



San Joaquin County
Powered by Family Resource Center

2025 ANNUAL REPORT



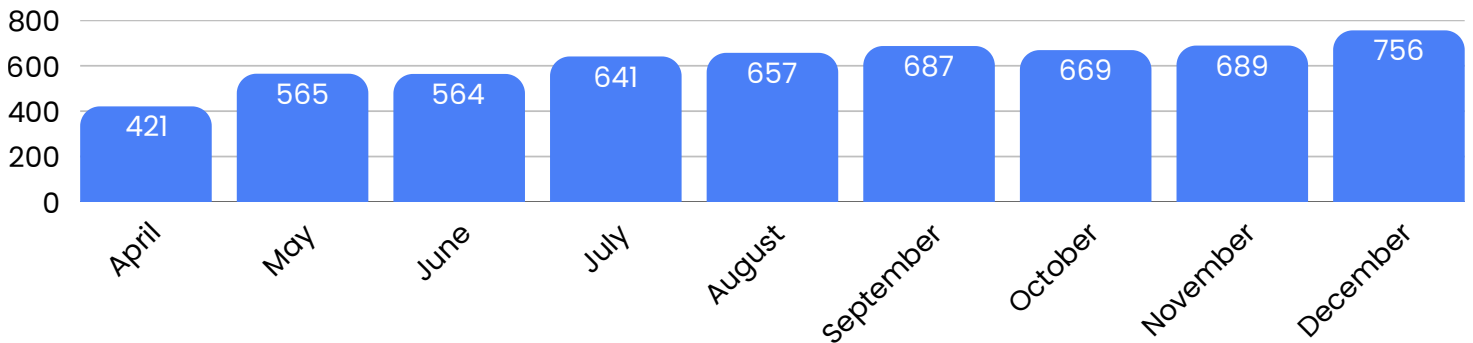
Help Starts Here.

2015 HOW WE STARTED

211 San Joaquin (211SJ) is the one-stop connection for residents and community organizations seeking health, human, social, and disaster services throughout San Joaquin County. Since launching in April 2015, 211SJ has provided expert, compassionate assistance 24/7 in any language, making it easy to find the help you need, whenever you need it.



