

# 211 San Joaquin

## Data Report

2023 Annual Report



**89,328**

Phone  
Contacts



**670**

Text  
Contacts



**844**

Email  
Contacts

**90,842 Total calls, texts and emails received in 2023.**

### BASIC NEEDS BY CATEGORY



**40,297**

Housing  
& Shelter



**8,317**

Utilities



**7,529**

Access to  
Food



**4,167**

Healthcare



**4,032**

Mental  
Health &  
Substance



**3,529**

Employ-  
ment &  
Income



**2,908**

Material  
Goods  
(Clothing/  
Household)



**1,994**

Transportation

### TOP NEEDS

Low Cost Home Rental Listings  
Electric Service Payment Assistance  
Homeless Shelter  
Food Pantries  
Comprehensive Information and Referral  
Rapid Re-Housing Programs  
Housing Related Coordinated Entry  
Homeless Shelter \* Women  
Rent Payment Assistance  
Low Cost Home Rental Listings \* Older Adults  
Street Outreach Programs  
Rent Payment Assistance \* TANF  
Case/Care Management \* Homeless People  
Homeless Shelter \* Men  
Homeless Motel Vouchers

6,305  
5,333  
5,156  
3,424  
3,323  
3,283  
3,241  
2,987  
2,763  
1,772  
1,647  
1,516  
1,122  
1,105  
1,099

### UNMET NEEDS

Rent Payment Assistance  
Rapid Re-Housing Programs  
Homeless Shelter  
Housing Related Coordinated Entry  
Homeless Motel Vouchers  
Electric Service Payment Assistance  
Rental Deposit Assistance  
Low Cost Home Rental Listings  
Homeless Shelter \* Women  
Rent Payment Assistance \* TANF  
Food Pantries  
Gas Money  
At Risk/Homeless Housing Related Assistance Programs  
Holiday Gifts/Toys  
Homeless Shelter \* Men

1,025  
653  
460  
443  
331  
262  
209  
160  
71  
53  
49  
48  
42  
40  
37

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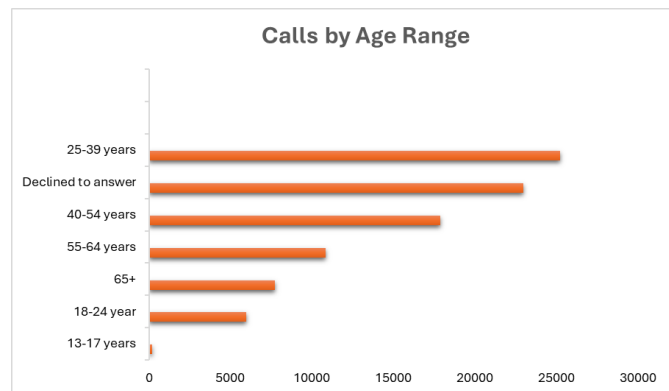


