



your connecting point

211 Data Analysis for **NEVADA COUNTY**

February 11, 2025

Nevada County 211 Calls

Data Collection started July 2023. Reporting is updated monthly.

(Hold Ctrl to select multiple values from month/year OR click selected value to choose "All".)

Date

7/1/2023 12/31/2024

Call Volume & Average Length

24,747

211 Total Calls

18,765

211 IB Calls

5,982

211 OB Calls

7:39

211 Avg Length

Calls that are received by 211 are Inbound (IB) and calls that are made by 211 are Outbound (OB).

Coordinated Entry

1,111

Total CE Calls

Coordinated Entry is the system in which we enter, track and refer individuals experiencing homelessness to providers within the Continuum of Care. It includes assessments, referrals to shelters/housing providers, as well as resources referred to any additional unmet non-housing needs the caller may have.

Average Wait & Abandoned Calls

1:40

211 Avg Wait (Min)

2,168

Total Abandons

482

Short Abandons

Abandoned calls enter the queue, but the caller hangs up before an agent answers the call. Short abandons disconnect in 30 seconds or less.

Referred Resources

32,348

Resources Referred

Resources are Programs that are referred to consumers, via call or text. Resources include Programs at local Community Based Organizations, Health and Human Services Programs, Governmental Programs, Utility Assistance Programs, and any Program addressing basic needs. Additionally, we refer Programs that cater to certain sub-populations, like older adults, Latinx callers, families with young children. Resources also include web based resources, i.e., links to apply for Unemployment Benefits.

Nevada County Needs



Nevada County 211 Caller Needs

Data Collection started July 2023. Reporting is updated weekly.

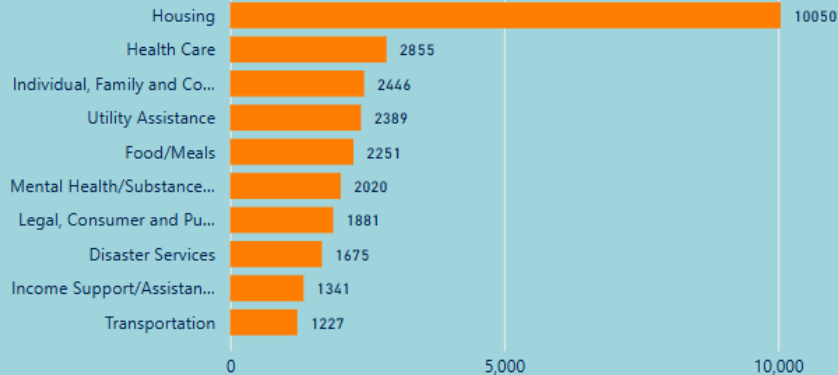
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Date

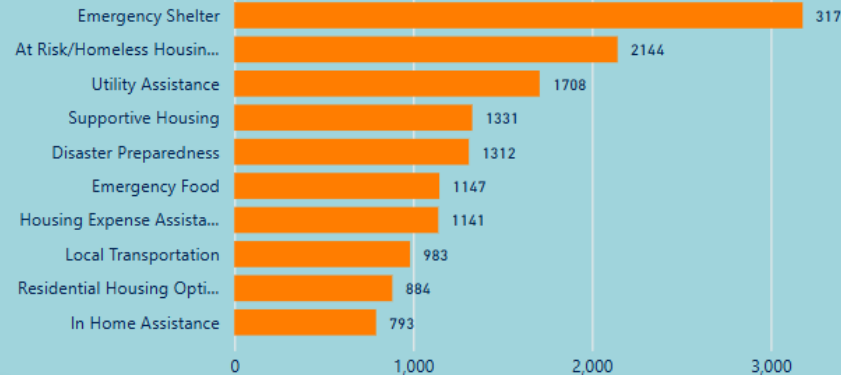
7/1/2023

12/31/2024

Top Needs Categories



Top Specific Needs



CityName

- Alta Sierra
- Grass Valley
- Lake of the Pines
- Lake Wildwood
- Nevada City
- North San Juan
- Penn Valley
- Rough And Rea...
- Tahoe Donner
- Truckee
- Washington

Consumer Need	Count
At Risk/Homeless Housing Related Assistance Programs	1843
Homeless Shelter	1789
Homeless Permanent Supportive Housing	1262
General Disaster Preparedness Information	841
Food Pantries	721
Certificates/Forms Assistance	529
Disaster/Emergency Issues	502
Rent Payment Assistance	480
Centers for Independent Living	472
Public Safety Power Shutoff Notice Assistance	448
Clothing	398
Total	33715