Total Calls: 5,649



Top Needs



Homeless Shelter
251



Food Pantries
160



Rent Payment Assistance
151

211 Website Launched in July 2015



Number of Users: 4,739

Staff

2



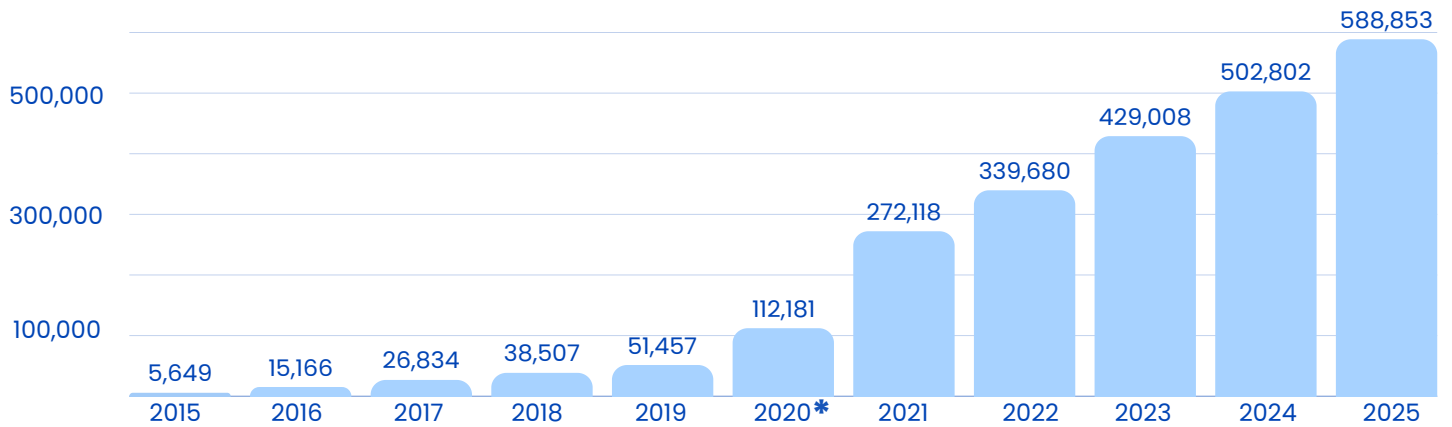
10 YEARS OF IMPACT



April 2015
211
Launches

588.8K

Calls to 211



2 → **13**
Staff

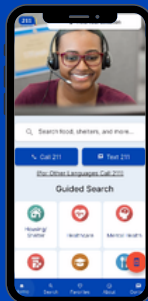
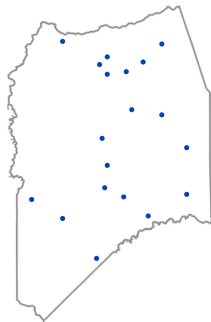


4.6K

Support Services

19

Cities & Unincorporated Areas



First Mobile App in California!
Website Relaunch in 2025!

* Between 2020 and 2021, 211 significantly scaled its operations during the COVID-19 pandemic, providing critical support in response to surging community needs.

More Calls More Connections Greater Impact



Year 1 - 2015
5,649 Calls
1,268 Support
Services

Year 10 - 2025
89,263 Calls, Texts, Emails
4,736 Support
Services

Year 5 - 2020
61,789 Calls, Texts & Emails
4,327 Support
Services

WHAT'S AHEAD

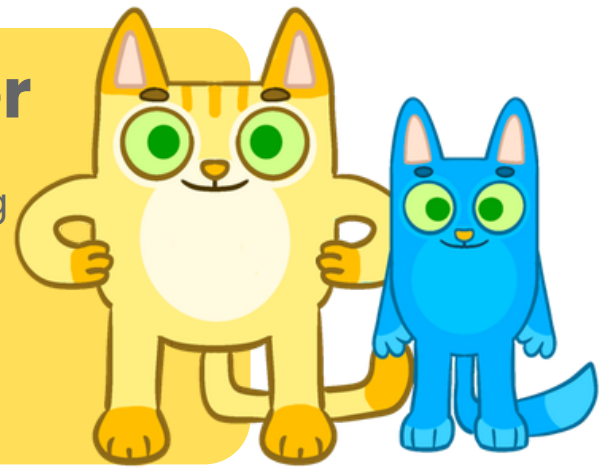


Inform USA Accreditation

211 San Joaquin is actively pursuing accreditation through Inform USA – a meaningful step toward elevating the quality, consistency, and impact of our services. This journey reflects our commitment to excellence and our vision of building a stronger, more connected community where everyone can access the help they need with confidence and trust.

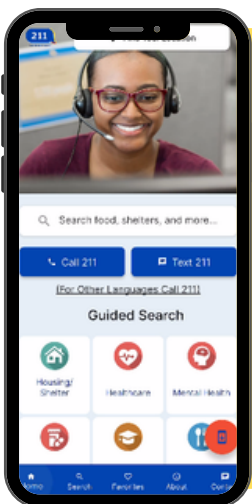
Lifelong Learning Together

We partnered with the Children's Museum of Stockton to create an interactive exhibit, bringing the vital resource of 211 to life for young visitors. We believe children should grow up knowing 211 as confidently as 911, and by introducing it in a fun, age-appropriate way, we're building early awareness that help is always available.



First Mobile App in California

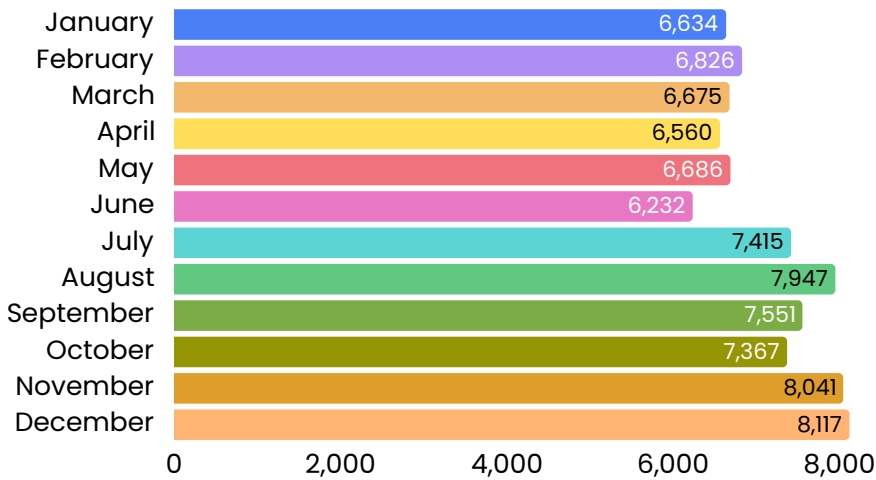
We launched the first 211 mobile app in California and unveiled a redesigned, user-friendly website to make accessing help easier. By modernizing our digital tools, we're ensuring that individuals and families can connect to vital resources anytime, anywhere—continuing our mission to make support simple, accessible, and always within reach.



