211 San Joaquin Call Center **Annual Summary Report**

January 1, 2020- December 31, 2020

Family Resource and Referral Center

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



San Joaquin County



211 is a free and confidential phone line for the sole purpose of improving access to health, human and disaster response services. It's available 24 hours a day, 7 days a week and in over 200 languages. No matter the situation, the trained Information and Referral Call Specialists at 211 listen, identify underlying problems, and connect people in need with community resources and services that strengthen their lives. By connecting people in need with the best resources available to them, 211 helps make the social services ecosystem more efficient and effective so resources can go further.

Help is available!



CALL 211 or (800) 436-9997

TEXT YOUR ZIP CODE TO 898211



Serving the Needs of San Joaquin County Residents

211 San Joaquin is a vital partner to hundreds of organizations, businesses, and government agencies. 211 makes the social services ecosystem/network more efficient by ensuring people in need are connected to agencies that can help them. This annual report is an acknowledgement of 211 San Joaquin's role in building stronger and more resilient communities.

Call 211 or Text 898211 for services to meet your needs

Your 211 service provider in San Joaquin County is Family Resource and Referral Center, a member of 211 California, receiving an average of 5,000 calls per month.



509 W. Weber Ave., Suite 101 Stockton CA 95203 209-948-1553

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





Family Resource & Referral Center Serving San Joaquin County

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Count of Calls 1/1/2020 through 12/31/2020

January	1457
February	1207
March	2820
April	4294
May	5330
June	6848
July	8694
August	7618
September	5912
October	4358
November	4603
December	7583
TOTAL	60724

Email Users	192
Text Users	873
Incoming Texts	4657
Outgoing Texts	35794

Total Calls/Texts/Emails Handled: 61,789

Count of Caller Needs by Taxonomy Top 20 Needs

COVID-19 Diagnostic Tests	6168
Food Pantries	3463
Electric Service Payment Assistance	3449
COVID-19 Control	3154
Rent Payment Assistance * COVID-19	3035
Comprehensive Information and Referral	2936
Grocery Ordering/Delivery * Food Pantries	2678
Low Cost Home Rental Listings	2249
Grocery Ordering/Delivery * COVID-19	2121
Rent Payment Assistance	2103
Home Delivered Meals * Older Adults	1400
Homeless Shelter	1400
Grocery Ordering/Delivery * Older Adults	1335
Electric Service Payment Assistance * COVID-19	1277
Disease Control Advisories	1177
Homeless Shelter * Women	1066
Gas Service Payment Assistance	788
Food Stamps/SNAP Applications	771
Home Delivered Meals	666
Grocery Ordering/Delivery * Food Pantries * Older Adults	658

Referrals for each resource—Top 20 Referrals 1/1/2020 through 12/31/2020

<u>Referred to:</u>	<u># of Referrals</u>
Coronavirus General Information (COVID-19)	4555
Affordable Housing Program	3531
COVID-19 Diagnostic Test	3423
COVID-19 Drive-up Testing Center	2565
COVID-19 Care Program	2447
Home Energy Assistance Program (HEAP)	2233
Food Pantry	2030
DoorDash Food Delivery	2026
Homelessness Prevention - Rapid Re-Housing	1600
Relief for Energy Assistance through Community Help (REACH)	1582
Nourish Stockton	1489
Home Delivered Meals Program	1389
Food Pantry Delivery	1190
Stockton COVID-19 Homeless Prevention Program	1033
SAN JOAQUIN COUNTY PUBLIC HEALTH SERVICES (SJCPHS)	848
Emergency Food Bank Main Pantry	774
Community Medical Centers	716
Public Housing Program	671
CVS Health COVID-19 Drive-Up Testing Center	657
Food Pantry and Clothing Closet	614

211sj.org Website Visits-1/1/2020 through 12/31/2020

Page Views:45,189Website Sessions15,406Number of Users:11,441Returning Visitors:15%New Users:10%

