

# 211 San Joaquin Call Center Annual Summary Report

January 1, 2021 - December 31, 2021

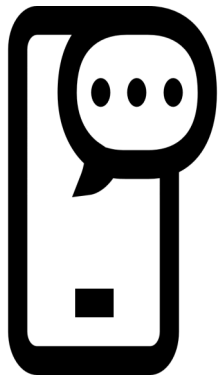


# Helping San Joaquin County Connect to Services



## Call

211 or  
(800) 436-9997



## Text Your Zip code

898211



## Website

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



211 is a free and confidential phone line for the sole purpose of improving access to health, human, and disaster response services. No matter the situation, the trained Information and Referral 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.

211 is 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 our website at [www.211sj.org](http://www.211sj.org).

# 211 is Serving the Needs of San Joaquin County Residents



The annual report is a annual acknowledgement of 211'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 211 service provider in San Joaquin County is Family Resource and Referral Center, a member of 211 California, receiving an average of 7,000 calls per month.



Family Resource & Referral Center  
*We Care About Children and Families*



3127 Transworld Dr. Suite 100  
Stockton CA 95206  
209-948-1553

[www.211sj.org](http://www.211sj.org)  
[Facebook.com/211SJ](https://Facebook.com/211SJ)  
[Instagram.com/211\\_sanjoaquin/](https://Instagram.com/211_sanjoaquin/)  
[Twitter.com/211sj](https://Twitter.com/211sj)

## Count of Calls

1/1/2021 through 12/31/2021

|                |               |
|----------------|---------------|
| January 2021   | 18132         |
| February 2021  | 60115         |
| March 2021     | 21389         |
| April 2021     | 15773         |
| May 2021       | 4743          |
| June 2021      | 6986          |
| July 2021      | 6091          |
| August 2021    | 5308          |
| September 2021 | 5265          |
| October 2021   | 4587          |
| November 2021  | 5151          |
| December 2021  | 6397          |
| <b>Total:</b>  | <b>159937</b> |

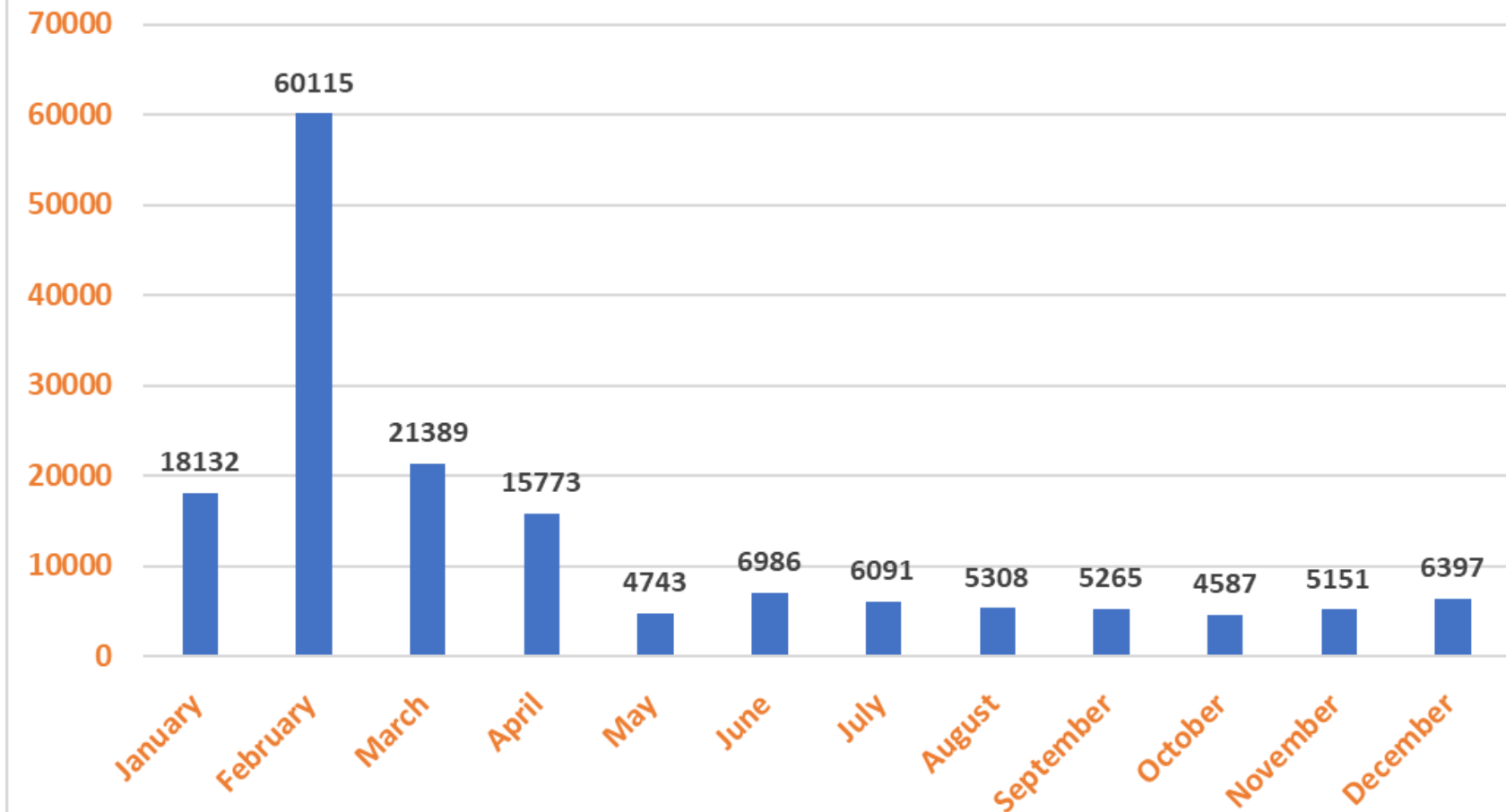
|                |       |
|----------------|-------|
| Email Users    | 254   |
| Text Users     | 1117  |
| Incoming Texts | 6768  |
| Outgoing Texts | 65191 |