2025

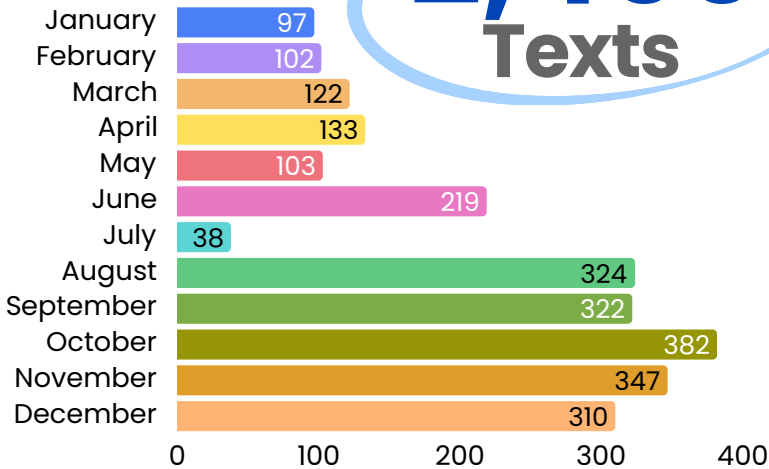
Contacts to 211

89,263
Interactions

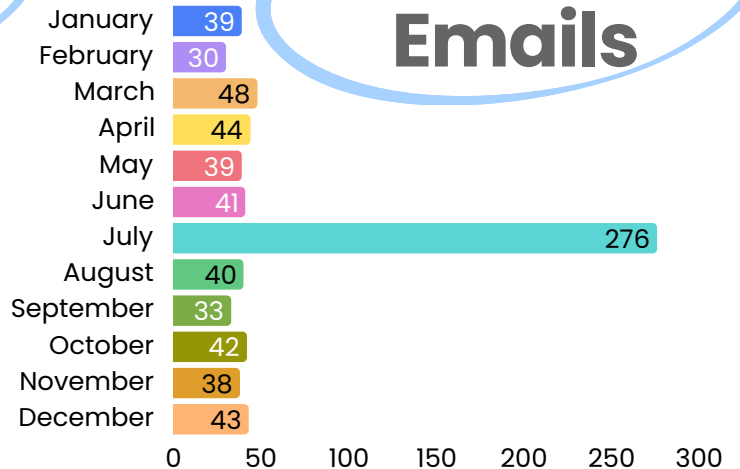


86,051
Calls

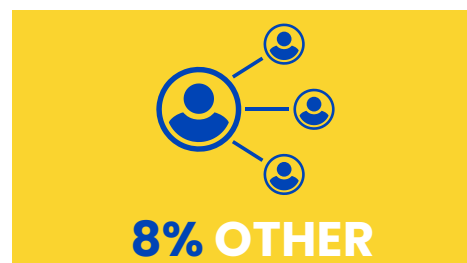
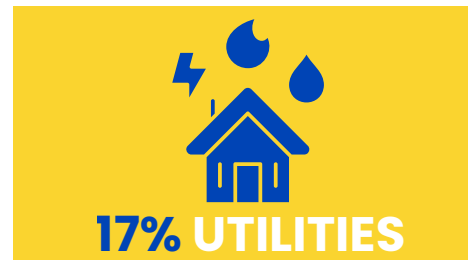
2,499
Texts