Referred Agency Name	Count
CONNECTING POINT	6233
NEVADA COUNTY DEPARTMENT OF SOCIAL SERVICES	2099
HOSPITALITY HOUSE	1936
FREED CENTER FOR INDEPENDENT LIVING	1482
AMI HOUSING, INC	883
PROJECT GO, INC.	824
THE SALVATION ARMY	802
NEVADA COUNTY OFFICE OF EMERGENCY SERVICES	772
APARTMENT LISTINGS	768
PACIFIC GAS AND ELECTRIC COMPANY	757
NEVADA COUNTY HEALTH & HUMAN SERVICES AGENCY	683
Total	33156

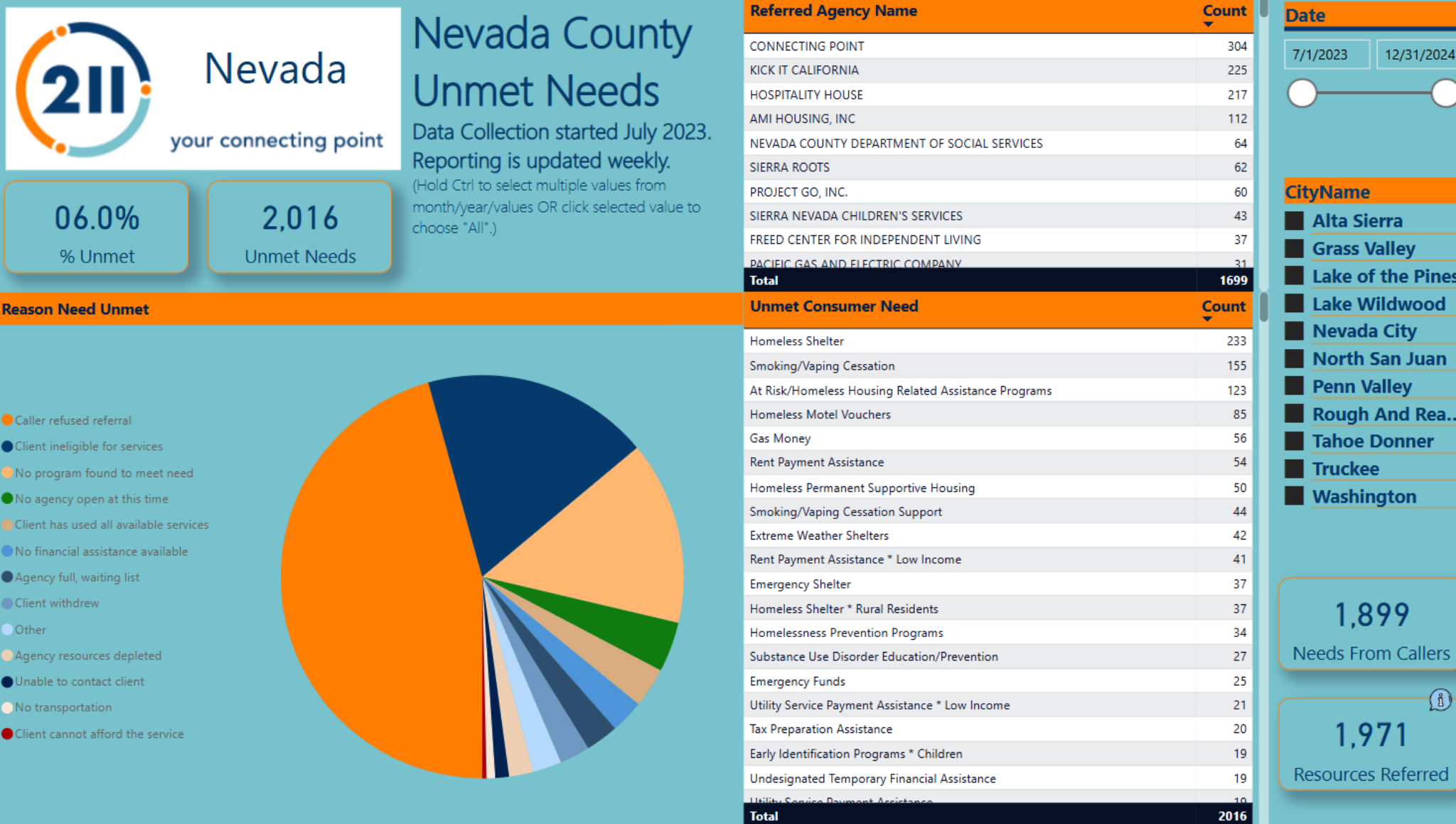
30,428

Needs From Callers

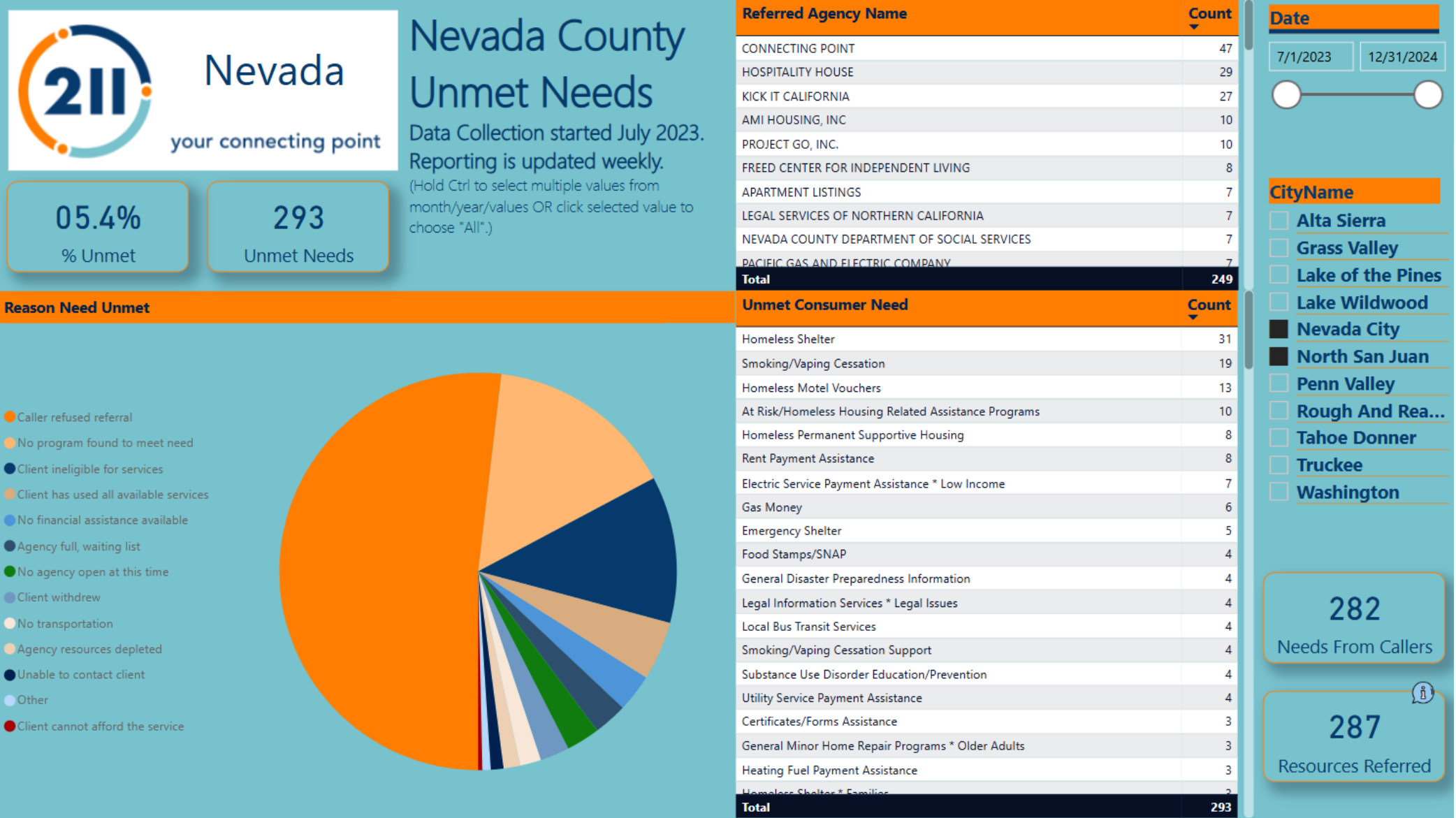
32,348

Resources Referred

