



A Program of Connecting Point





Nevada
your connecting point

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

1/1/2025

12/28/2025

Call Volume & Average Length

15,019

211 Total Calls

11,376

211 IB Calls

3,643

211 OB Calls

7:15

211 Avg Length

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

Coordinated Entry

635

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

2:23

211 Avg Wait (Min)

1,614

Total Abandons

295

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

18,697

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.



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Nevada County 211 Caller Needs

Data Collection started July 2023. Reporting is updated weekly.

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

Date

1/1/2025

12/28/2025

Calls/Texts, &
Abandoned Calls

11367

Total Calls Queued

9999

211 IB Handled

3456

211 OB Handled

1,614

Total Abandons

295

Short Abandons

Consumer Reply &
Avg Times

1141

Callback Requests

0

Voicemails

1503

Follow-Up Calls

2:23

211 Avg Wait

7:15

211 Avg Length

Resources &
CE Calls

18,679

Resources Referred

606

Total CE Calls

422

CE - New Intake

64

CE - Ref Refresh

606

CE - Info Update

Queue Times &
Outbound Calls

6990

Queue < 90 Sec

787

Queue 90-180 Sec

2222

Queue > 180 Sec

3643

211 OB Calls

Quarterly Metrics

0.63%

% of Spanish Calls



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Nevada County 211 Caller Needs