Caller Demographics—1/1/2020 through 12/31/2020

13-17 years	Total: 188
18-24 year	2610
25-39 years	15808
40-54 years	16377
55-64 years	7290
65+	10688
Declined to answer	8828
African American/Black	8214
Asian	2909
Caucasian	16759
Hispanic / Latino	12693
Multi-ethnic	1547
Native American	298
Pacific Islander/Native	
Hawaiian	279
Declined to answer	8490
Female	45203
Male	16586
	 18-24 year 25-39 years 40-54 years 55-64 years 65+ Declined to answer African American/Black Asian Caucasian Hispanic / Latino Multi-ethnic Native American Pacific Islander/Native Hawaiian Declined to answer Female



Caller by Locations—Top 20 Zip Codes 1/1/2020 through 12/31/2020

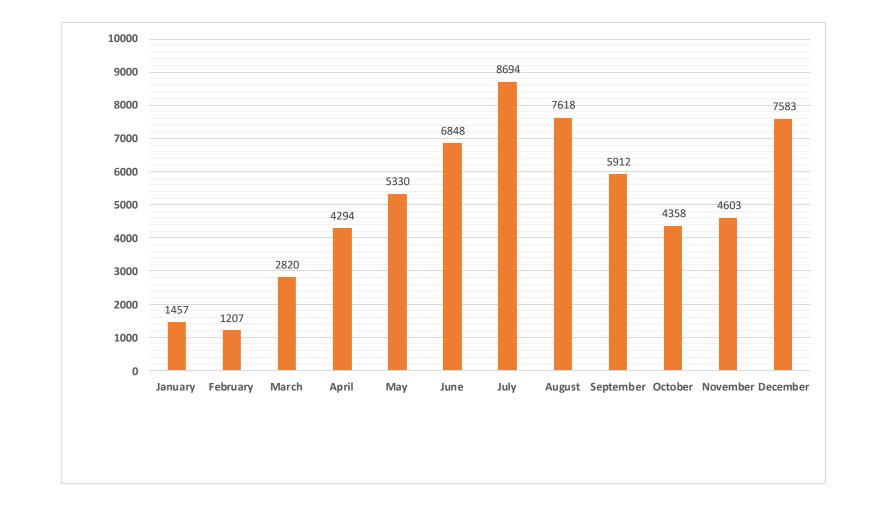
Stockton	95207	5264
Stockton	95206	5120
Stockton	95205	5075
Stockton	95203	3976
Stockton	95202	3904
Stockton	95204	3655
Stockton	95210	3238
Stockton	95209	2794
Тгасу	95376	2772
Manteca	95336	2501
Lodi	95240	2429
Manteca	95337	1831
Stockton	95215	1811
Lodi	95242	1660
Stockton	95212	1646
Тгасу	95377	1622
Stockton	95219	1460
Lathrop	95330	1201
French Camp	95231	1172
Ripon	95366	746

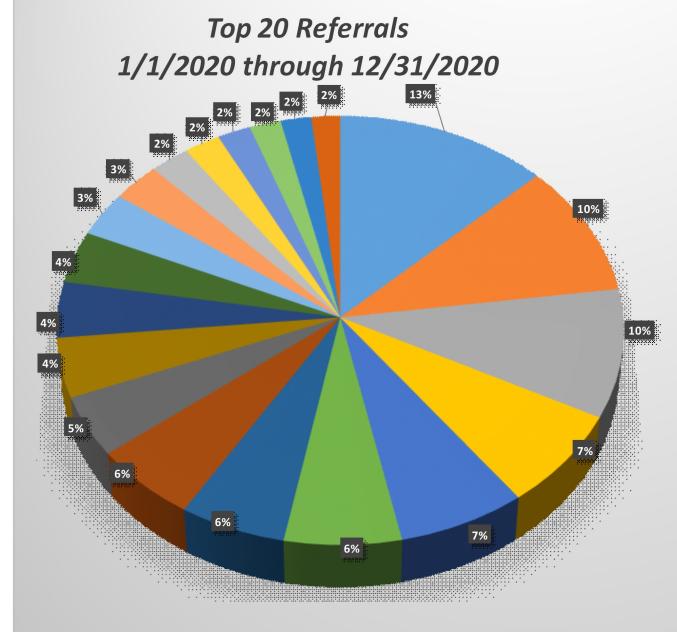
TOP RESOURCES 4/1/2020 Through 12/31/2020