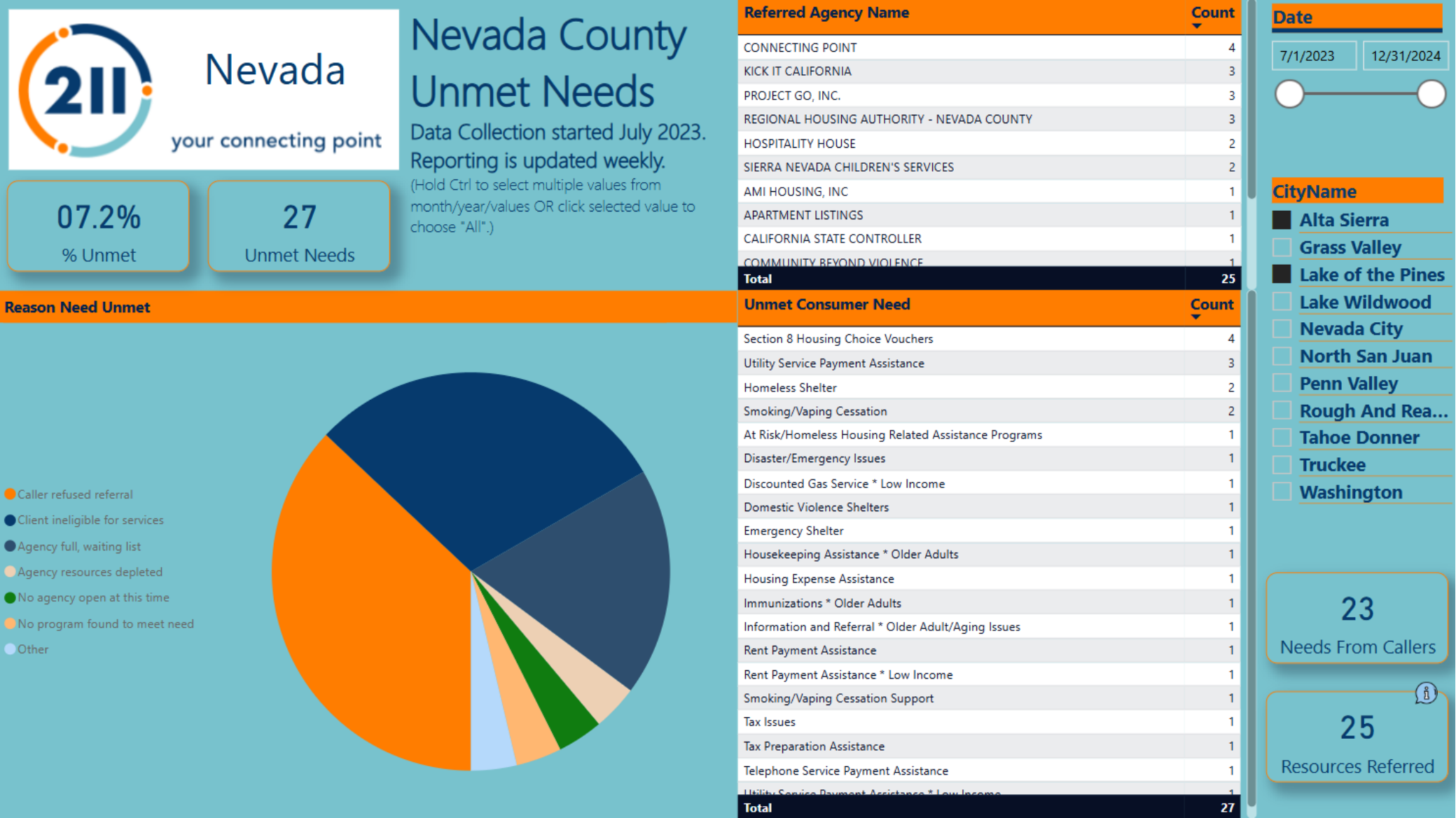
Nevada County Unmet Needs



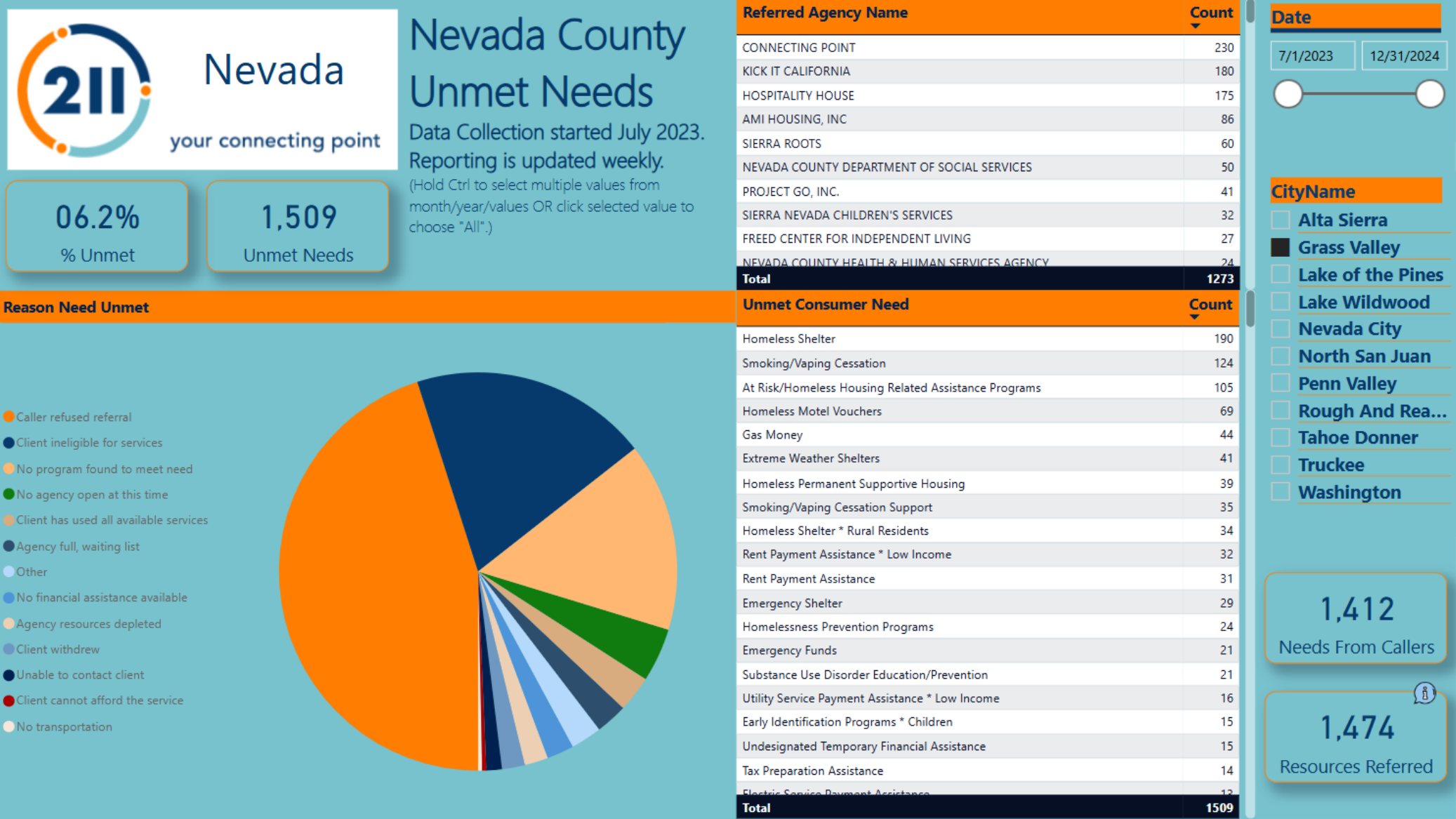
Nevada County District 1 Unmet Needs



Nevada County District 2 Unmet Needs



Nevada County District 3 Unmet Needs



Referred Agency Name	Count
CONNECTING POINT	230
KICK IT CALIFORNIA	180
HOSPITALITY HOUSE	175
AMI HOUSING, INC	86
SIERRA ROOTS	60
NEVADA COUNTY DEPARTMENT OF SOCIAL SERVICES	50
PROJECT GO, INC.	41
SIERRA NEVADA CHILDREN'S SERVICES	32
FREED CENTER FOR INDEPENDENT LIVING	27
NEVADA COUNTY HEALTH & HUMAN SERVICES AGENCY	24
Total	1273