## Count of Caller Needs by Taxonomy

### Top 20 Needs

|  |       |
|--|-------|
| COVID-19 Immunization Clinics                        | 37024 |
| Vaccine Information * COVID-19                       | 36288 |
| COVID-19 Immunization Clinics * Older Adults         | 10848 |
| COVID-19 Diagnostic Tests                            | 4912  |
| Rent Payment Assistance * COVID-19                   | 4575  |
| Comprehensive Information and Referral               | 4357  |
| Electric Service Payment Assistance                  | 3896  |
| Low Cost Home Rental Listings                        | 3372  |
| COVID-19 Control                                     | 3185  |
| Rent Payment Assistance                              | 2246  |
| Section 8 Housing Choice Vouchers * Homeless People  | 1847  |
| Grocery Ordering/Delivery * Food Pantries            | 1790  |
| Food Pantries  | 1520  |
| At Risk/Homeless Housing Related Assistance Programs | 1363  |
| Homeless Shelter                                     | 1217  |
| Tobacco Use Education/Prevention                     | 1191  |
| Section 8 Housing Choice Vouchers                    | 1189  |
| Homeless Shelter * Women                             | 1134  |
| COVID-19 Immunization Clinics * Veterans             | 1097  |
| Grocery Ordering/Delivery * COVID-19                 | 1015  |

## Total Count of Calls 1/1/2021 through 12/21/2021



\*\*\*\*Annual total calls: 159,937

## Referrals for Each Resource—Top 20 Referrals

1/1/2021 through 12/31/2021

| <b>Referred to:</b>                               | <b><u># of Referrals</u></b> |
|---|------------------------------|
| Coronavirus General Information (COVID-19)        | 12785                        |
| COVID-19 Vaccination Information                  | 12378                        |
| San Joaquin County COVID-19 Vaccination Events    | 8913                         |
| Affordable Housing Program                        | 7249                         |
| COVID-19 Vaccination Information SJReady.org      | 7139                         |
| COVID-19 Vaccine Interest Form                    | 6911                         |
| COVID-19 2nd Dose Vaccination Event               | 6722                         |
| MyTurn (myturn.ca.gov)                            | 4986                         |
| COVID-19 Diagnostic Test                          | 4268                         |
| COVID-19 2nd Dose Vaccination                     | 4085                         |
| Emergency Rental Assistance Program (ERAP)        | 3038                         |
| Home Energy Assistance Program (HEAP)             | 2945                         |
| Homelessness Prevention - Rapid Re-Housing        | 2502                         |
| COVID-19 2nd Dose Vaccination Events              | 2444                         |
| COVID-19 Vaccination Clinic                       | 2169                         |
| Emergency Housing Vouchers (EHV)                  | 2040                         |
| Stockton COVID-19 Mass Vaccination Hub            | 1820                         |
| DoorDash Food Delivery                            | 1776                         |
| COVID-19 Vaccination Events                       | 1731                         |
| SAN JOAQUIN COUNTY PUBLIC HEALTH SERVICES(SJCPHS) | 1586                         |