VID-19

Coronavirus General Information (COVID-19)	4555
COVID-19 Diagnostic Test	3423
COVID-19 Drive-up Testing Center	2565
COVID-19 Care Program	2447
DoorDash Food Delivery	2026
Nourish Stockton	1489
Food Pantry Delivery	1190
Stockton COVID-19 Homeless Prevention Program	1033
SAN JOAQUIN COUNTY PUBLIC HEALTH SERVICES (SJCPHS)	848
CVS Health COVID-19 Drive-Up Testing Center	657
Project Room key	460
Drive-thru Food Pantry	446
COVID-19 Information Hotline (COVID19.CA.GOV)	338
COVID-19 Questions and Violations Reports	301
AARP Senior Emergency Food Box Delivery	292
Manteca COVID-19 Homeless Prevention Program	274
Disease Control and Prevention	210
SJReady.org	189
Great Plates Delivered Program Food Provider Sign-Up Program	188
Great Plates Delivered Program	185
Stockton COVID-19 Rental/Mortgage Assistance Program	185

Count of Calls 1/1/2020 through 12/31/2020

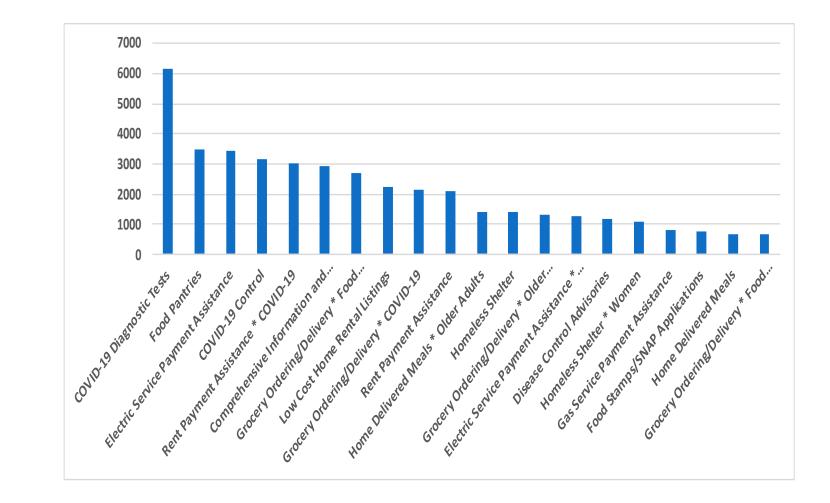




Coronavirus General Information (COVID-19)

- Affordable Housing Program
- COVID-19 Diagnostic Test
- COVID-19 Drive-up Testing Conter
- COVID-19 Care Program
- Home Energy Assistance Program (HEAP)
- Food Pantry
- DoorDash Food Delivery
- Homelessness Prevention Rapid Re-Housing
- Relief for Energy Assistance through Community Help (REACH)
- Nourish Stockton
- Home Delivered Meals Program
- Food Pantry Delivery
- Stockton COVID-19 Homeless Prevention Program
- SAN JOAQUIN COUNTY PUBLIC HEALTH SERVICES (SJCPHS)
- Emergency Food Bank Main Pantry
- Community Medical Centers
- Public Housing Program
- CVS Health COVID-19 Drive-Up Testing Center
- Food Pantry and Clothing Closet

Top 20 Needs 1/1/2020 through 12/31/2020



**Based on 73,722 Needs

211's Impact...