713
Emails



Basic Needs by Category



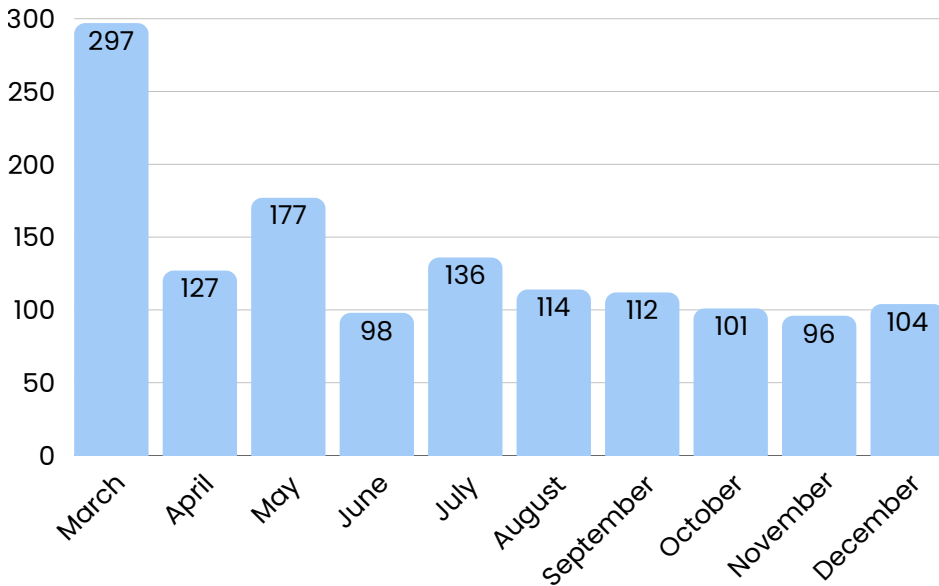
Top Needs

Electric Service Payment Assistance	5187
Low Cost Home Rental Listings	4714
Comprehensive Information and Referral	3607
Housing Related Coordinated Entry	3363
Food Pantries	3228
Homeless Shelter	2960
Rent Payment Assistance	2592
Rental Deposit Assistance * Homeless People	2444
Homeless Shelter * Women	2230
Smoking/Vaping Cessation	1730
Tax Agency Tax Preparation Assistance	1447
Rent Payment Assistance * TANF	1440
Diapers	1233
Low Cost Home Rental Listings * Older Adults	1161
Homeless Shelter * Men	896
Market Rate Rental Housing Listings	880
Rapid Re-Housing Programs * Homeless People	805
Non-Emergency Medical Transportation	792
Rental Deposit Assistance * TANF * Homeless People	713
Gas Service Payment Assistance	704

Mobile App and Website

In March 2025, 211 San Joaquin launched the first 211 app in California and relaunched a newly designed website.

