

**211 San Joaquin Call Center  
Annual Summary Report  
January 1, 2017 - December 31, 2017**



**FAMILY RESOURCE AND REFERRAL CENTER  
509 W. WEBER AVENUE, SUITE 101  
STOCKTON, CA 95203  
(209) 948-1553**



*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. We would like to acknowledge Leadership Stockton Class of 2017 for choosing 2-1-1 as part of their class project and helping us to secure a 2-1-1 computer kiosk at the Caesar Chavez Library and providing a UOP student intern to assist in the call center. San Joaquin Delta College was also a big supporter of 2-1-1 by promoting the call center on their electronic billboards and throughout their campus. Thank you to all of our supporters!*



Family Resource & Referral Center  
Serving San Joaquin County



### Count of Calls - 1/1/2017 through 12/31/2017

January	815
February	1610
March	869
April	847
May	938
June	947
July	950
August	941
September	911
October	936
November	1013
December	891
<b>TOTAL</b>	<b>11668</b>

### Count of Caller Needs by Taxonomy – Top 10 Needs 1/1/2017 through 12/31/2017

<u>Need</u>	<u>Count of Needs</u>
Low Cost Home Rental Listings	927
Homeless Shelter	882
Comprehensive Information and Referral	665
Electric Service Payment Assistance	594
Rent Payment Assistance	523
Food Pantries	519
Rental Deposit Assistance	396
Transitional Housing/Shelter	306
Developmental Screening	209
Electric Bill Payment Plan Negotiation Assistance	141

**Referrals for each resource –Top 20 Referrals  
1/1/2017 through 12/31/2017**

<b><u>Referred To</u></b>	<b><u># of Referrals</u></b>
Homeless Prevention / Rapid Re-Housing (ESG)	846
Home Energy Assistance Program (HEAP)	470
Relief for Energy Assistance through Community Help (REACH)	459
Affordable Housing Program-Visionary Home Builders	360
Help Me Grow Call Center	303
Affordable Housing Program-Michaels Organization	260
Affordable Housing Program-ISM Management Company	256
Emergency Lodging for Women	249
Emergency Food and Shelter for Single Women and Families	249
California Rural Legal Assistance	231
Affordable Housing Program-John Stewart Company	230
Emergency Food Bank Main Pantry	214
Homeless Shelter for Women	213
Affordable Housing Program-Mercy Housing	187
Affordable Housing Program-WINN Companies	186
Hope Harbor Family Shelter	183
Family Crisis Intervention	170
Utility Assistance Advocate Program	163
CalWORKs (formerly TANF)	159
Affordable Housing Program-Eden Housing	155

## 211sj.org Website Visits- 1/1/2017 through 12/31/2017

Page Views:	42,780
Number of Users:	6,610
Returning Visitors:	83.3%
New Users:	16.7%

## Caller Demographics - 1/1/2017 through 12/31/2017

		<u>Total</u>
Caller Age	13-17 years	167
Caller Age	18-24 year	787
Caller Age	25-39 years	3769
Caller Age	40-54 years	3400
Caller Age	55-64 years	1749
Caller Age	65+	1113
Caller Age	Declined to answer	683
Caller Ethnicity	African American/Black	3329
Caller Ethnicity	Asian	355
Caller Ethnicity	Caucasian	2937
Caller Ethnicity	Declined to answer	839
Caller Ethnicity	Hispanic / Latino	2735
Caller Ethnicity	Multi-ethnic	767
Caller Ethnicity	Native American	111
Caller Ethnicity	Other	463
Caller Ethnicity	Pacific Islander/Native Hawaiian	132
Caller Gender	Female	9043
Caller Gender	Male	2625

## A Few Compelling Stories

**Story #1:** A Phone Specialist received a call from a very concerned parent. She was caught shoplifting; stealing baby food at WinCo in Tracy. Instead of pressing charges, the WinCo management recommended she call 2-1-1 for resources. The caller explained that her sister, who was laid off, has a 1½ year old daughter and she did not have food for the baby. In desperation and with no known resources, the caller went to WinCo and stole baby food so that the mom can feed the child. The caller was referred to CalWORKs for financial help, WIC program, and the Emergency Food Bank, as well as the Help Me Grow to receive a developmental screening for her child. The caller was not aware of WIC or food pantries in the community. A follow up was done a few weeks later and the parent had applied for WIC and also received free food at one of the food pantries.

