

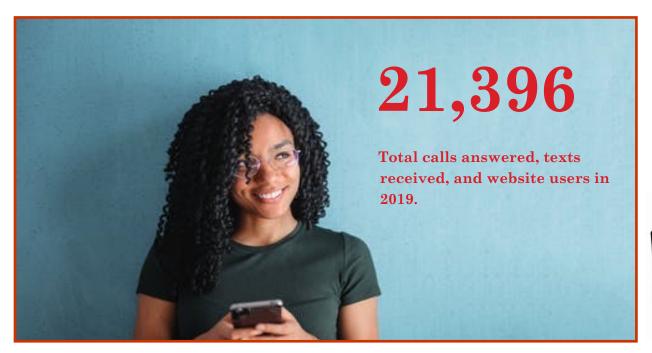
#### **Family Resource and Referral Center**

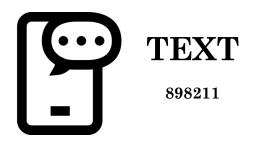
509 W. Weber Avenue, Suite 101Stockton, CA 95203 (209) 948-1553



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 San Joaquin County are answered by trained Information and Referral Specialists who are prepared to assess the caller's need, determine their options, make referrals, offer support and advocate for the caller as necessary. It's available 24 hours a day, 7 days a week and in over 200 languages. Text your zip code to 898211 to also get help finding services in San Joaquin County or check out 2-1-1 on our website at www.211sj.org. Help is available!









### Count of Calls—1/1/2019 through 12/31/2019

January	1118
February	1005
March	848
April	1138
May	927
June	994
July	1260
August	1151
September	1109
October	1159
November	1127
December	1114
TOTAL	12950

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

#### Need:

Low Cost Home Rental Listings	834
Comprehensive Information and Referral	722
Rent Payment Assistance	681
Electric Service Payment Assistance	660
Food Pantries	574
Homeless Shelter	428
Homeless Shelter * Woman	411
Developmental Screening	243
Rental Deposit Assistance	203
Low Cost Home Rental Listings *Older Adults	189



Referred to:	# of Referrals
Homelessness Prevention - Rapid Re-Housing	692
Home Energy Assistance Program (HEAP)	529
Affordable Housing Program - Visionary Home Builders of California	481
Help Me Grow Call Center	349
Emergency Food and Shelter for Single Women and Families	300
Food Pantry	299
Emergency Food Bank Main Pantry	289
Affordable Housing Program for Seniors	251
Affordable Housing Program - JOHN STEWART COMPANY	234
Relief for Energy Assistance through Community Help (REACH)	224
Emergency Lodging for Women	221
Homeless Shelter for Women	211
Affordable Housing Program - APARTMENTCORP	204
Affordable Housing Program - ISM MANAGEMENT COMPANY	182
San Joaquin Treatment & Education for Everyone on Teeth and Health (SJ TEETH)	164
California Rural Legal Assistance	163
Affordable Housing Program - MICHAELS ORGANIZATION	162
Hope Harbor Family Shelter	154
2-1-1 Alameda County	149
Affordable Housing Program - MERCY HOUSING	144

## 211sj.org Website Visits—1/1/2019 through 12/31/2019

Page Views: 45,581 Website Sessions 11,446 Number of Users: 8,126 Returning Visitors: 84.7% New Users: 15.3%