### DEMOGRAPHICS

#### Gender



#### Age



### TOP REFERRALS

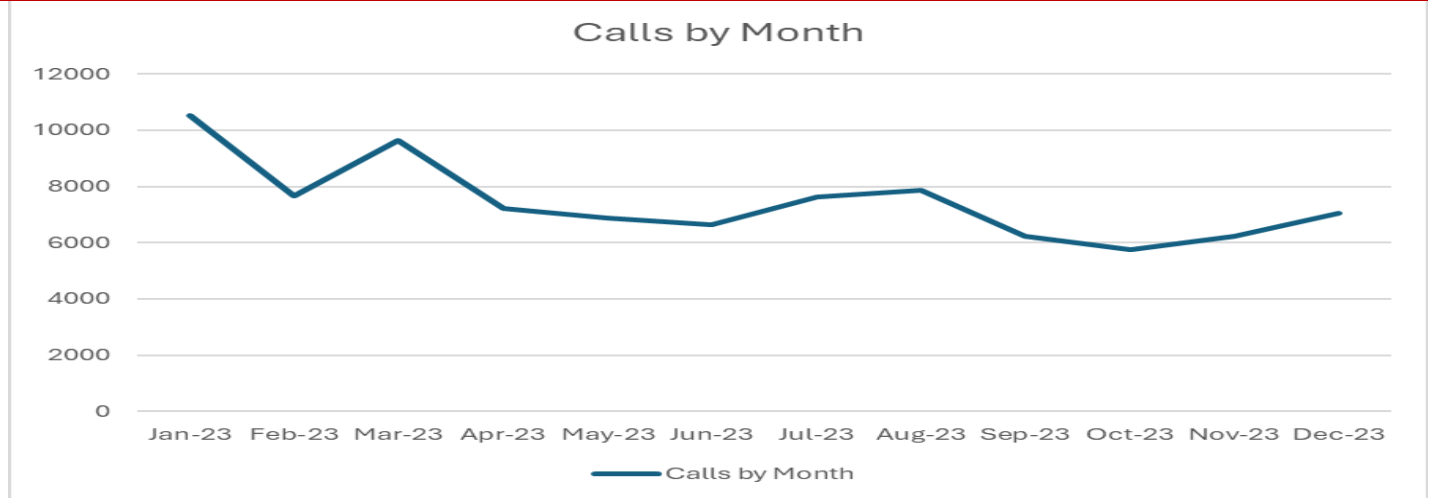
Coordinated Entry System (CES) - Site: San Joaquin Continuum of Care	4,507
Home Energy Assistance Program (HEAP) - Site: San Joaquin Human Services Agency	3,319
Emergency Lodging for Women - Site: Gospel Center Rescue Mission	1,595
Red Rabbit Advocacy - Site: Red Rabbit Enterprises	1,332
Homeless Shelter for Women - Site: Haven of Peace	1,296
Kick It CA (formerly California Smokers' Helpline) - Site: Kick It California	1,146
Family Promise of San Joaquin County - Site: Family Promise of San Joaquin County	1,065
Emergency Shelter for Single Women and Families - Site: Stockton Shelter for the Homeless	970
Affordable Housing Program - Site: Mercy House	968
Affordable Housing Program - Site: ISM Management Company	937
Street-Level Outreach - Site: Stockton Salvation Army	930
Emergency Food Bank Main Pantry - Site: Emergency Food Bank	911
California Rural Legal Assistance - Site: California Rural Legal Assistance	898
Affordable Housing Program: Michaels Organization	844
Hope Harbor Family Shelter: Salvation Army of Lodi	832
Affordable Housing Program: CFY Development	810
Affordable Housing Program: John Stewart Company	792
Affordable Housing Program: Visionary Home Builders of California	771
Affordable Housing Program: Monroe Group	770
Affordable Housing Program: Apartment Corp	761

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### Telephone Breakdown by Month



	Calls	Text (from iCarol)	Email	Total
January 2023	10,521	65	53	10,639
February 2023	7,673	46	87	7,806
March 2023	9,652	56	63	9,771
April 2023	7,207	47	56	7,310
May 2023	6,866	54	85	7,005
June 2023	6,636	71	58	6,765
July 2023	7,640	52	71	7,763
August 2023	7,882	64	96	8,042
September 2023	6,242	79	36	6,357
October 2023	5,761	43	93	5,897
November 2023	6,215	51	97	6,363
December 2023	7,033	42	49	7,124
<b>Total</b>	<b>89,328</b>	<b>670</b>	<b>844</b>	<b>90,842</b>

Incoming Texts	4,647	Page Views	63,475
Outgoing Texts	65,535	Website Sessions	26,319
Total Texts	70,182	Number of Users	19,298
		New Users	19,205

