



## 2-1-1 San Joaquin Call Center Annual Summary Report January 1, 2018- December 31, 2018

### **Family Resource and Referral Center**

509 W. Weber Avenue, Suite 101  
Stockton, CA 95203 (209) 948-1553



2-1-1 is a free and confidential phone line for the sole purpose of improving access to health, human and disaster response services. Calls to 2-1-1 from anywhere in the county are answered by trained Information and Referral Specialists prepared to assess the caller's need, determine their options, make referrals, support and advocate for the caller as necessary. It's available 24 hours a day, 7 days a week and in over 200 languages. Effective November 5, 2018 you can now text your zip code to 898211 to get help finding services in San Joaquin County.

# 19,710

Total calls answered and website users in 2018



**CALL**

2-1-1 or  
(800) 436-9997



**Website**

[www.211sj.org](http://www.211sj.org)



**TEXT**

898211

---

## Count of Calls—1/1/2018 through 12/31/2018

January	1002
February	823
March	819
April	879
May	825
June	768
July	837
August	938
September	831
October	1025
November	1633
December	1293
TOTAL	11673

---

## Count of Caller Needs by Taxonomy – Top 10 Needs

### Need:

Electric Service Payment Assistance	825
Food Pantries	661
Comprehensive Information and Referral	637
Low Cost Home Rental Listings	598
Rent Payment Assistance	442
Homeless Shelter	379
Homeless Shelter * Woman	347
Developmental Screening	207
Family Planning Services	182
Rental Deposit Assistance	172

---

# Referrals for each resource—Top 20 Referrals

1/1/2018 through 12/31/201/8

<u>Referred to:</u>	<u># of Referrals</u>
Home Energy Assistance Program (HEAP)	726
Homelessness Prevention - Rapid Re-Housing	542
Affordable Housing Program - Visionary Home Builders of California	345
Food Pantry	328
Affordable Housing Program - John Stewart Company	318
Help Me Grow Call Center	294
Relief for Energy Assistance through Community Help (REACH)	269
Emergency Food and Shelter for Single Women and Families	268
Emergency Food Bank Main Pantry	232
Emergency Lodging for Women	230
Homeless Shelter for Women	226
Affordable Housing Program - Michaels Organization	221
CENTRAL VALLEY LOW INCOME HOUSING	220
Affordable Housing Program - Mercy Housing	209
Hope Harbor Family Shelter	173
FATHERS AND FAMILIES OF SAN JOAQUIN	165
California Rural Legal Assistance	163
Affordable Housing Program - ISM Management Company	159
Helping Hands Program	155
San Joaquin County Toys for Tots	148

# 211sj.org Website Visits—1/1/2018 through 12/31/2018

Page Views: 43,661  
Website Sessions 11,736  
Number of Users: 8,037  
Returning Visitors: 84.2%  
New Users: 15.8%

---

## Caller Demographics—1/1/2018 through 12/31/2018

Total:

Caller Age	13-17 years	163
Caller Age	18-24 year	1340
Caller Age	25-39 years	3560
Caller Age	40-54 years	2747
Caller Age	55-64 years	1768
Caller Age	65+	1186
Caller Age	Declined to answer	909
Caller Ethnicity	African American/Black	2877
Caller Ethnicity	Asian	538
Caller Ethnicity	Caucasian	2549
Caller Ethnicity	Declined to answer	832
Caller Ethnicity	Hispanic / Latino	2609
Caller Ethnicity	Multi-ethnic	775
Caller Ethnicity	Native American	360
Caller Ethnicity	Other	837
Caller Ethnicity	Pacific Islander/Native Hawaiian	296
Caller Gender	Female	9286
Caller Gender	Male	2387

## A Few Compelling Stories...

A single mom with two teenagers called looking for low-income housing. She is staying with relatives in Lodi until she finds a place. Parent shared that due to the extremely high cost of living in the Bay Area, she couldn't afford to live there anymore and had to move her family to Stockton. She was provided a list of food pantries and low-income housing apartments. A follow-up call was made a month later. Parent has moved into a low-income apartment complex. When the parent initially called the apartment complex, she was placed on a waiting list. After weeks of waiting, the parent was informed that there was a unit available. The caller and her children have moved into their new home and now have steady housing.