App Downloads



1,362

Downloads

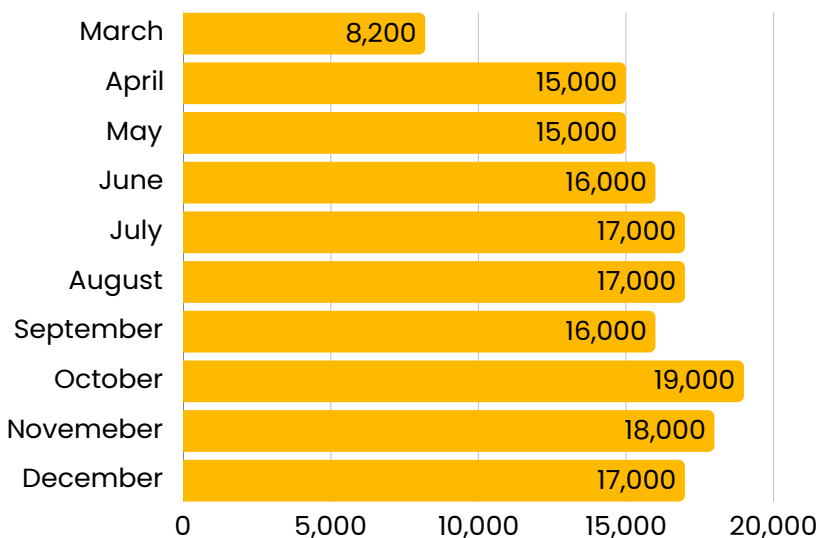
283

Google Play/Android Downloads

1,079

Apple App Store Downloads

Website Visits



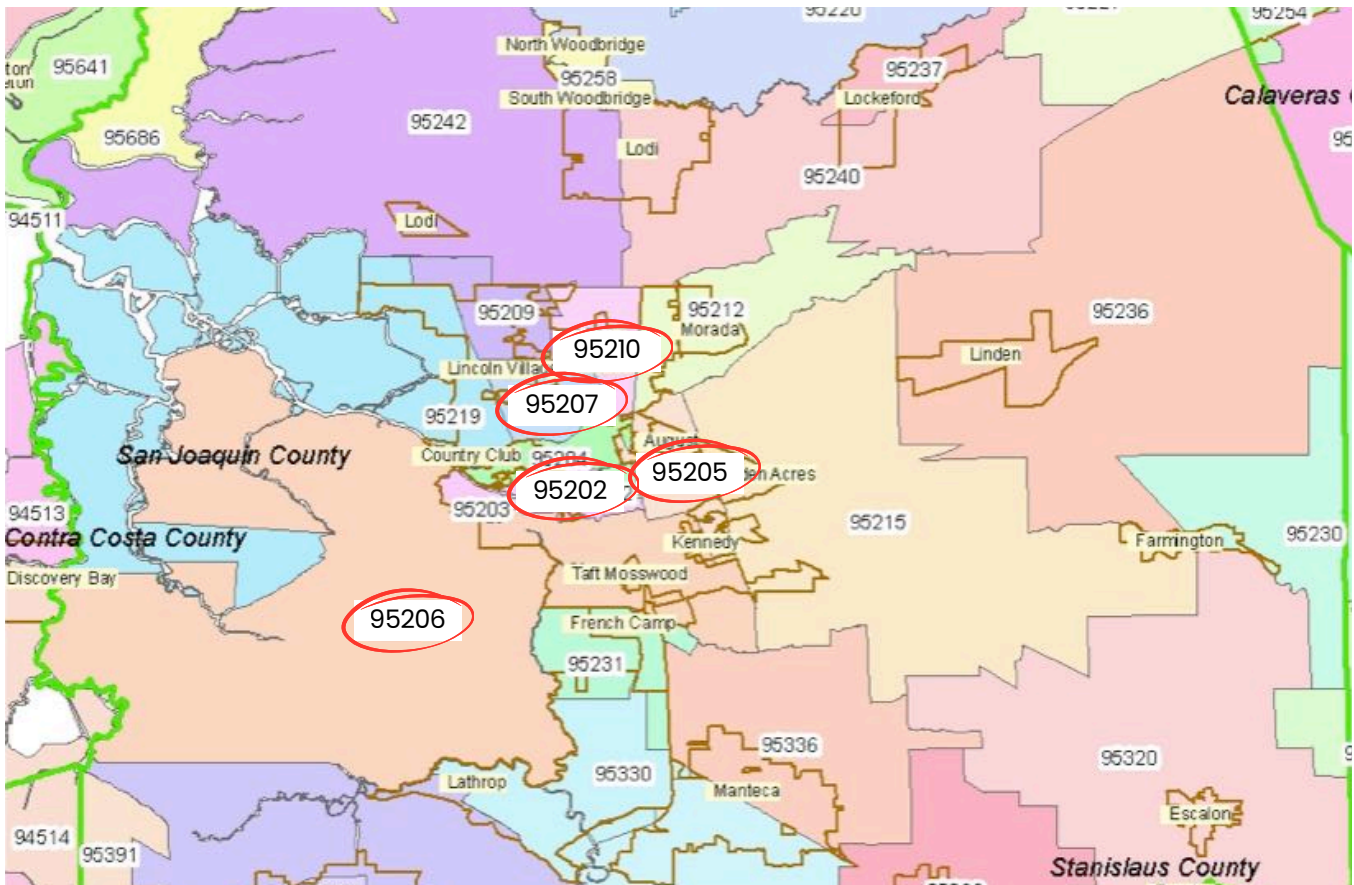
Language

English	81,306	91%
Spanish	7,633	8%



Calls by Zip Code

Stockton	95206	10,115	Stockton	95215	3,009	Escalon	95230	562
Stockton	95207	8,628	Manteca	95337	2,877	Acampo	95220	276
Stockton	95205	7,544	Stockton	95219	2,828	Linden	95236	270
Stockton	95202	5,837	Stockton	95212	2,318	Vernalis	95385	248
Stockton	95210	5,831	Lathrop	95330	2,028	Woodbridge	95258	238
Stockton	95203	4,626	Tracy	95377	2,009	Thornton	95686	206
Stockton	95209	4,197	Lodi	95242	1,549	Lockeford	95237	206
Stockton	95204	4,064	Tracy	95304	1,112	Victor	95253	71
Manteca	95336	3,731	Mountain House	95391	767	Clements	95227	67
Tracy	95376	3,571	Ripon	95366	692	Farmington	95230	60
Lodi	95240	3,199	French Camp	95231	611	Holt	95234	18