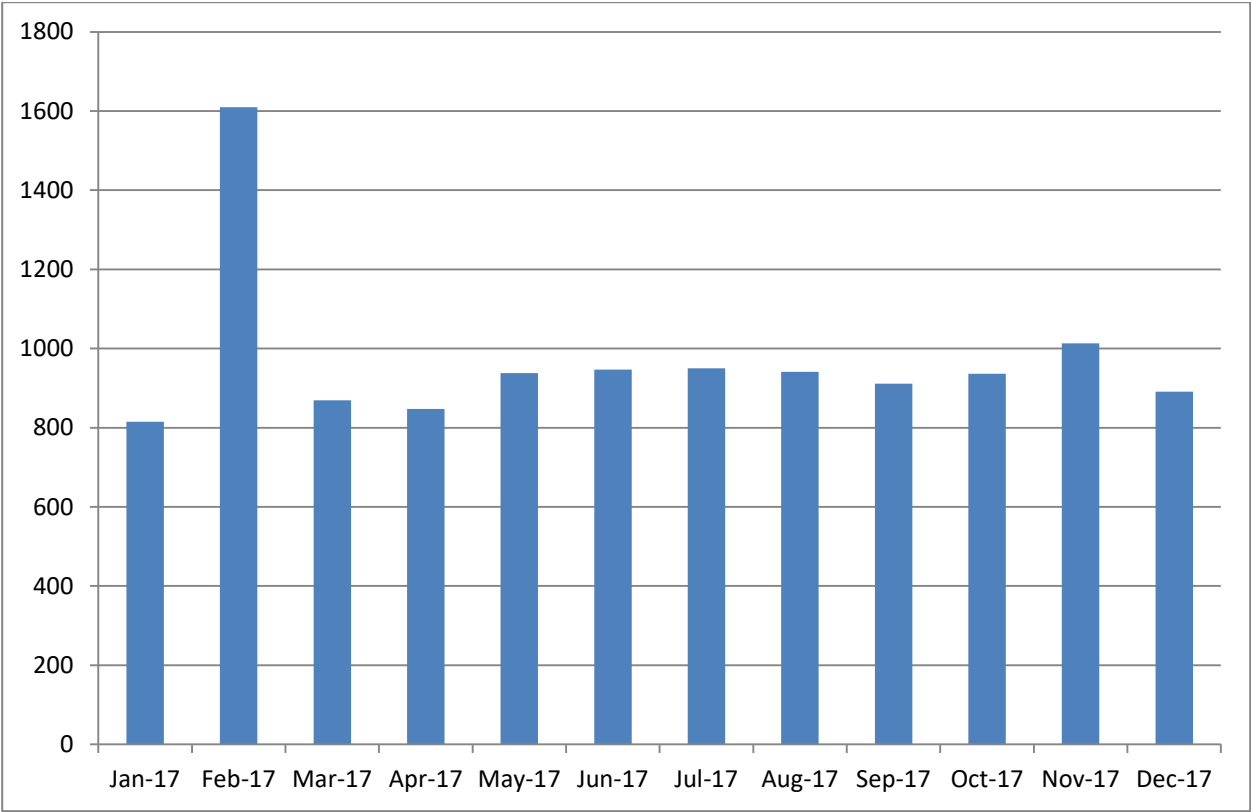
**Story #2:** A single mother called 2-1-1 looking for resources for her troubled daughter who is suicidal and cutting herself. Child Abuse Prevention Council (CAPC) was one of the referrals given to the caller. A follow up was done by 2-1-1 staff a few weeks later. The mother informed the staff that CAPC came out that same day to help her daughter. She stated that she felt discouraged at first because no one was returning her calls, but was so grateful that CAPC called her back. The daughter is receiving intervention services from CAPC.