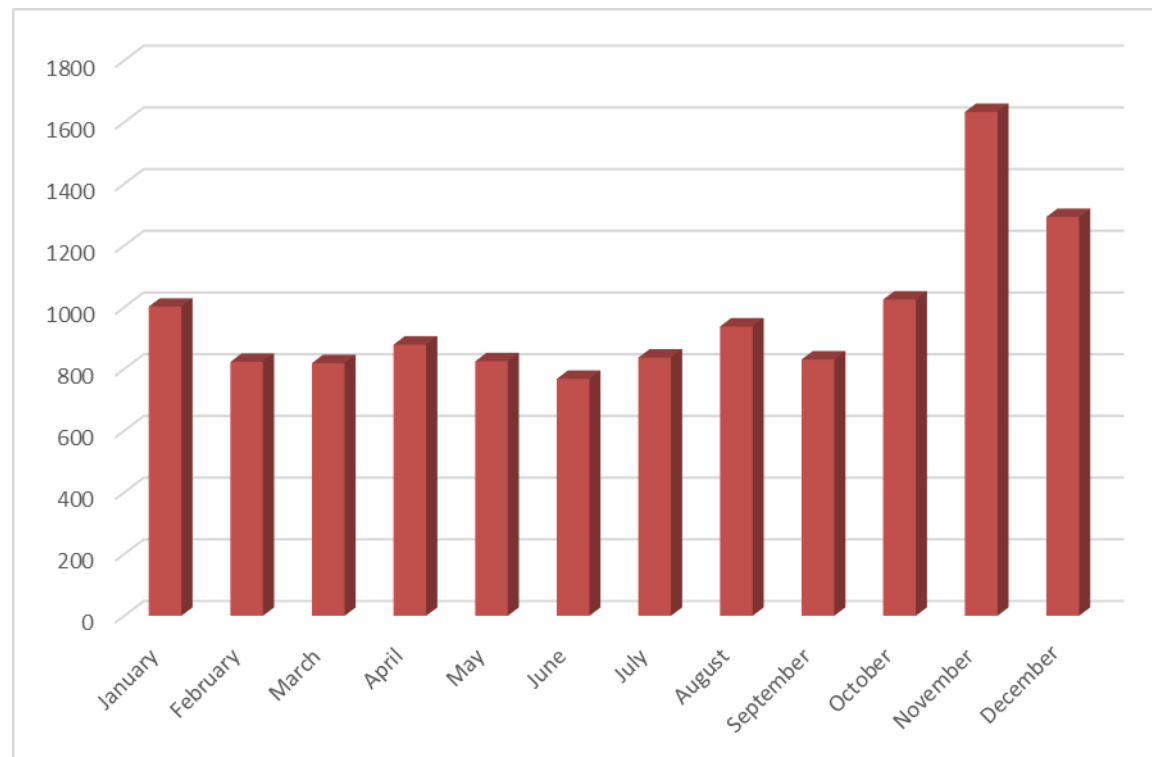
A gentleman called in looking for financial assistance to help pay for his PG&E bill, as well as other resources so he can be a better father to his children. While speaking to him, he shared that he had just completed a rehabilitation program and that his 3-year-old son and 5-year-old daughter have just been returned to him. He has no income and is looking for work. Dad was referred to CalWORKs, CARE and FERA Programs, HEAP, and SJTEETH. During a follow-up call, the parent shared that he has found a job in the Bay Area and has been able to utilize the food pantries. He has also qualified for the CARE program to assist with his PG&E payments.

A mom called in seeking Christmas gifts for her children. The mom shared that she is caring for 10 children, two of which were under the ages of five. Four of the children were her own and the other six were her sister's children, for whom she was caring. The mom shared that feeding 10 children has been hard and very costly. She also shared that while caring for these children, she noticed that her two-year-old niece hardly speaks, but would point when she wants something. Mom was referred to WIC, CalFresh, and the Emergency Food Bank Pantry for food assistance. The call was warm line transferred to the Help Me Grow Call Center for developmental screening for the two year old. 2-1-1 staff did a follow-up call and spoke to the parent. The parent has visited the food pantry and the child has been referred to Valley Mountain Regional Center for services.