# 211sj.org Website Visits—1/1/2021 through 12/31/2021

Page Views: 55,127  
Website Sessions 27,744  
Number of Users: 16,909  
New Users: 16,892

## Caller Demographics—1/1/2021 through 12/31/2021

| <b>Caller Age</b>  | <b>Total:</b>  |
|--------------------|----------------|
| 13-17 years        | 647            |
| 18-24 years        | 4248           |
| 25-39 years        | 22478          |
| 40-54 years        | 30090          |
| 55-64 years        | 19113          |
| 65+                | 60785          |
| Declined to answer | 22830          |
| <b>Total</b>       | <b>160191*</b> |

| <b>Caller Ethnicity</b>          |                |
|----------------------------------|----------------|
| African American/Black           | 17252          |
| Asian                            | 10304          |
| Caucasian                        | 50029          |
| Declined to answer               | 25180          |
| Hispanic/ Latino                 | 33886          |
| Multi-ethnic                     | 2197           |
| Native American                  | 497            |
| Other                            | 20212          |
| Pacific Islander/Native Hawaiian | 634            |
| <b>Total</b>                     | <b>160191*</b> |

\* Includes 254 E-mail Users



## Caller by Locations—Top 20 Zip Codes

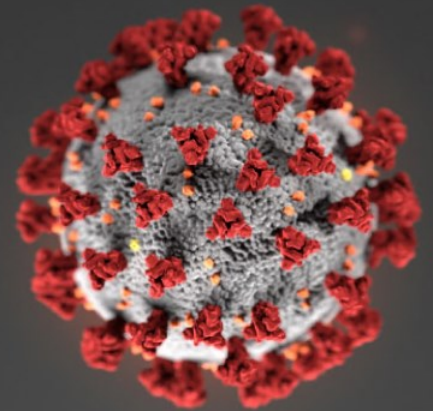
### 1/1/2021 through 12/31/2021

| City Name      | Postal Code | Count Of Calls |
|----------------|-------------|----------------|
| Stockton       | 95206       | 13433          |
| Stockton       | 95207       | 12575          |
| Stockton       | 95205       | 12316          |
| Manteca        | 95336       | 9524           |
| Stockton       | 95203       | 8776           |
| Lodi           | 95240       | 8113           |
| Stockton       | 95210       | 7902           |
| Stockton       | 95209       | 7887           |
| Stockton       | 95204       | 7659           |
| Stockton       | 95202       | 7626           |
| Tracy          | 95376       | 6086           |
| Manteca        | 95337       | 5438           |
| Lodi           | 95242       | 5104           |
| Stockton       | 95212       | 4571           |
| Stockton       | 95215       | 4528           |
| Stockton       | 95219       | 4330           |
| Tracy          | 95377       | 3787           |
| Lathrop        | 95330       | 3063           |
| Mountain House | 95391       | 2059           |
| French Camp    | 95231       | 1937           |

# COVID-19 TOP RESOURCES

1/1/2021 through 12/31/2021

| Referred to   | Number of Referrals |
|---|---------------------|
| COVID-19 Vaccination Information SJReady.org              | 19517               |
| COVID-19 2nd Dose Vaccination Events                      | 16716               |
| Coronavirus General Information (COVID-19)                | 12785               |
| COVID-19 Vaccination Events                               | 12336               |
| COVID-19 Vaccine Interest Form                            | 6911                |
| MyTurn (myturn.ca.gov)                                    | 4986                |
| COVID-19 Diagnostic Test                                  | 4268                |
| Emergency Rental Assistance Program (ERAP)                | 3038                |
| COVID-19 Vaccination Clinic                               | 2861                |
| DoorDash Food Delivery                                    | 2645                |
| Stockton COVID-19 Mass Vaccination Hub                    | 1820                |
| COVID-19 Vaccination Information for Healthcare Providers | 1339                |
| COVID-19 Vaccinations for Veterans                        | 1084                |
| Family COVID-19 Assistance Grant Program                  | 882                 |
| UOP COVID-19 Vaccination Drive-Thru Clinic                | 712                 |
| COVID-19 Questions and Violations Reports                 | 686                 |
| COVID-19 Information Hotline (COVID19.CA.GOV)             | 620                 |
| Child Care Provider Vaccination Event                     | 474                 |
| COVID-19 Care Program                                     | 453                 |
| Project Roomkey   | 351                 |