**Story #3:** A caller was looking for food pantries near where he lives due to lack of transportation. He shared that he had called the day prior for food resources but he was unable to make the calls because of phone issues. He shared with the Phone Specialist that he has no food in the home and is very hungry. The Phone Specialist offered to make the calls for him. The fourth food pantry 2-1-1 called was Valley Community Seventh-Day Adventist Church. Mr. Darrell Johnson offered to deliver food to the caller the same day. After delivering the food to the caller, Mr. Johnson called the Phone Specialist to share the caller's circumstances. His wife had been hospitalized, which is why he was alone and that the caller is blind. The Phone Specialist then followed up with the caller to provide him resources to The Center for the Blind. The caller then stated, "You have a beautiful soul, I can tell. God bless you."



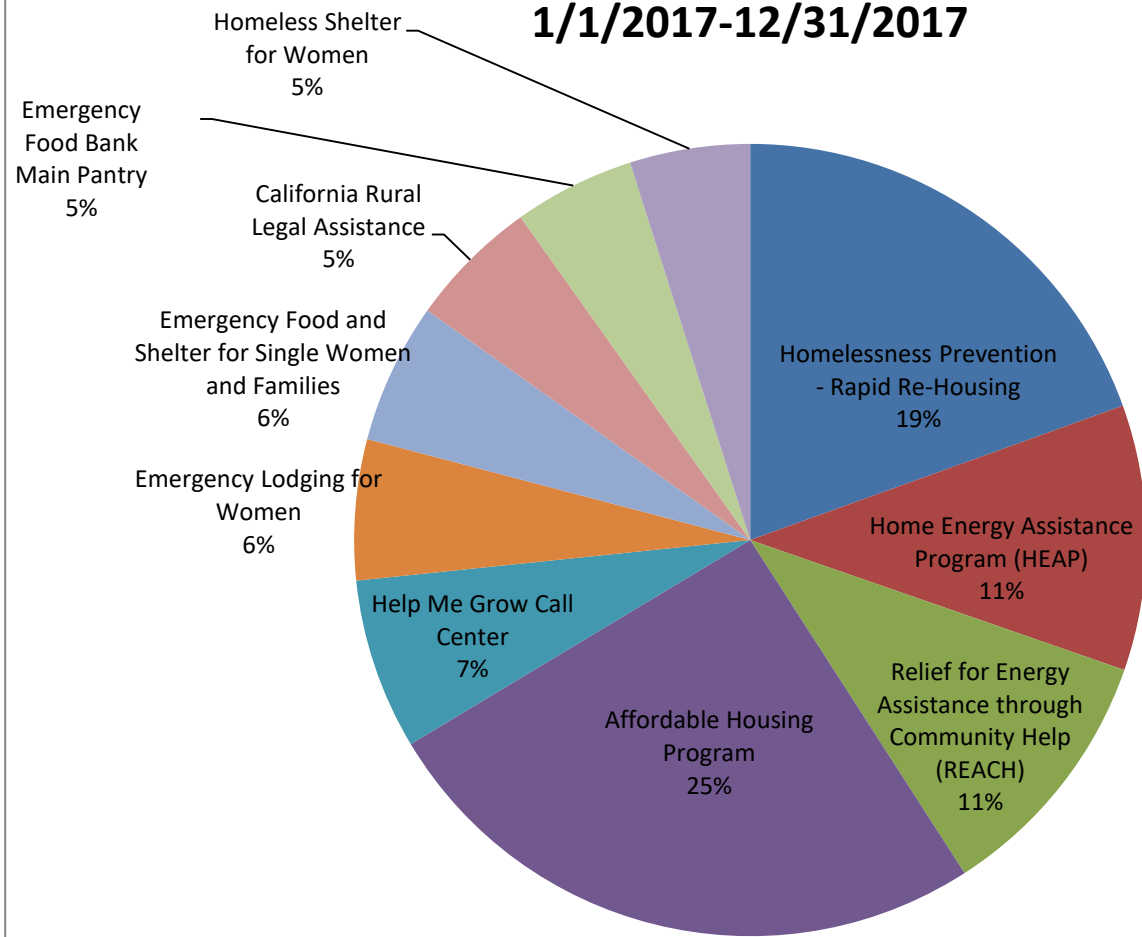
# Count of Calls

## 1/1/2017-12/31/2017



**\*\*Annual total calls: 11, 668**

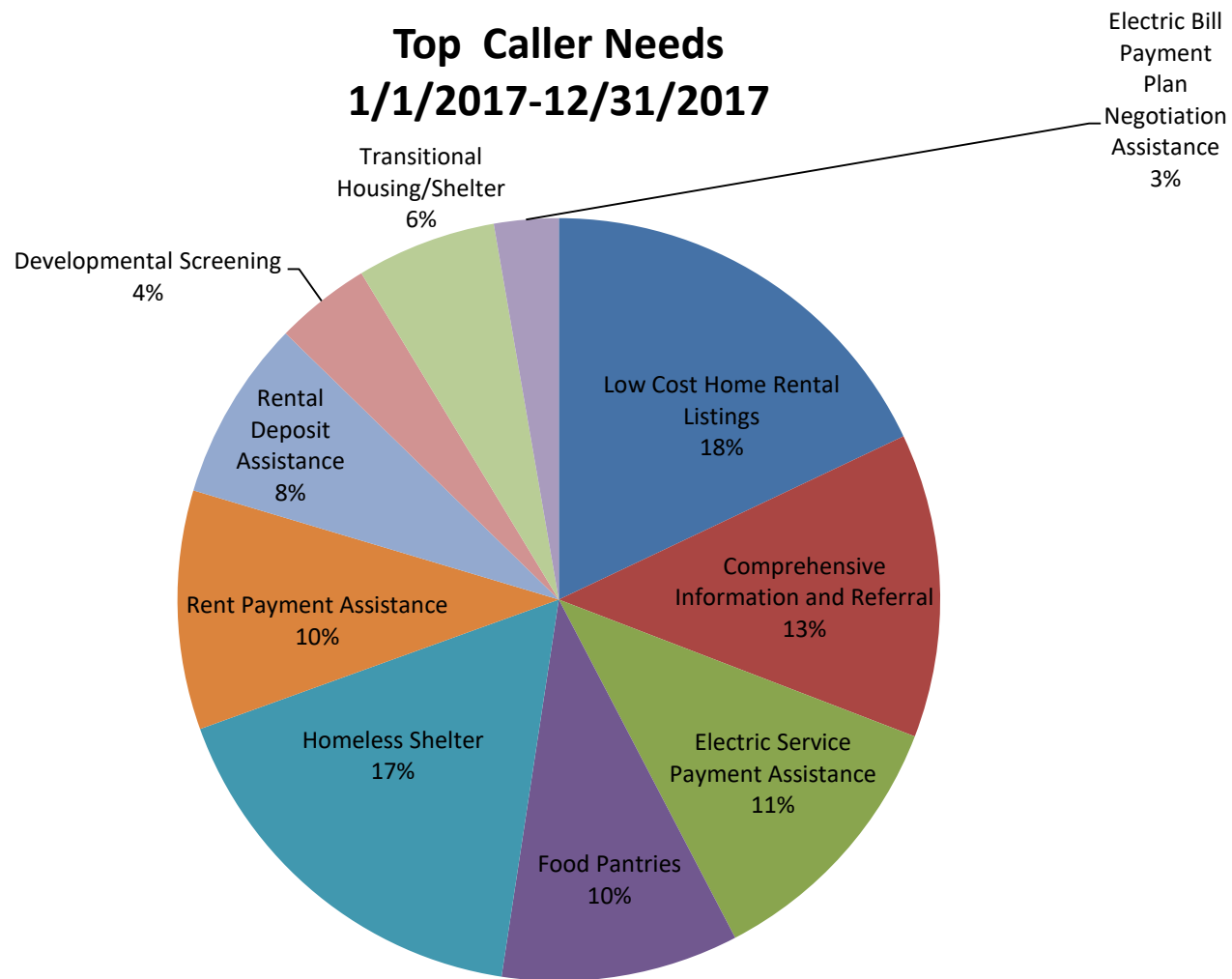
## Top Referral to Resources 1/1/2017-12/31/2017



**\*\*Based on 12,409 Referrals**



## Top Caller Needs 1/1/2017-12/31/2017



Based on 12,420 Needs Assessments

# 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.

**Celebrating our 3rd Anniversary in SJC!**



***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.frscj.org](http://www.frscj.org)

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San Joaquin   
**2-1-1**<sup>TM</sup>  
Get Connected. Get Answers.