



San Joaquin County

211 San Joaquin

Get Connected. Get Help.

2022 Annual Report



Powered by: Family Resource Center

Ways to reach 211 San Joaquin



Call 2-1-1 or
(800) 436-9997



Text Your Zip Code
to 898211



Website
www.211sj.org

68,827

Total calls, texts and
emails received in 2022.

16,781 website users

211 San Joaquin is a free and confidential information referral 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 211SJ listen, identify underlying problems, and connect people in need with over 4,000 health and human services resources that strengthen their lives. By connecting people in need with the best resources available to them, 211SJ helps make the social services ecosystem more efficient and effective so resources can go further.

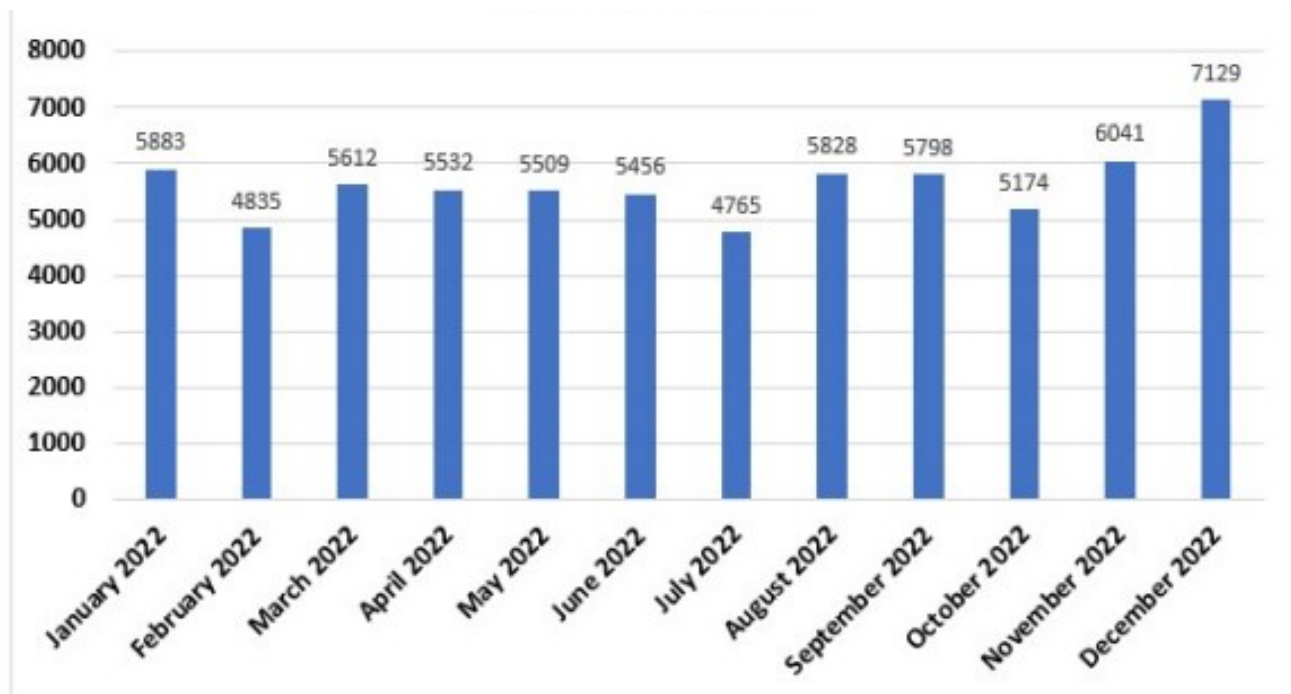
211SJ is available 24 hours a day, 7 days a week and in over 200 languages. Text your zip code to 898211 to also get help finding services in San Joaquin County or check out our website at www.211sj.org.

Call Volume

	<u>Calls</u>	<u>Text</u>	<u>Email</u>	<u>Total</u>
January 2022	5883	44	37	5964
February 2022	4835	37	25	4897
March 2022	5612	52	47	5711
April 2022	5532	40	30	5602
May 2022	5509	39	43	5591
June 2022	5456	37	35	5528
July 2022	4765	56	54	4875
August 2022	5828	59	101	5988
September 2022	5798	52	63	5913
October 2022	5174	69	103	5346
November 2022	6041	65	77	6183
December 2022	7129	57	43	7229
Total	67562	607	658	68827