### Caller Demographics—1/1/2019 through 12/31/2019

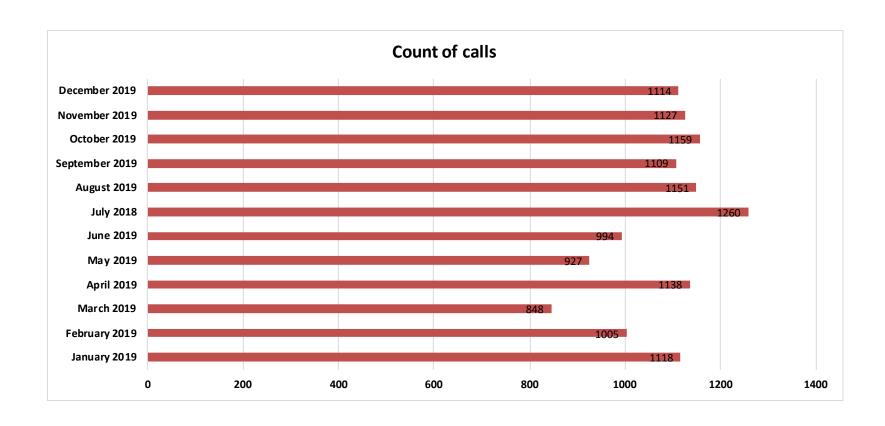
		Total:
Caller Age	13-17 years	135
Caller Age	18-24 year	1119
Caller Age	25-39 years	4957
Caller Age	40-54 years	2095
Caller Age	55-64 years	2321
Caller Age	65+	1565
Caller Age	Declined to answer	1078
Caller Ethnicity	African American/Black	3188
Caller Ethnicity	Asian	483
Caller Ethnicity	Caucasian	2914
Caller Ethnicity	Declined to answer	1510
Caller Ethnicity	Hispanic / Latino	2966
Caller Ethnicity	Multi-ethnic	662
Caller Ethnicity	Native American	136
Caller Ethnicity	Other	1257
Caller Ethnicity	Pacific Islander/Native Hawaiian	154
Caller Gender	Female	10328
Caller Gender	Male	2942

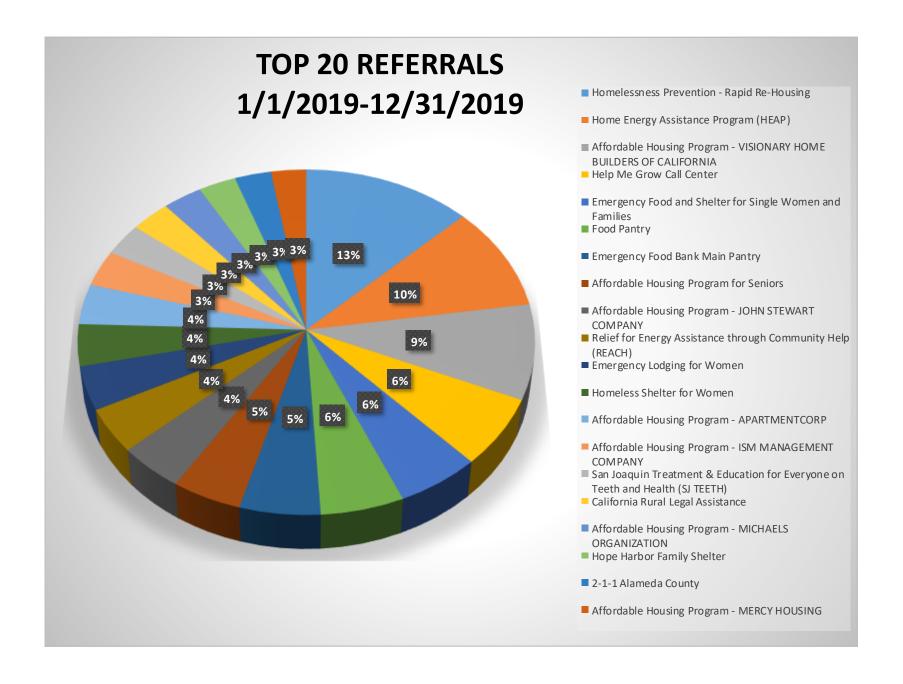


# Caller by Locations—Top 20 Zip Codes 1/1/2019 through 12/31/2019

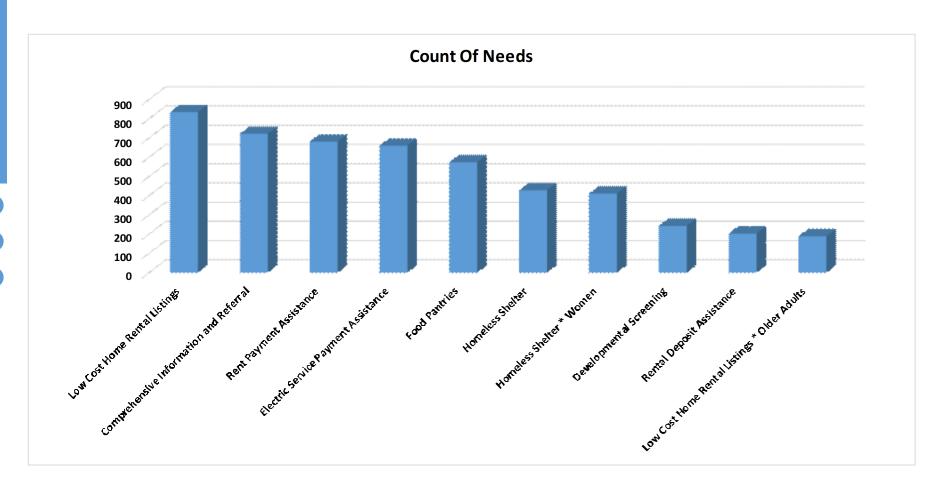
Stockton	95202	1332
Stockton	95207	1175
Stockton	95205	1080
Stockton	95203	1059
Stockton	95206	1024
Stockton	95204	818
Stockton	95210	627
Stockton	95209	587
Manteca	95336	573
Lodi	95240	552
Tracy	95376	535
Tracy	95377	374
Manteca	95337	324
Stockton	95215	302
Stockton	95219	289
Lodi	95242	272
Stockton	95212	236
Lathrop	95330	227
Tracy	95304	136
Ripon	95366	126