Unmet Consumer Need	Count
Homeless Shelter	190
Smoking/Vaping Cessation	124
At Risk/Homeless Housing Related Assistance Programs	105
Homeless Motel Vouchers	69
Gas Money	44
Extreme Weather Shelters	41
Homeless Permanent Supportive Housing	39
Smoking/Vaping Cessation Support	35
Homeless Shelter * Rural Residents	34
Rent Payment Assistance * Low Income	32
Rent Payment Assistance	31
Emergency Shelter	29
Homelessness Prevention Programs	24
Emergency Funds	21
Substance Use Disorder Education/Prevention	21
Utility Service Payment Assistance * Low Income	16
Early Identification Programs * Children	15
Undesignated Temporary Financial Assistance	15
Tax Preparation Assistance	14
Electric Service Payment Assistance	12
Total	1509

Reason Need Unmet

● Caller refused referral

● Client ineligible for services

● No program found to meet need

● No agency open at this time

● Client has used all available services

● Agency full, waiting list

● Other

● No financial assistance available

● Agency resources depleted

● Client withdrew

● Unable to contact client

● Client cannot afford the service

● No transportation



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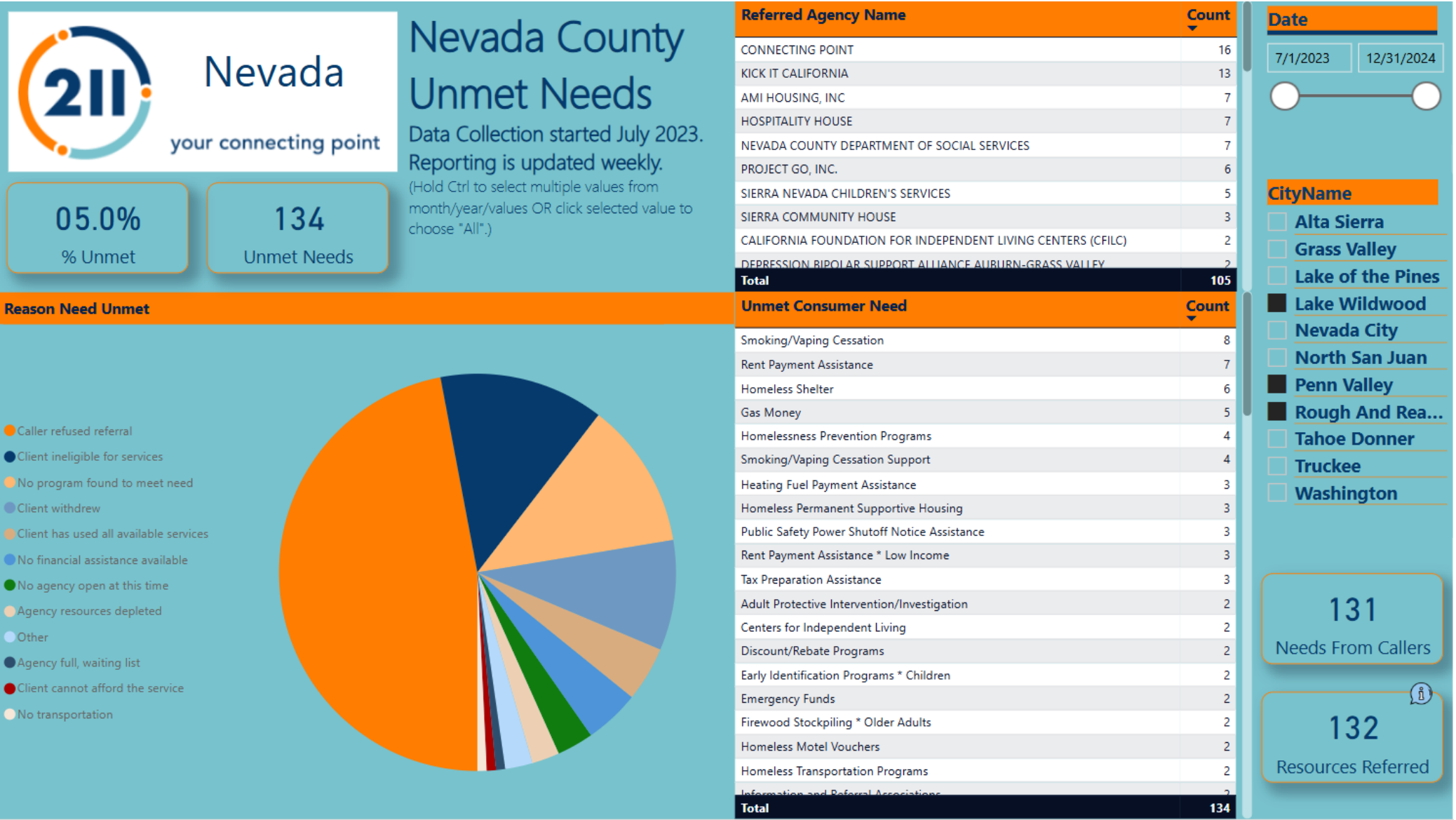
1,412