Call Volume



Top 20 Needs

Need	Count of Needs
Low Cost Home Rental Listings	4043
Rent Payment Assistance	3198
Electric Service Payment Assistance	2802
Comprehensive Information and Referral	2688
At Risk/Homeless Housing Related Assistance Programs	2596
Homeless Shelter	2406
Grocery Ordering/Delivery * Food Pantries	2354
Food Pantries	1988
Rapid Re-Housing Programs	1879
Homeless Shelter * Women	1610
Food Pantries * Grocery Ordering/Delivery	1425
Low Cost Home Rental Listings * Older Adults	1155
COVID-19 Diagnostic Tests	1025
Section 8 Housing Choice Vouchers	994
Rent Payment Assistance * Older Adults	921
Water Service Payment Assistance	920
Homeless Motel Vouchers	768
Food Stamps/SNAP Applications	694
Tenant Rights Information/Counseling	693
Homeless Permanent Supportive Housing	670



Top 20 Referrals



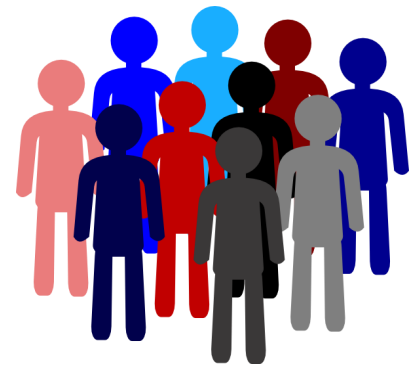
Referred To:	Number Of Referrals
Affordable Housing Program	9298
DoorDash Free Food Delivery	2896
Coordinated Entry System (CES)	2848
Home Energy Assistance Program (HEAP)	2130
Affordable Housing Program for Seniors	1557
Homelessness Prevention - Rapid Re-Housing	1551
California Rural Legal Assistance	1076
Fair Housing Program	1052
Relief for Energy Assistance through Community Help (REACH)	1015
Housing Choice Voucher Program (HCV) - (Formerly Section 8)	947
Food Pantry	905
Fresh Start Housing Program	897
Emergency Lodging for Women	836
Kick It CA (formerly California Smokers' Helpline)	816
Homeless Shelter for Women	690
Help Me Grow Call Center (HMG)	655
Family Promise of San Joaquin County	649
Affordable Housing Program for Seniors and Elders	625
CalWORKs (formerly TANF)	617
Emergency Shelter for Single Women and Families	597



Website Visits

	Total
Page Views	55196
Website Sessions	22886
Number of Users	16781
New Users	16700

Caller Demographics



Age of Callers	
13-17 years	259
18-24 year	4347
25-39 years	20137
40-54 years	14450
55-64 years	8566
65+	8259
Declined to answer	12809
Total	68827

Ethnicity of Callers	
African American/Black	13884
Asian	2181
Caucasian	11067
Declined to answer	17669
Hispanic / Latino	14990
Multi-ethnic	2879
Native American	439
Pacific Islander/Native Hawaiian	498
Other	5220
Total	68827



Calls by Zip Codes

City Name	Postal Code	Count Of Calls
Stockton	95206	7225
Stockton	95202	6780
Stockton	95207	6510
Stockton	95205	6443
Stockton	95210	4280
Stockton	95203	3673
Stockton	95204	3506
Stockton	95209	3291
Tracy	95376	2723
Manteca	95336	2698
Lodi	95240	2369
Stockton	95215	1950
Stockton	95212	1855
Manteca	95337	1795
Stockton	95219	1564
Tracy	95377	1355
Lathrop	95330	1069
Lodi	95242	809
Mountain House	95391	508
Tracy	95304	497
Ripon	95366	390
French Camp	95231	351
Escalon	95320	257
Linden	95236	253
Acampo	95220	207
Oakland	94612	192
Lockeford	95237	169

211SJ Impact Stories

An elderly senior called 211SJ looking for support with accessing additional food. The caller is homebound and does not have a vehicle to get to a food pantry. Her family and friends have been helping her by dropping off premade meals. The caller mentioned that a friend of hers told her about the DoorDash Food Delivery program. She was told that assistance with food items can be delivered to households that do not have transportation to visit the food pantries. Upon assessing the caller for the program, she was not eligible for the DoorDash Food Delivery program because she resides beyond the demographic limit of the program. The caller was referred to the Medical Baseline program with PG&E to receive assistance with her electricity bill, the Meals on Wheels program to enroll for food delivery, the Senior Brown Bag program, and the Friendship Line so she can speak to a friendly voice when needed. Upon a follow-up call, the caller shared that she is enrolled with the Meals on Wheels program and has received meals delivered to her home. The Senior Brown Bag program where she signed up has been kind and very accommodating to her. They understood her barrier with the lack of transportation and were able to find volunteers to assist with dropping off food to her. The caller is thankful for the referrals that were provided to her. Her living condition is more comfortable with the support that she is receiving.