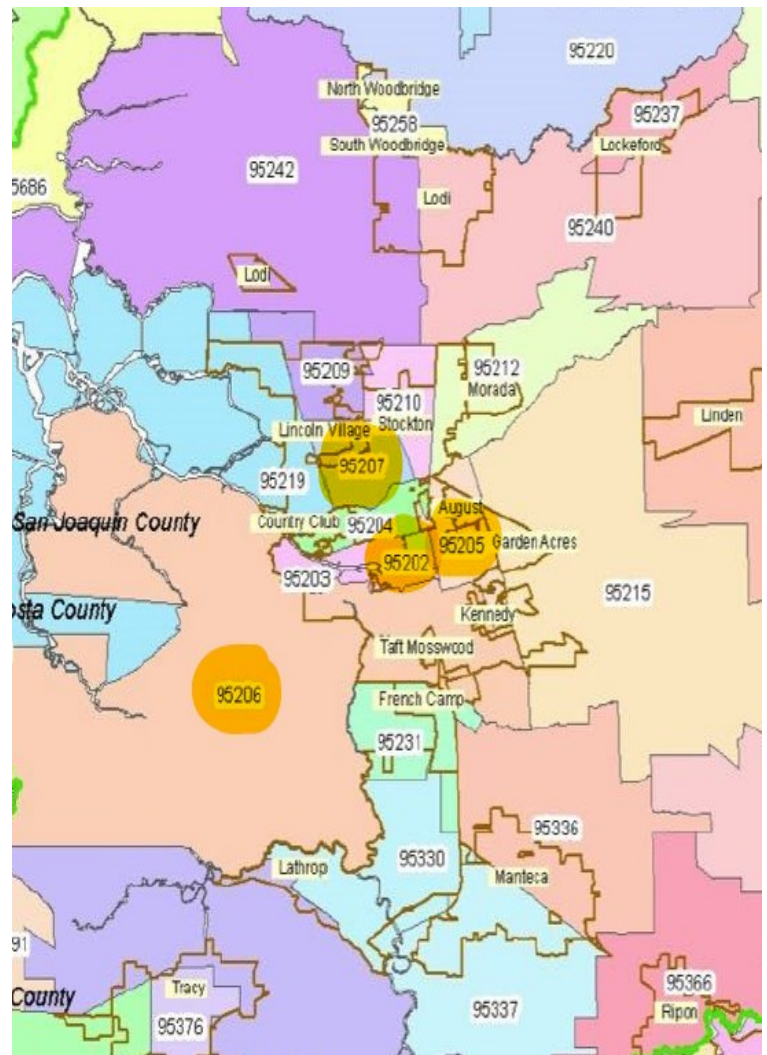
# 211 San Joaquin Data Report



## 2023 Annual Report

### San Joaquin County Zip Code Count and Heat Map

Stockton	95205	11,647
Stockton	95202	8,945
Stockton	95206	8,642
Stockton	95207	7,552
Stockton	95203	5,365
Stockton	95204	4,797
Stockton	95209	4,625
Stockton	95210	4,515
Tracy	95376	3,674
Manteca	95336	2,998
Lodi	95240	2,993
Stockton	95212	2,788
Stockton	95219	2,379
Stockton	95215	2,286
Manteca	95337	2,283
Tracy	95377	1,865
Lodi	95242	1,418
Lathrop	95330	1,185
Tracy	95304	770
French Camp	95231	608
Mountain House	95391	494
Ripon	95366	402
Acampo	95220	291
Linden	95236	273
Escalon	95320	272
Woodbridge	95258	220
Lockeford	95237	160
Thornton	95686	85
Vernalis	95385	82
Farmington	95230	68
Clements	95227	56
Stockton	95208	29
Victor	95253	20



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## 2023 Annual Report

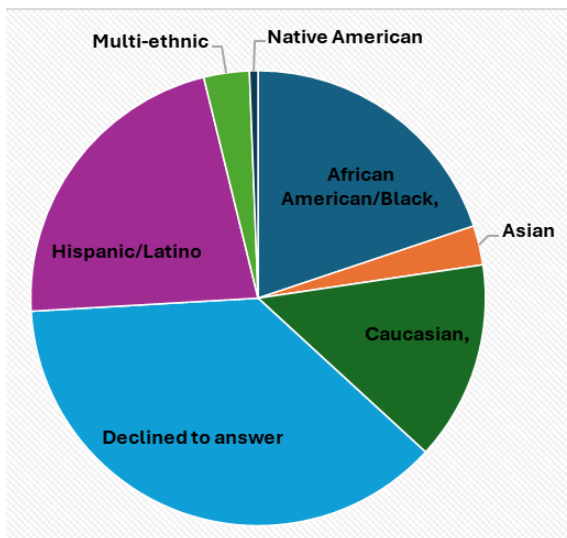
### Caller Demographic

#### Caller Ethnicity:

Declined to answer	34.95%
Hispanic/Latino	20.69%
African American/Black	18.62%
Caucasian	13.28%
Other	5.56%
Multi-ethnic	3.04%
Asian	2.62%
Pacific Islander/Native Hawaiian	0.67%
Native American	0.57%