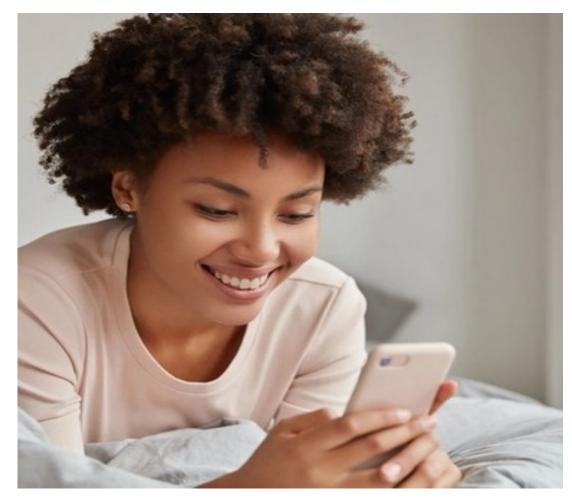


A mother of an eleven month old baby, who was homeless, called 211 looking for a motel voucher and/or shelter and diapers. The mother was in fear of exposing her baby to COVID-19, so she preferred to get a motel voucher. While speaking with one of the 211 Call Specialists, they were able to connect the mother with local food pantries, WIC, a few shelters and a diaper pantry. The mother was pleased with the resources she was provided. A week later a follow up was made and 211 was able to connect with the mother to see how she was doing. The mother shared she was able to get into transitional housing and was working on moving into an apartment. She was able to sign up with WIC and get the formula and diapers for her baby. The mother appreciates 211's help and was glad she was able to connect with us after seeing our information on a billboard.

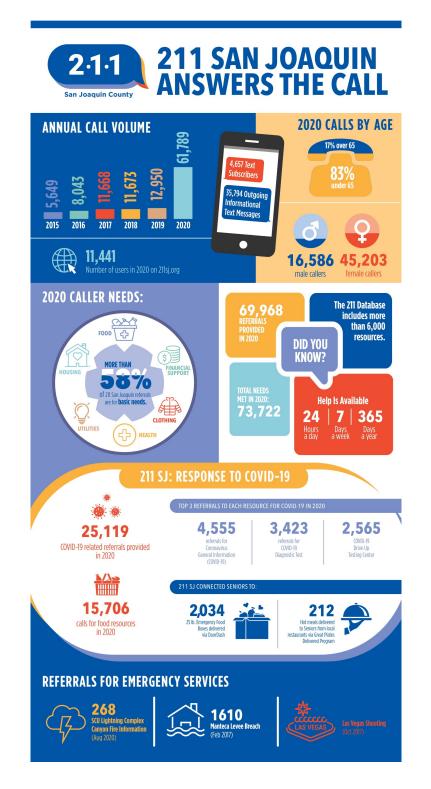
A 94 year old senior called 211 to inquire about how she could schedule an appointment to get the COVID-19 vaccine. While speaking with a 211 Call Specialist she was advised at this time the county doesn't have any clinics in order to schedule her an appointment. However, there is a vaccine interest form for her to sign up for to be notified of when the vaccine will be available for her. The elderly senior shared she didn't have a computer and wasn't good with computers. The call specialist offered to submit the vaccine interest form for her and that she would just need a valid email. The elderly senior wasn't sure what her email address was so she was asked a few questions and guided by the call specialist on how to find her email address. The call specialist spent time on different email platforms to help the senior retrieve her email account. The elderly senior was so thankful for the assistance that she received from 211. She was able to sign up for the interest form and is now just waiting for a notification of when she can get the vaccine. She shared she now has some peace and doesn't have to worry about how she will know when she can schedule her appointment. A follow up call was completed a few weeks later and the elderly senior had already received her vaccine.



211's Impact...



A caller in her early twenties called 211 seeking assistance with rent and utility bills. The caller shared that she recently just moved to California two years ago and with the pandemic happening she lost her job. She was currently waiting to be approved for unemployment, but feared becoming homeless. The 211 Call Specialist was able to provide her with resources to assist with rent and utility payments. The caller was also provided a few other resources to assist with food and job placement. Upon the follow up, the caller shared she was able to connect with all the resources she was provided. She was able to get her rent and utility bill paid and was now receiving her unemployment. She truly appreciated the customer service and help from 211. She stated she didn't know what 211 was until a friend referred her to us.



Thank You to Our 2020 Sponsors

Through collaboration with non-profits, local and state government agencies, foundations and other funders, and businesses, 211 will continue to respond to residents needing assistance navigating community support. 211 is committed to making our system stronger and better. We thank our partners and funders for the opportunities, support and encouragement of our work and look forward to a robust partnership in the years to come.

San Joaquin County Depends on 211!













United Way of San Joaquin County