Top Referrals

Referred To	Number Of Referrals
Affordable Housing Program	10340
Community Support Services (CSS)	3440
Coordinated Entry System (CES)	2886
Home Energy Assistance Program (HEAP)	2751
Kick It CA (formerly California Smokers' Helpline)	2097
Relief for Energy Assistance through Community Help (REACH)	2003
Affordable Housing Program for Seniors	1952
Emergency Food Bank Main Pantry	1334
Volunteer Income Tax Assistance Program (VITA)	1324
Food Pantry and Clothing Closet	1320
Homeless Shelter for Women	1210
Food Pantry	1110
Family Clothing and Hygiene Center	1093
Homelessness Prevention - Rapid Re-Housing	1078
CalWORKs Homeless Assistance Program	1041
Emergency Lodging for Women	1010
Emergency Shelter for Women	934
Hope Harbor Family Shelter	926
Fair Housing Program	912
Family Promise of San Joaquin County (FPSJC)	904

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
01/01/2025 - 12/31/2025	1582	896

Community Queue	Total
Enrolled from 01/01/2025 - 12/31/2025	880
Single	514
Family	366

Clients
(Homeless & At Risk)

Individuals	Households
	

Project Openings	Openings	Referred	Denied
ESG	4	5	0
Project Hope Lutheran Services	8	8	0
HHAP Lutheran Services	15	10	0
CARE RRH/CoC RRH	6	6	0
SPICE	2	2	0
CARE RRH (CARE New Beginnings DV)	6	6	0
Delta Housing Solutions	4	8	0

Impact Stories

Kick It CA

211SJ received a call from a mother seeking support to quit smoking after more than 21 years. She recognized that quitting requires time and commitment but shared that she had tried several programs in the past without success. The caller explained that she often smoked to cope with stress, as she is the primary support for both her elderly parent and her teenage son, which required much of her time and energy.

The client was informed about the Kick It CA program and how it has supported many residents in successfully quitting smoking. She learned that the program offers support through telephone and text, as well as a mobile app that helps track progress and provides additional tools for quitting. Interested in trying a new approach, the client requested a referral to the program.

During a follow-up call, the client reported that the Kick It CA Quit Coaches had been extremely supportive. She shared that the staff were patient as she learned how to use the program and develop a personalized quit plan. Although it took a few sessions to fully customize her plan, she expressed excitement about following it and has already noticed positive changes in her behavior.

The client stated that the support from the Quit Coaches helped her find healthier ways to manage stress. As a result, she felt happier and more present with her family and looks forward to spending more quality time with her parent and son.



Impact Stories

Community Assistance Program

A gentleman received a text message reminding residents to contact 211SJ for information about transportation ticket discount programs. He shared that he travels to the Bay Area weekly for dialysis treatments and had been paying a friend to drive him. Living on a fixed income, the client explained that covering this cost had become increasingly difficult. Both he and his wife receive Social Security income, which is primarily used to cover their rent and utilities.

During the call, the client was also provided referrals to electric bill payment assistance programs, local food pantries, senior centers, and the ACE CAP Program for additional support.

During a follow-up call, the client happily reported that he had begun taking the train to his medical appointments. Because both he and his wife were approved for the transportation discount program, they have also been able to take trips together to the Livermore and Pleasanton areas to visit friends and enjoy time in those communities. The savings from the program even allowed them to take a short trip to visit their children, whom they had not seen in years. The client shared that he has since encouraged several of his friends to sign up for the program as well.



Impact Stories

Coordinated Entry System

A single mother contacted 211SJ seeking housing assistance for herself and her three young children. She also requested support with essential items such as diapers, baby formula, and educational materials for her children. She shared that since her husband abandoned the family about a year ago, they had been living in their car and moving between neighborhoods each night to find safe places to park. A few months ago, a friend informed her about local shelters, and the family has been staying in a shelter since then.