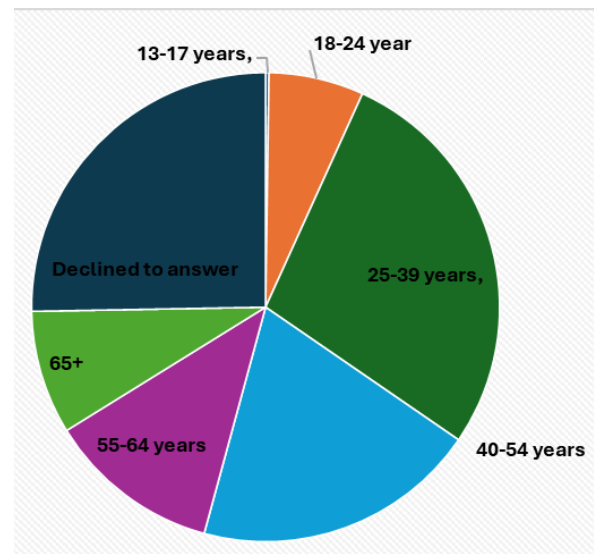
#### Language of Call:

English	91.28%
Spanish	8.57%
Other (note)	0.10%
Punjabi	0.03%
Arabic	0.01%
Cambodian	0.01%
Tagalog	0.00%



#### Caller Age:

25-39 years	27.78%
Declined to answer	25.28%
40-54 years	19.66%
55-64 years	11.95%
65+	8.53%
18-24 year	6.56%
13-17 years	0.23%



#### Tele-interpretation used:

No	99.88%
Yes	0.12%

#### Caller Gender:

Female	76.91%
Male	23.09%



# 211 San Joaquin Data Report

## 2023 Annual Report



What is Coordinated Entry System (CES)?

Coordinated Entry System (CES) is a process through which individuals and families experiencing homelessness or at risk of homelessness, are provided access to housing and support services, based on a standardized set of procedures for client intake, assessment of need, and matching and referral to housing.



### Coordinated Entry System (CES)

	Total Individuals	Total Households
Active from 01/01/2023 - 12/31/2023	2,733	1,298

Community Queue	Total
Enrolled from 1/1/23 - 12/31/23	889
Single	426
Family	463

Projects	Openings	Referred	Denied
CARE New Beginnings (CARE NB)	10	10	NA
CoC Rapid Re-housing (CoC RRH)	25	25	NA
HHAP Rapid Re-housing	0		NA
Homeless to Homes (H2H)	0		NA
Housing and Disability Advocacy (HDAP)	0		NA
Rapid Re-housing (RRH)	30	33	NA
Shelter Plus Care	0		NA



