

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



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

**Count of Calls 4/1/2015 through 12/31/2015**

April	421
May	565
June	564
July	641
August	657
September	687
October	669
November	689
December	756
<b>Total</b>	<b>5649</b>

**Count of Caller Needs by Taxonomy – Top 10 Needs  
4/1/2015 through 12/31/2015**

<u>Need</u>	<u>Count of Need</u>
Homeless Shelter	251
Food Pantries	160
Rent Payment Assistance	151
Comprehensive Information and Referral	133
Low Cost Home Rental Listings	110
Holiday Gifts/Toys	54
Low Income/Subsidized Private Rental Housing	48
Utility Assistance	47
Transitional Housing/Shelter	46
General Legal Aid	43

**Referrals for each resource –Top 20 Referrals  
4/1/2015 through 12/31/2015**

<u>Referred To</u>	<u>#of Referrals</u>	<u>Parent Agency</u>
CENTRAL VALLEY LOW INCOME HOUSING	276	
HOUSING AUTHORITY OF THE COUNTY OF SAN JOAQUIN	270	
Emergency Food and Shelter	202	STOCKTON SHELTER FOR THE HOMELESS
Free Legal Clinic	150	BAR ASSOCIATION AND LAWYER REFERRAL OF SJ COUNTY
Homeless prevention/Rapid Re-housing (ESG)	141	CENTRAL VALLEY LOW INCOME HOUSING
Homeless Shelter for Women	139	HAVEN OF PEACE
EMERGENCY FOOD BANK	124	
Emergency Lodging for Women	116	GOSPEL CENTER RESCUE MISSION
SAN JOAQUIN COUNTY HUMAN SERVICES AGENCY (HSA)	115	
Hope Harbor Family Shelter	114	SALVATION ARMY
ST MARYS INTERFAITH COMMUNITY SERVICES (ST MARYS DINING ROOM)	107	
Public Housing Program	87	HOUSING AUTHORITY OF THE COUNTY OF SAN JOAQUIN
Affordable Rental Housing	86	VISIONARY HOME BUILDERS
Raymus House and Hope Family Shelter	81	HOPE MINISTRIES
Fair Housing Program	78	SAN JOAQUIN FAIR HOUSING
CATHOLIC CHARITIES OF THE DIOCESE OF STOCKTON	77	
PACIFIC GAS & ELECTRIC COMPANY (PG&E)	76	
Home Energy Assistance Program (HEAP)	76	SAN JOAQUIN COUNTY HUMAN SERVICES AGENCY (HSA)
General Assistance Program (GA)	71	SAN JOAQUIN COUNTY HUMAN SERVICES AGENCY (HSA)
2-1-1 Alameda County	64	EDEN I & R INC

## Caller Demographics - 4/1/2015 through 12/31/2015

		<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Total</u>
Caller Age	13-17 years		3		7	6	10	12		8	46
Caller Age	18-24 year	22	41	69	65	75	81	71	62	57	543
Caller Age	25-39 years	133	170	172	194	264	276	255	203	235	1902
Caller Age	40-54 years	106	151	132	170	175	166	147	159	170	1376
Caller Age	55-64 years	72	80	94	82	75	90	97	87	80	777
Caller Age	65+	28	43	59	63	70	63	59	50	70	505
Caller Age	Declined to answer	16	44	58	34	45	33	46	47	59	366
Caller Ethnicity	African American/Black	120	121	137	147	153	149	153	140	173	1294
Caller Ethnicity	Asian	9	20	17	13	13	14	20	14	14	134
Caller Ethnicity	Caucasian	98	99	101	96	118	134	114	106	110	976
Caller Ethnicity	Declined to answer	19	19	35	31	29	36	39	39	46	294
Caller Ethnicity	Hispanic / Latino	81	130	134	127	172	159	149	142	133	1227
Caller Ethnicity	Multi-ethnic	10	13	14	25	39	39	36	40	24	240
Caller Ethnicity	Native American	8	5	5	3	9	15	7	13	4	69
Caller Ethnicity	Other	9	14	12	21	19	13	26	24	25	164
Caller Ethnicity	Pacific Islander / Native										
Caller Ethnicity	Hawaiian	2	2	2	2	4	2	3	5	11	33
Caller Gender	Female	290	328	344	379	469	477	439	424	452	3605
Caller Gender	Male	79	113	132	108	112	119	131	117	103	1014

## 211 Website Visits- 7/1/15 through 12/31/15

Page Views: 19,570

Number of Users: 4,739

Returning Visitors: 79.3%

New Users: 20%

## 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