During the call, the mother was provided referrals to CalWORKs, affordable housing programs, early literacy resources, diaper banks, and baby formula assistance programs. She was also transferred to a Homeless Navigator for further assessment through the Coordinated Entry System (CES). The Homeless Navigator determined that the family was eligible for CES and placed them in the Community Queue. The client was reminded to contact 211SJ if there were any changes in their housing situation or income, as this could affect their eligibility.

When a project opening became available through the Rapid Rehousing Program, the family met the program's eligibility criteria, and a referral was submitted on their behalf. During a follow-up call, the mother shared that they had been approved for the program and had found a place to live. They are currently waiting for the housing inspection to be completed before they can move in. She expressed that her children are very excited and are looking forward to having a stable home and making new friends at their new school.



Impact Stories

First 5 Care Coordination

An 18-year-old young woman contacted 211SJ seeking guidance and resources related to her pregnancy. She expressed concern about finding a safe and stable environment for herself and her baby. At the time of the call, the client was experiencing homelessness and reported staying at different parks throughout the county.

The caller was provided referrals to homeless shelters, food pantries, hot meal sites, shower programs, and clothing closets to help address her immediate needs. She was also referred to PREVAIL's Opportunity House, an emergency housing program designed to support young adults. Additionally, the Call Specialist introduced her to the First 5 Care Coordination Program, which provides support to families with young children.

With assistance from the Care Coordinator, the client received information about childcare payment assistance, child car seat resources, prenatal care support, and programs that provide baby equipment and infant clothing. She was also encouraged to visit the First 5 San Joaquin website for additional parenting resources.

During a follow-up call, the client shared positive updates. She reported connecting with the Child Passenger Safety Program and meeting with a certified technician who showed her how to properly install a car seat and informed her that a car seat would be available for her when her baby arrives. She also attended a prenatal checkup appointment and shared that her baby is doing well. The client is currently staying at a shelter while awaiting an opening at Opportunity House. She expressed gratitude for the resources and support provided, noting that they will be essential as she prepares to welcome her baby boy.



Thank You 211 Partners!



Connect with 211SJ:



Download the
app



**Text Your Zip Code
to 898211**



**Visit:
211sj.org**



**Call: 211
or (800)436-9997**



**Email:
211sj@frcsj.org**

For 211 annual report inquiries, please contact:

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Tran Nguyen

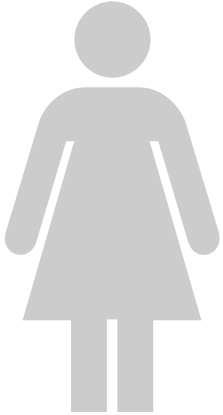
Director of Community
Resource & Referral Programs

☎ (209)461-2926

✉ tnguyen@frcsj.org

Caller Demographics

Gender

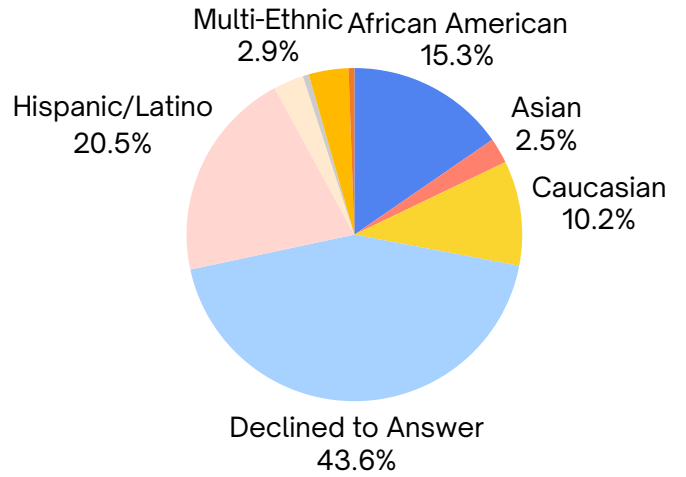


Female
66,199
74%



Male
23,064

Ethnicity



Language

English	81,306
Spanish	7,633
Other	165
Punjabi	53
Arabic	19
Ordu	19
Farsi	15
Vietnamese	15
Chinese	10
Hindi	10
Tagalog	7
Cambodian	3
French	3
Portuguese	3
Korean	2