# 211 San Joaquin

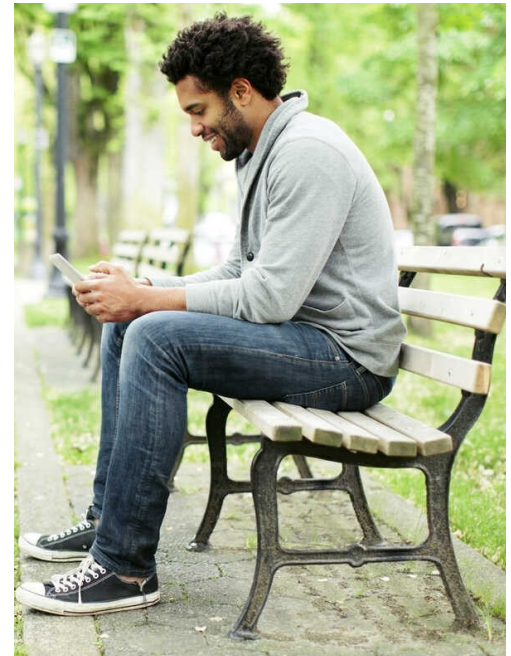
## Data Report



### IMPACT Stories

#### Kick It CA (Tobacco Cessation Program)

211 received a call from a client experiencing homelessness looking for assistance to help him quit smoking. He has been on the streets and is ready to make changes to be healthier. The client shared that he has been looking for work, wants to get a permanent residency, and would like to improve his health by eating better and stop smoking. Resources were provided to the caller including homeless shelters, food pantries, and nutrition education and employment programs. The Kick It CA (KIC) was introduced to the client to get support with quitting smoking. 211 made the referral. The client was also eligible for the Coordinated Entry Program to receive permanent supportive housing assistance. Upon a follow-up call, the client shared that he is enrolled in KIC and has completed his first counseling session. He has not smoked for a week and is very proud of himself. He is no longer on the streets and is staying at a shelter. He is working and is saving money to get a place of his own. The client is thankful for the services that he received from 211 and the support from KIC.



#### Helping Families With 0-5 Children (First 5 San Joaquin Care Coordination)

A mother called into 211 with concerns about her three-year-old daughter's development. In speaking with the mother, she was interested in receiving care coordination to get assistance with locating other community resources. The parent shared with the Care Coordinator that her daughter is very quiet and does not like to be around other children. She has taken her daughter to play groups and her daughter has not talked to any of the children. The parent was referred to the Help Me Grow Program to get her child screened. The parent appreciates the referrals to the SJ TEETH oral health program, subsidized childcare, and CalWORKs programs as they needed those services. The parent is working and needs help paying for childcare and rent. Upon a follow-up call, the mother shared that she connected with the Help Me Grow Program and has completed a screening for her child. Her daughter receives support every week to help with her social skills. She has seen improvements in her daughter's behavior since she started her appointments. Her daughter talks to other children when she picks her up from daycare. With the support from the SJ TEETH Care Coordinator, they both have visited the dentist office and have received oral health materials. The books that they received from Read to Me, Stockton! helped her daughter to start reading. The mother shared that she is thankful that San Joaquin County has a 211 Call Center to connect her with resources. Without the Call Center, she would not know where to start.



# 211 San Joaquin Data Report



## IMPACT Stories



### Assisting Families Experiencing Homelessness (CES)

A single mother of two staying at a shelter called 211 to enroll in Coordinated Entry System (CES). In screening the parent, the caller shared that it has been difficult staying at the shelter with her two boys. Her children want to play with other children and ride their bikes around the neighborhood. Without a permanent residence it is hard for her to fulfill her children's wishes. Upon completing the assessment, the family was enrolled into the Community Queue. 211 received a project opening for the Homelessness to Homes Rapid Rehousing Program and a referral was made for the family. Upon a follow-up call, the parent was happy to share that they are enrolled in the program, pending for the approval of a place that they found. Her sons are excited to meet other children in the neighborhood. The parent was also referred to CalWORKs, Electric Bill Assistance programs, food pantries, and the general household goods programs to help furnish their home. The client was very appreciative of the assistance that she received from 211. She is grateful to receive assistance with housing to provide a safe and permanent home for her children.

### Helping the Seniors

An elderly woman called 211 looking for help to get handrails installed in her bathroom. The caller lives by herself and can care for herself but needs help to make her bathroom handicap accessible so she can continue to be independent. She has fallen many times in the bathroom, and the handrails would prevent that and increase her health. She is receiving In-Home Support Services and is on a fixed income and cannot afford to purchase the equipment. The caller was referred to medication expense assistance programs, Meals on Wheels, and to Disability Resource Agency for Independent Living (DRAIL) to get help with the setup of the handrails. 211 staff conducted a follow-up with the caller. The caller feels secure now that the handrails are installed. A ramp to her front door was also installed to help her to get in and out of her house more easily. The caller was provided with Public Safety Power Shutoff (PSPS) care coordination to help create a safety plan in case there is a power outage in her area. Before ending the call, the caller wanted to make sure that 211 knew how thankful she is for the referrals. She feels safer now that her house is more accessible to her.



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