# Count of Calls 1/1/2019-12/31/2019





# Top 10 Needs 1/1/2019-12/31/2019



<sup>\*\*</sup>Based on 11,595 Needs

#### A Few Compelling Stories...



A daughter called 2-1-1 looking for low income housing for her elderly mother. She had applied to many of the low income housing programs for seniors in Manteca, but she has not heard anything back. The caller shared that she had heard about a new housing project that is being developed in Manteca and wanted to get more information. She has reached out to one organization, but unfortunately they were not able to provide her any information on this project. The caller felt like she was going in circles and wasn't getting the help she needed. So she called 2-1-1 to see if we had any information. The call specialist shared with the caller the importance of getting on the waiting list with the Housing Authority County of San Joaquin (HACSJ). To be eligible for any of their programs, the client has to first be on their waiting list. The caller did not know that. 2-1-1 and HACSJ Facebook pages were shared to the caller. She was informed that any updates on the programs with HACSJ, such as openings or if they are accepting applications, will be posted there. The caller was also informed that she can create an online account with HACSJ so that when HACSJ is accepting applications, she can help her mom complete the application. A follow-up call was done with the caller. The caller took our suggestions and followed the 2-1-1 Facebook page. She saw the HACSJ flyer posted on the 2-1-1 Facebook page that HACSJ was accepting applications. She applied with her mom. Her mom has a pending application and will be moving into the apartment complex in a couple of months.

A mother in her late twenties called looking for child support, child care, and legal assistance. She had just moved to Stockton with her 5-year old son from Texas. She is getting a divorce and is looking for information on how to get her child support case open. The call specialist connected the caller with the San Joaquin County Child Support Department, the Family Law and Support Services with the Superior Court of San Joaquin County, and Family Resource and Referral Center for child care assistance. Staff followed up with the caller. The caller is receiving legal assistance for her child support and custody case. She has applied for child care and is waiting to complete her application to start child care for her son. She will be working soon and is happy that her new life here in Stockton is coming along.





A daughter called into 2-1-1 looking to find resources to help her parents. She was very anxious and didn't know what to do with her parent's situation. Her mother doesn't want the help from the community or the government and the daughter is also caring for her own family. Her father is diagnosed with Alzheimer's and could no longer do simple things or care for himself. Her mother is the primary caregiver, but she is becoming old and frail. Her mother can no longer care for her dad. They need someone to come to the house to help out. The caller disclosed that her parents are behind on their PG&E bill. She also shared that her parents have always been the ones to give back to the community, but when they need help, they don't want to ask for it. The caller felt that she must step in and find help for her parents even if they're not asking for it. 2-1-1 staff provided the caller the Home Energy Assistance Program (HEAP), In Home Support Services (IHSS), and PG&E's California Alternate Rates for Energy (CARE) program. Staff also provided referrals to the different food pantries in the county so the caller can get food for her parents. Staff did a follow up with the caller. Her parents are now on the CARE program with PG&E. They have applied for IHSS and are waiting for the approval. The caller has also visited many food pantries to get food for her parents. Her parents are in a better situation. She was very glad that she reached out to 2-1-1 for help.

# Serving the Needs of San Joaquin County Residents

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 1,080 calls per month.



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www.211sj.org Facebook.com/211SJ Instagram.com/211\_sanjoaquin/





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!