**Call Specialists  
helped to schedule  
vaccine  
appointments  
via phone and  
websites**

## 211 - Changing Lives



A single mother with two school-aged children called into 211 looking for help to pay their rent. She stopped working because she didn't have childcare. She found out that it was difficult to find people that she can trust to care for her children when she was working. She didn't have anyone to help pick up her children from school every day. The parent had some money saved, but stated in the call that her savings was depleting quickly as she was using it to purchase groceries and pay her utility bills. The parent shared that she received an eviction notice from her landlord because she hadn't paid her rent. She's worried that they would be forced to move out and would have to live on the street. The mother was referred to the Child Care Resource & Referral Department to get a list of childcare providers, Emergency Rental Assistance Program and CalWORKs for financial support, CARE with PG&E to get help with her utilities, Fair Housing for tenant rights, and to DoorDash Food Delivery. The Call Specialist conducted a follow up call a few weeks later. The parent applied for ERAP and CalWORKs and with great news, both applications have been approved. The family is receiving food boxes delivered to their home. Thanks to the list of providers that she received, the parent found someone who can care for her children so she can return back to work. The mom is excited to get back into the workforce and appreciates the resources that were provided to her. She feels at ease because her concerns have been addressed and is glad that she called 211 for assistance.

211 had a caller looking for COVID-19 test sites. The parent thinks she was exposed to someone with COVID from an event that she attended. For the sake of her 3-years old child, the parent wants to get tested. The parent was provided a list of COVID-19 testing sites. The parent shared that she heard that the COVID-19 vaccine isn't safe, and that people get sick from getting it. The Call Specialist explained to the caller that if she wanted to learn more about the vaccine, that she should visit the SJC Public Health and Center for Disease Control (CDC) websites. Those websites would provide answers to a lot of her questions. Call Specialist also shared to the parent that when she is ready to receive the vaccine, she can go to the [sjready.org](https://sjready.org) or [myturn.ca.gov](https://myturn.ca.gov) websites for vaccination events and locations. Parent also mentioned that she has concerns for her son. He is very attached to her. He doesn't leave her side or talk to anyone when they go places. The parent was interested in the Home Visitation program to get services in her home to help her son. The Help Me Grow (HMG) program was explained to the parent and the call was warm-lined transferred to HMG Call Center for further assessments. Upon a follow up call, both the parent and her son are doing well. The parent read about the importance of getting vaccinated and received her 1<sup>st</sup> dose. She is looking forward to getting the 2<sup>nd</sup> dose so she can be protected. She completed the developmental screening tool (ASQs) for her son. Her son is reaching his milestones. It was recommended that he needs to be around other children, and that socializing with children his age will help with his continued growth and development. The HMG team provided the parent with resources to work with her son. The parent thanked 211 for connecting her to resources and help. She feels safe now that she is vaccinated and relieved knowing that her son is on target with his development.





A senior called into 211 to get help with registration to get her COVID-19 vaccine. The caller shared that she lives alone and doesn't have access to the internet or a computer. She doesn't know much about computers so she would not know where to begin. Her husband was also the one doing all of the appointment scheduling for her. The Call Specialist scheduled an appointment for the caller and provided her with the directions to the vaccine clinic. In speaking with the senior, the senior shared that she has been dealing with the loss of her husband. She hasn't been anywhere since he passed away a year ago. They were married for over 40 years. The caller was referred to bereavement support resources. A follow up call was performed. The senior is receiving bereavement counseling and is adjusting well. She is going to the senior centers and meeting up with friends. The Call Specialist was also able to schedule the senior her 2<sup>nd</sup> dose appointment. The senior appreciates the Call Specialist calling to check up on her and assisting with scheduling the 2<sup>nd</sup> dose appointment. The senior was pleased with the extra steps that the Call Specialist took to assist her.

# *Thank you to all of our supporters!*



United Way of  
San Joaquin County



*Through collaboration with non-profits, local and state government agencies, foundations and other funders, and businesses, 211 SJ will continue to respond to residents needing assistance navigating community support. 211SJ 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.*