211SJ received an email from a client looking for financial assistance and mental health services. A call was placed to the client. The client shared that she has two toddlers who she is caring for and that it brings a lot of stress to her. Client was warm line transferred to a 211SJ Care Coordinator for further assessments and support. The parent is struggling to support her children. She has no income to pay rent as she

had recently lost her job and is not sure where to go for help. She has concerns for her children because they have shown signs of developmental delays. They are not very social and always seemed to be scared around people. The parent was referred to Behavioral Health Services, WIC, SJ TEETH, and the CalWORKs Programs. The Care Coordinator assisted the parent and signed the children up with Read to Me, Stockton! so they can receive books monthly to increase their reading skills. The parent was warm line transferred to the Help Me Grow Call Center to talk to a Call Specialist and to complete the ages and stages questionnaires for the children. The Care Coordinator conducted a follow-up call. The parent is receiving CalWORKs and WIC. She has started counseling sessions with the Behavioral Health Services. The sessions with the therapist have helped her tremendously to be a better parent for her children. She has completed the questionnaires for her children. She is relieved to know that only one of her children needs to be referred to Valley Mountain Regional Center for further assessment. The parent appreciates the thoroughness of 211SJ to provide her with the resources that she needed and to follow up with her to ensure that she and her children are doing well.



211SJ received a Coordinated Entry System Intake Form from Central Valley Low Income Housing. The Call Specialist contacted the client and learned that the client and her two children had left her abusive husband. They have been living in their car because they have not been able to find a shelter that would allow them to stay together. Her 13-year-old son will have to be separated from her if they stay at a shelter. The client disclosed that this is the first time that she is experiencing homelessness as she has always supported her family. Since she left her husband, she has not worked. Coordinated Entry System was explained to the client to ensure that she understands that housing assistance is available only when there are program openings with clients that meet the program eligibility. The client was screened for Coordinated Entry System and was entered in the Homelessness Management Information System database. Soup kitchens, food pantries, shower facilities, clothes closets, and CalWORKs were referred to the client. The Call Specialist conducted a follow-up call with the client. The family has found a shelter where they have been staying together. The mom has found work and continued to look for support to get out of homelessness. Upon 211SJ receiving a project opening for Continuum of Care Rapid Re-housing program with Central Valley Low Income Housing, the family meets the criteria for the program. The Call Specialist called the client and notified her of the good news and asked her to submit documents for the program, including all family member identifications and proof of income. Following the submission of the referral and the uploading of the documents, another follow-up call was made to the client. The family was approved for the program. They have found a place that accepts the housing voucher and are pending their move in date. The client and her children are excited for a fresh start. The children have been looking forward to attending school and making new friends.

211SJ – Changing Lives

Campaigns and Projects

Coordinated Entry System (CES) – Assesses individuals and families experiencing homelessness to determine eligibilities to receive referrals to permanent supportive housing and transitional housing programs. In 2022, 211SJ enrolled **2376** clients into the Homeless Management Information System (HMIS) and enrolled **1021** households. CES is currently serving over 12 different housing programs with intakes and referrals services.



Kick It CA (Tobacco Cessation Project) – Assists individuals and family members who smoke or vape to receive resources and counseling services to help them quit. 211SJ screened 9,483 callers and made 589 referrals to help our residents stop smoking and/or vaping in 2022. Many callers shared that this program works as they have tried many times to quit.

PSPS (Public Safety Power Shutoff) – 211SJ assists PG&E customers with Access and Functional Needs to receive support to prepare in case of a public safety power shutoff due to wildfires. In 2022 211SJ completed 243 intakes and provided care coordination to 124 households with Access and Functional Needs. Customers appreciate the support as they were not prepared and did not have a safety plan created. 211SJ is also deployed with PG&E during weather related disasters to provide care coordination to those in need including evacuation centers and providing weather related information to the residents.



211 Care Coordination - Call center staff assist families with children ages 0-5 to ensure that the parents receive the resources to support their families. The 211SJ Call Center received 3717 calls from families with 0-5 children in 2022. The Care Coordinators provide referrals to families including resources to childcare payment assistance, developmental screenings, oral health support services, financial support via CalWORKs, home visitations programs, food pantries and many other services. Many parents shared that they appreciate that our county has many programs to support them.

211 San Joaquin is made possible by...



United Way of
San Joaquin County



Thank you to all of our supporters!

Through collaborations with non-profits, local and state government agencies, foundations and other funders and businesses, 211SJ 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.

