community Queue	Total
Enrolled From	
01/01/2024 - 12/31/2024	630
Single	348
Family	282



Projects	Openings	Referred	Denied
Homeless to Homes RRH	5	7	1
Care New Beginnings	0	1	1
CoC RRH	15	14	1
ESG	10	11	1
HPP Housing Plus Program	3	0	
Hermanas	3	3	
Project Hope Luthran Services	3	2	
HHAP Lutheran Services	2	41	



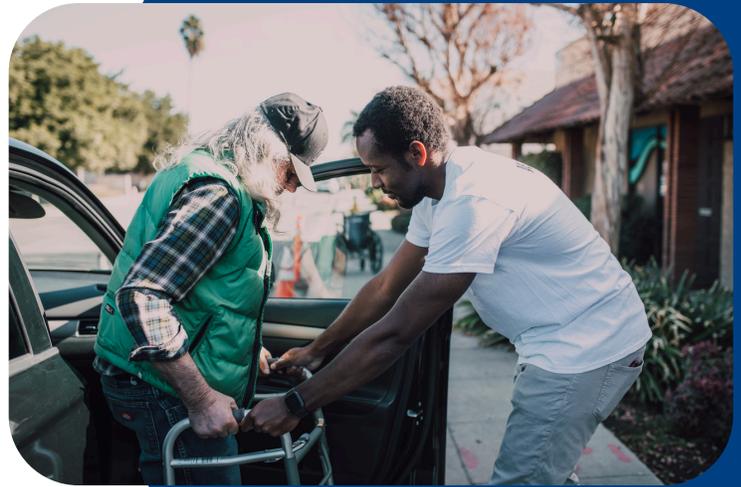
TOP REFERRALS



Referred To:	Number of Referrals
Affordable Housing Program	11922
Coordinated Entry System (CES)	3126
Home Energy Assistance Program (HEAP)	3112
Relief for Energy Assistance through Community Help (REACH)	1739
Kick It CA (formerly California Smokers' Helpline)	1631
Affordable Housing Program for Seniors	1607
Expanded HousingWORKs Mini Grant	1425
CalWORKs Program (formerly TANF)	1380
Food Pantry and Clothing Closet	1288
Homeless Shelter for Women	1111
Emergency Lodging for Women	1109
Emergency Shelter for Women	1098
Food Pantry	1063
Family Clothing and Hygiene Center	1004
Emergency Food Bank Main Pantry	996
Fair Housing Program	961
Family Promise of San Joaquin County (FPSJC)	917
Hope Harbor Family Shelter	863
Self-Sufficiency Grant	828
California Rural Legal Assistance (CRLA)	706

IMPACT STORIES

An elderly woman called 211 seeking help with locating a mobile walker for her spouse. Her husband just had a major hip surgery and needed a device that would help him get around and to his physical therapy sessions. It has been difficult for her to help him get around as she does not have the strength to do so. The caller shared that they are on a fixed income and do not have the funds to purchase a walker. She is worried that their insurance would not approve the device, but her husband needs the equipment so he can be mobile and quickly recover. The caller was referred to Disability Resources Agency for Independent Living (DRAIL) as the organization assists with residents with disability to live more independently. Upon a follow-up call with the caller, the caller was grateful to be connected to DRAIL. DRAIL had a walker available to loan them. DRAIL understood their concerns and were accommodating to their needs. DRAIL delivered the walker directly to the client's home. The caller is happy that her husband is getting better every day. Without the referral from 211 to DRAIL, her husband would continue to struggle with his mobility.



A formerly incarcerated homeless individual called 211 seeking housing assistance. The caller shared that he is staying at a shelter, working full time and working on reclaiming his sobriety and independence after being released from custody. He has been looking for housing but has not been successful in locating an affordable place. Upon screening and enrolling the client in Coordinated Entry System, the client was happy to know that San Joaquin County has a program to help individuals get out of homelessness. 211 received a project opening with the ESG Program and the client was eligible for the program and pulled from the Community Queue to be rescreened. The client continues to be eligible for the program and he was asked to submit the required documents as they are needed for the housing organization to complete the assessment. The client explained that he doesn't have the documents because he has misplaced them. The client shared that his Case Worker has all of his documents as he recently submitted them. The Homeless Navigator was able to connect with the client's Case Worker and received all the required documents. A referral was made for the client for the ESG Program. Upon a follow-up call, the client shared that he has been approved for the ESG Program. He is working on a monthly budget plan with the organization and has a place pending approval. The client continues to attend his appointments as he wishes to stay clean and is overcome with joy to be given an opportunity to live independently.



IMPACT STORIES



A mother with 2 young children under 5 called 211 looking for resources for herself and her family. They had just come to the United States and are not familiar with what resources are available to them. They needed financial help to pay their rent as the parent has just started working and does not have the funds for that expense. Upon receiving consent for F5 Care Coordination, the call was warm line transferred to the care coordinator. The parent shared that she struggles to pay the electricity bill and the monthly rent payment. The Call Specialist referred the caller to CalWORKs to apply for financial assistance and for medical insurance so she can take her children to the doctors. The mother expressed that she needs diapers and food for her children. Referrals including food pantries and diaper banks were provided to the caller. During a follow-up call, the parent mentioned that she visited a food pantry and received a big box of food, and she has been approved for CalWORKs. She was able to pay her rent on time. The parent also shared some concerns about her 1-year-old son. He is not responding to her when she talks to him. The Help Me Grow Program was explained to the parent. The parent was interested in getting her son screened as she wants to know how she can help him reach his milestones. Before transferring the call to the Help Me Grow Call Center, the parent expressed her thanks with 211 for connecting her to the resources and the follow-up call to ensure that she has the resources to support her family.

211 received a call from a student inquiring about transportation services to a doctor appointment in the Bay Area. She has been waiting for this appointment for over 6 months. The caller shared that she cannot miss or reschedule the appointment as she has concerns about her health and needs to see a specialist. She does not have the budget to pay for Uber or take a taxi to go to her appointment, therefore she reached out to 211 for support. She heard about 211 via the radio broadcast. As the caller's appointment is in Pleasanton, the caller was referred to ACE Community Assistance Program to apply for the discounted rate tickets as Pleasanton is a stop that ACE train makes. Upon a follow-up call, the client notified 211 that because of the referral to ACE, she made it to her appointment. She received good news at her appointment and is excited to continue her education. The caller used the train to get to and from her appointment and was very pleased with the service.

