



211 PLACER UPDATE

Including Data From 1/1/2021-12/31/2021

211 PLACER CALL DATA 1/1/2021-12/31/2021

- Total Calls & Text/Web Based Chats Handled – 211 (not including Coordinated Entry): 29,557
- Total Placer Coordinated Entry Calls: 2,820
 - New Coordinated Entries: 1,594
 - Shelter Referral Refreshes: 875
 - Information Updates: 351

Demographic Snapshot

- 65% of our callers identified as female
- 27% of our callers identified as male
- < 1% identified as gender non-conforming
- < 1% identified as transgender female
- 7% declined to state their gender identity

211 PLACER CALL DATA 1/1/2021-12/31-2021

Continued: Demographic Snapshot

- 48% of our callers were seniors
- 18% of our Placer callers report living at/below the Federal Income Poverty Level
- < 1% of our calls were conducted in Spanish

Resource Information

Top needs among Placer Callers:

- Housing
- Health Care
- Utility Assistance

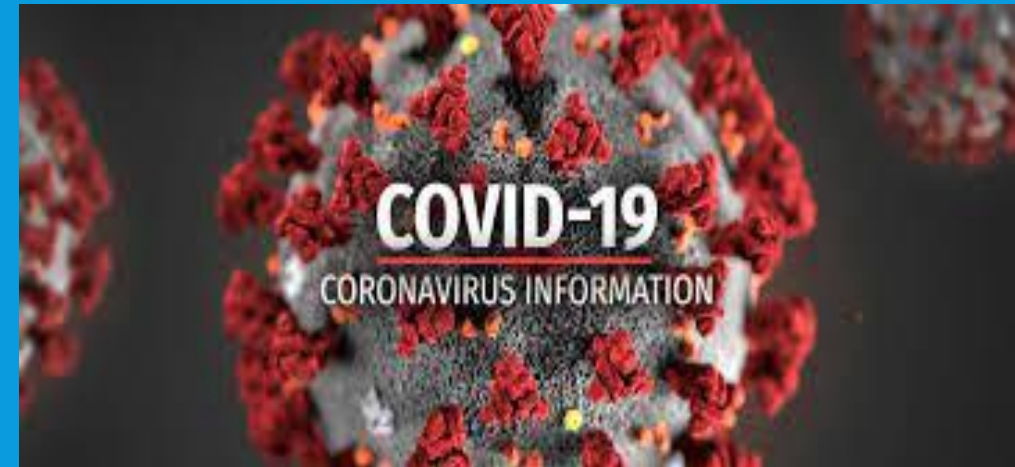
TOP RESOURCES IN 2021

Top Referred Resources to Pacer Callers in 2021

- 211- Coordinated Entry
- The Gathering Inn Auburn
- The Gathering Inn Roseville
- 211- Placer County COVID19 Information
- Project Room Key
- REACH
- CalFRESH
- Low Income Home Energy Assistance Program
- Helping Hands Food & Clothing Closet
- Salt Mine
- Emergency Solutions Grant – Rapid Rehousing - AMIH
- COVID19 Rental Relief ERA/Housing is Key
- Lighthouse Counseling and Family Resource Center

COVID19 TOP NEEDS IN 2021

- Total COVID19 Calls in 2021: 5,611
 - COVID19 Needs:
 - Vaccine Info/Scheduling (73.5%)
 - Financial Assistance (6.5%)
 - Testing (6.4%)
 - Exposure/Isolation/Quarantine (3%)
 - State & Local Orders (2.3%)
 - Housing & Shelter (1.9%)
 - Business Guidance (1.7%)
 - Complaints (1.6%)
 - Stats/Public Information (0.8%)
 - All Other (Food & Nutrition, Prevention, Recreation, Volunteer, Behavioral Health, Legal Assistance): (2.3%)



DISASTER RESPONSE IN 2021

211 Placer was Activated to Handle Non-Emergency Calls Related to the River Fire

The fire lasted 9 days until full containment, from 8/4/2021-8/13/2021

Total River Fire calls Handled for Placer: 467

Top River Fire Needs:

- Status Update
 - Status: home/property damage inquiry
 - Status: fire specific information
 - Status: repopulation inquiry
 - Status: general questions related to fire
- Evacuation Information
- Road Closure Information
- Volunteer
- Recovery
- Clothing





Placer

your connecting point

THANK YOU!!

Q&A