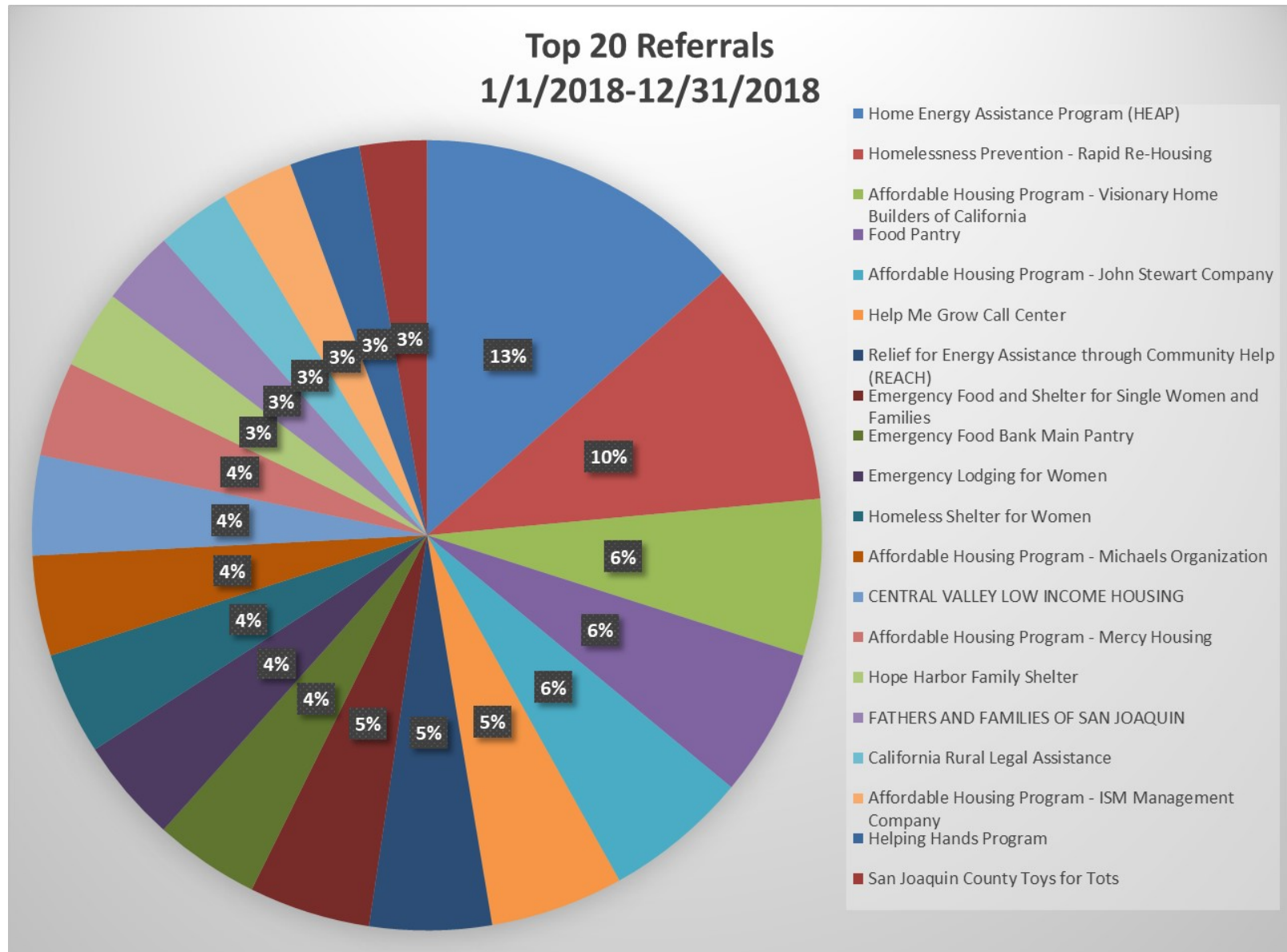
# Count of Calls

## 1/1/2018-12/31/2018



***\*\*Annual total calls: 11, 673***

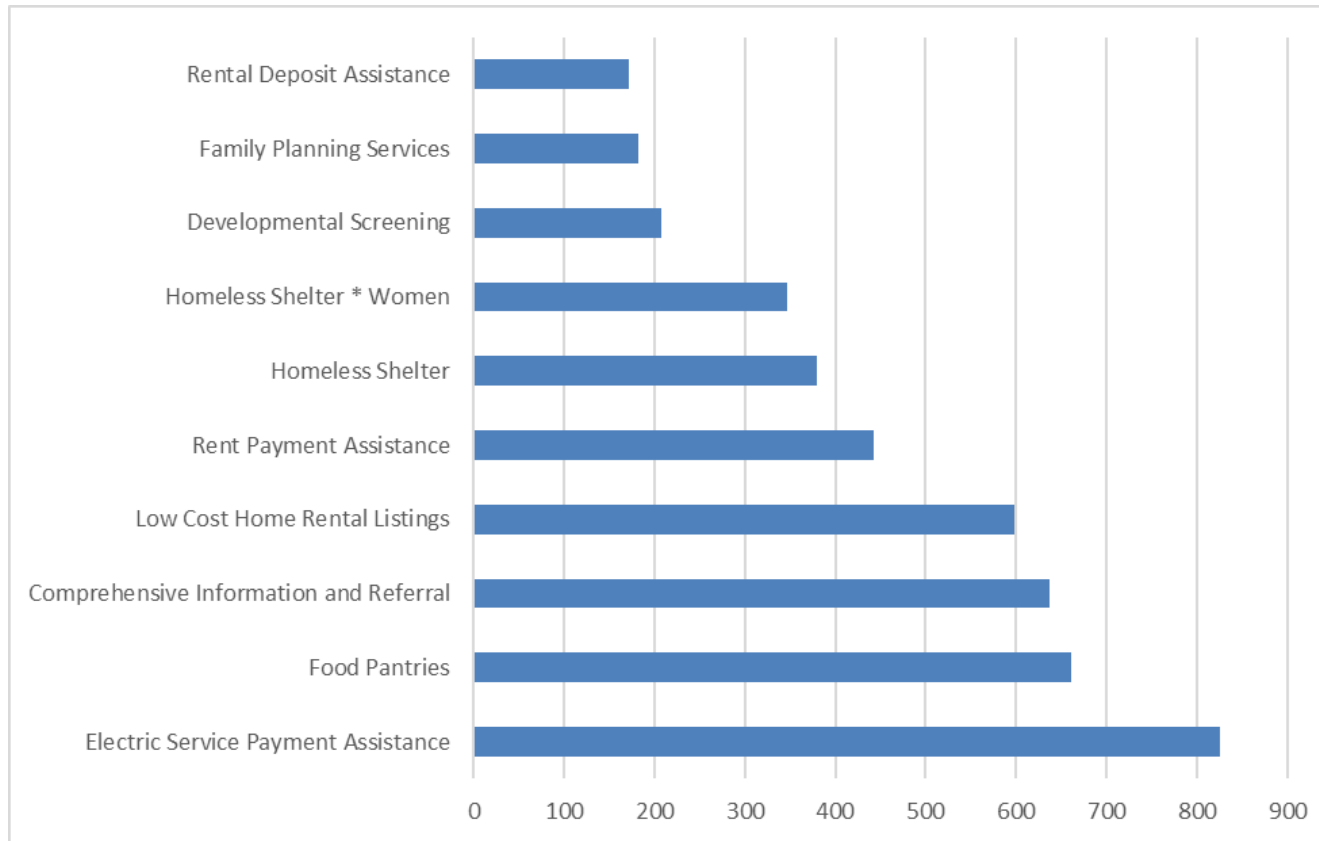
# Top 20 Referrals — 1/1/2018-12/31/2018



***\*\*Based on 15,358 Referral***

# Top 10 Needs

## 1/1/2018-12/31/2018



**\*\*Based on 11,453 needs**

# National 2-1-1 Day Is February 11

An annual acknowledgement of 2-1-1's role in connecting individuals to information and referrals on community programs, such as food pantries, housing, and community health clinics.

**Call 211 or Text 898211 for services to meet your needs**



***Your San Joaquin County 2-1-1  
Service Provider is Family Resource  
and Referral Center, a member of 2-1-1  
California, receiving an average of  
1,000 calls per month.***

509 W. Weber Ave., Suite 101, Stockton CA 95203

209-948-1553      [www.frrcsj.org](http://www.frrcsj.org)

[Facebook.com/frrcsj](https://Facebook.com/frrcsj)      [Facebook.com/211SJ](https://Facebook.com/211SJ)



Family Resource & Referral Center  
We Care About Children and Families





*2-1-1 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. San Joaquin Delta College continues to be a big supporter of 2-1-1 by promoting the call center on their electronic billboards and throughout their campus. We would also like to acknowledge Sunlight Foundation and San Joaquin Community Foundation for choosing 2-1-1 as part of their grant proposals. Thank you to all of our supporters!*