Needs From Callers

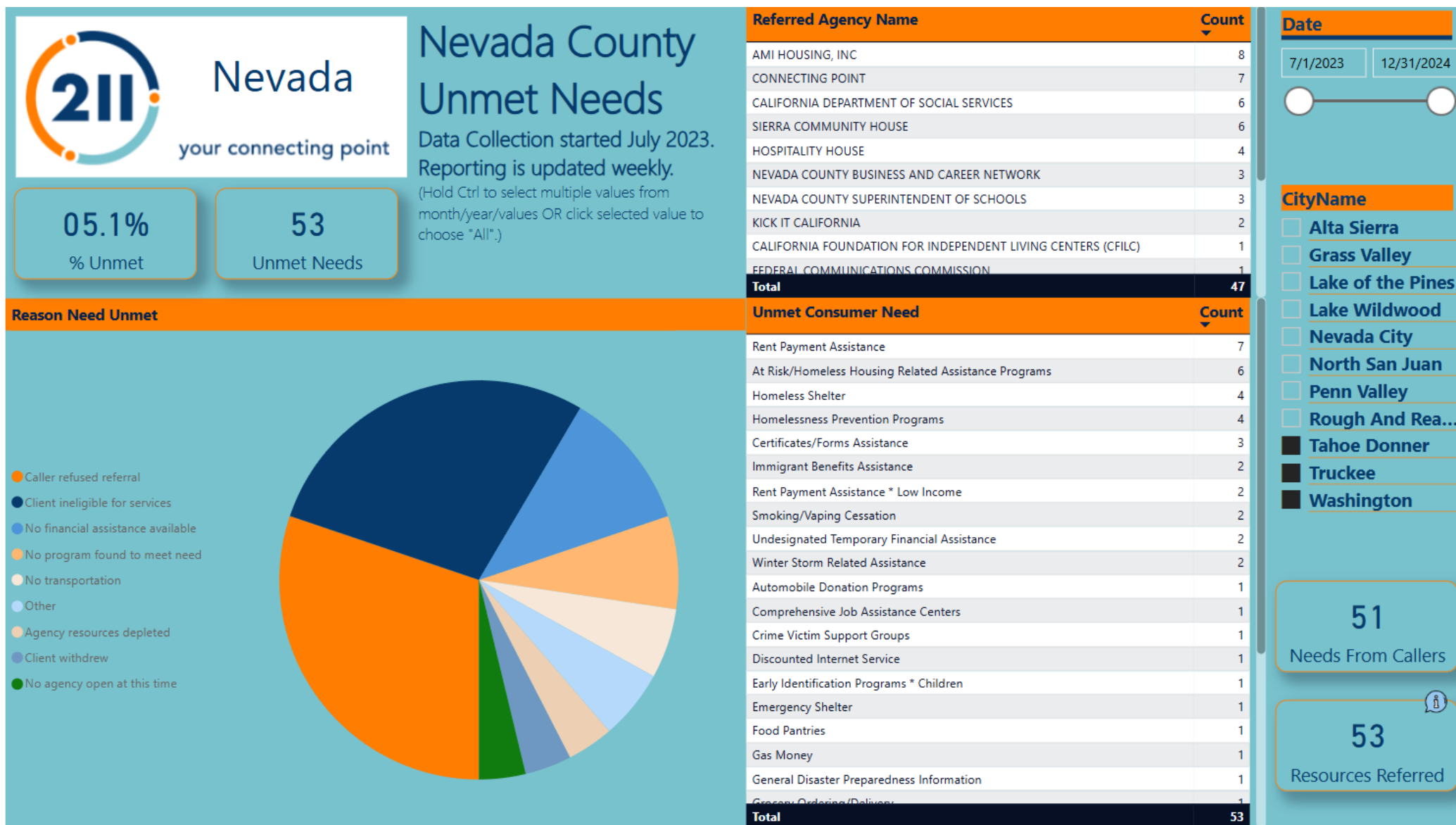
1,474

Resources Referred

Nevada County District 4 Unmet Needs

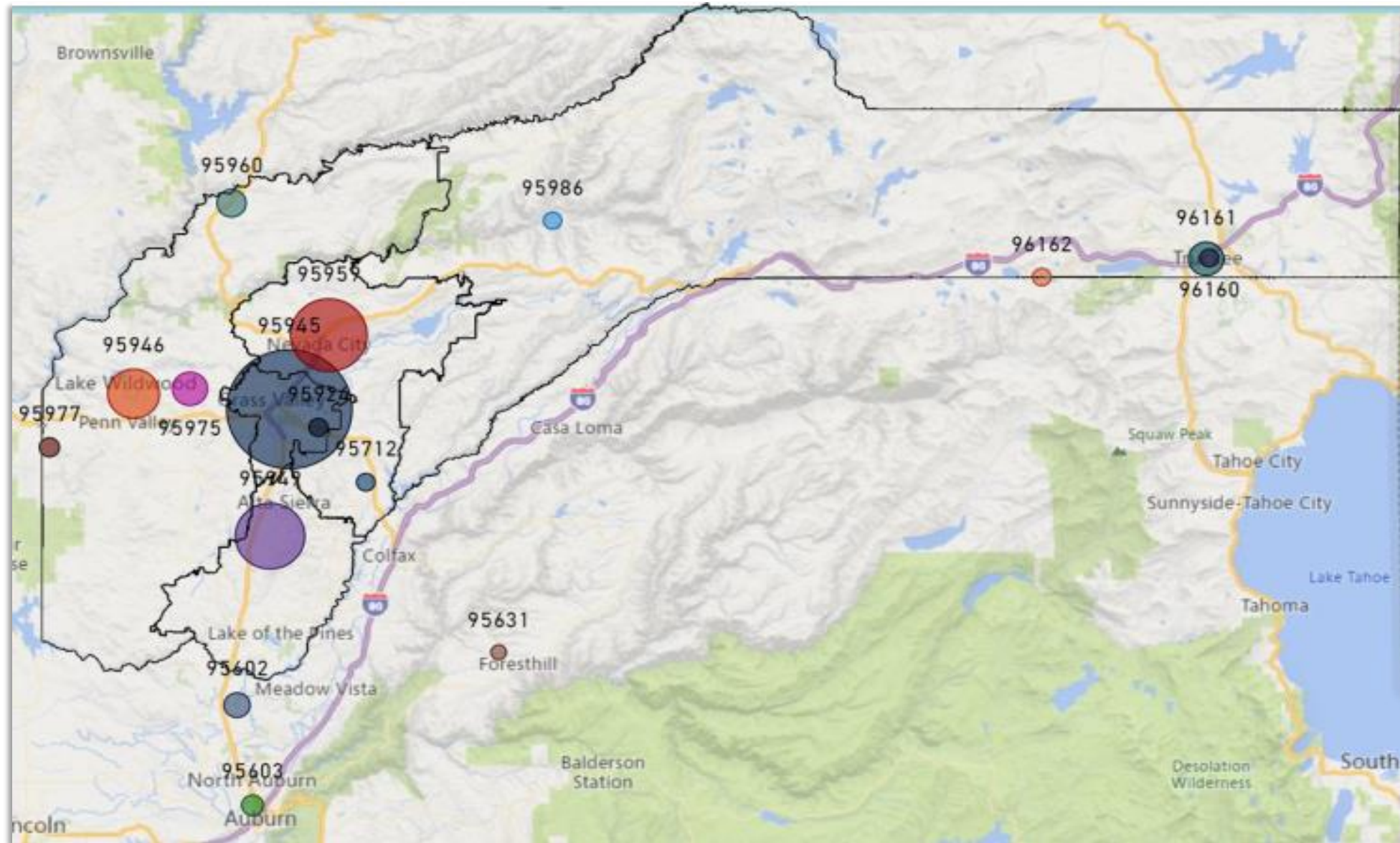


Nevada County District 5 Unmet Needs



Unmet Needs in Disaster

211 Nevada County
assists evacuees,
concerned family
members, and
partners in
neighboring counties





your connecting point

THANK YOU
Nevada County

Lindsay Gordon

211 Program Manager

lindsayg@connectingpoint.org

(530) 274-5601