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

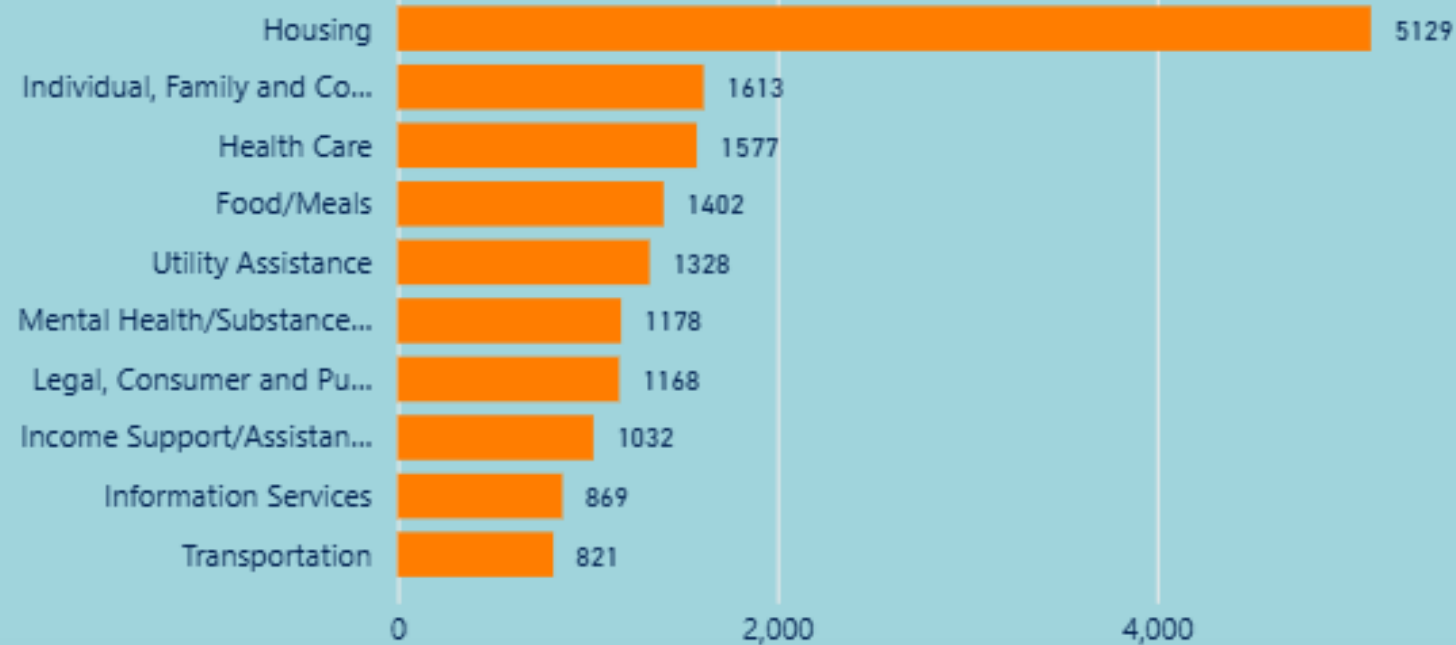
Date

1/1/2025

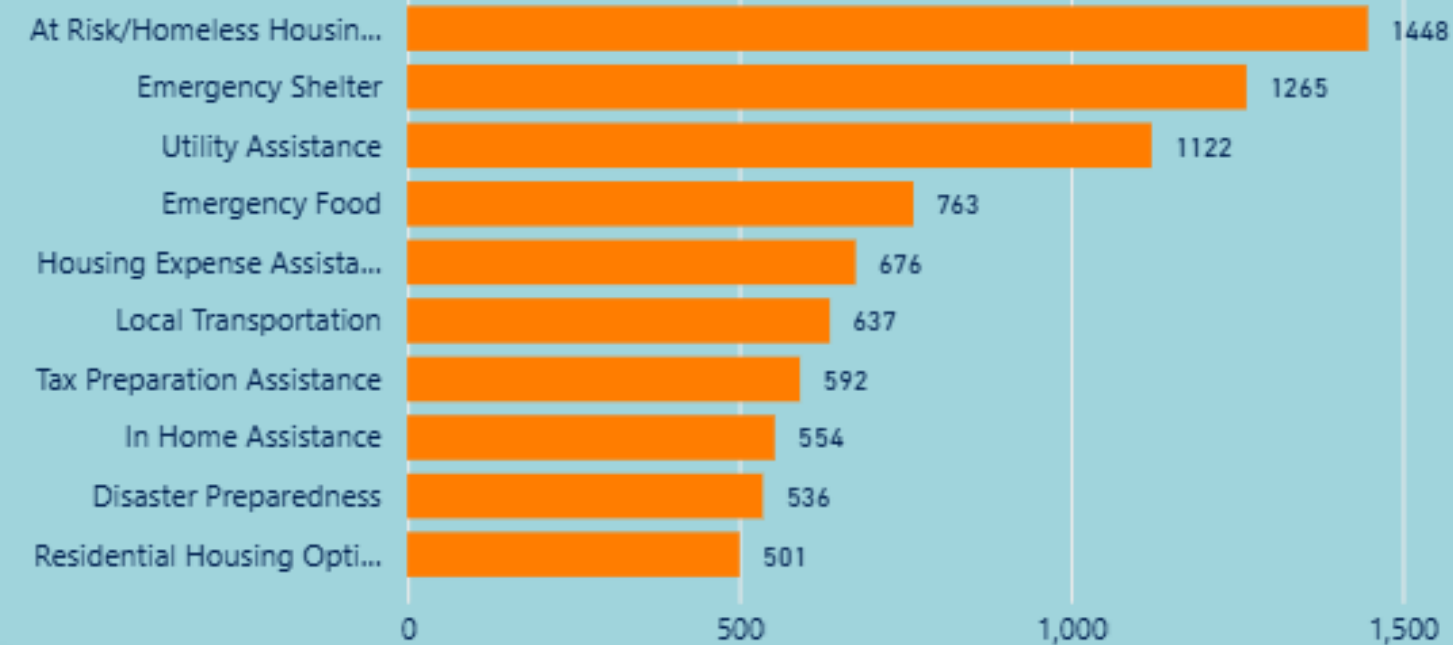
12/28/2025



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 Ready
- Tahoe Donner
- Truckee
- Washington

Consumer Need	Count
Homeless Shelter	892
At Risk/Homeless Housing Related Assistance Programs	597
Food Pantries	527
Housing Related Coordinated Entry	431
Tax Preparation Assistance	328
Housing Related Coordinated Entry Lead Agencies	322
General Disaster Preparedness Information	317
Certificates/Forms Assistance	299
Centers for Independent Living	280
Rent Payment Assistance	270
Low Cost Home Rental Listings	267
Total	19439

Referred Agency Name	Count
CONNECTING POINT	2686
FREED CENTER FOR INDEPENDENT LIVING	1289
NEVADA COUNTY DEPARTMENT OF SOCIAL SERVICES	1203
HOSPITALITY HOUSE	752
THE SALVATION ARMY	550
AARP-AMERICAN ASSOCIATION OF RETIRED PERSONS	490
PROJECT GO, INC.	489
EMERGENCY ALERT SYSTEMS	478
APARTMENT LISTINGS	470
NEVADA COUNTY BEHAVIORAL HEALTH DEPARTMENT	386
INTERFAITH FOOD MINISTRY	349
Total	19056

17,597

Needs From Callers

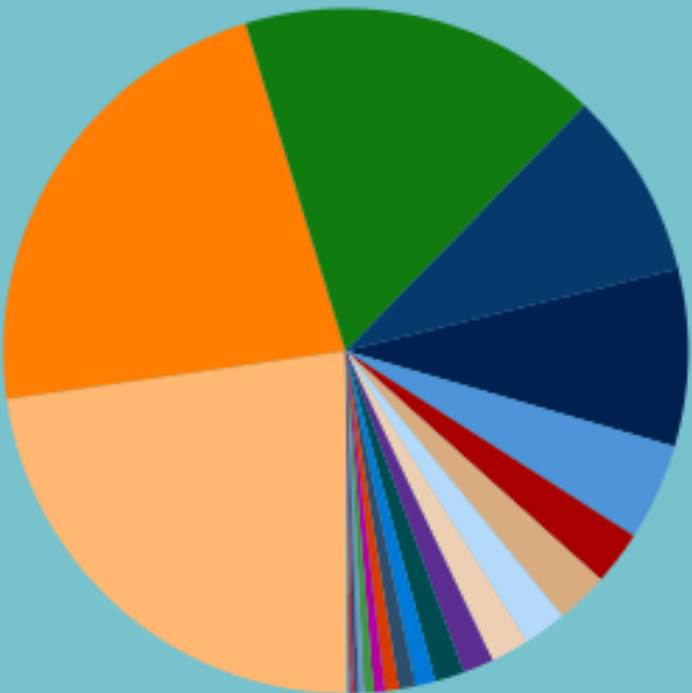
18,697

Resources Referred

Unmet Consumer Need	Count
Homeless Shelter	180
Rent Payment Assistance	80
Smoking/Vaping Cessation	54
Homeless Motel Vouchers	53
Gas Money	46
At Risk/Homeless Housing Related Assistance Programs	28
Housing Related Coordinated Entry Lead Agencies	28
Utility Service Payment Assistance * Low Income	28
Rent Payment Assistance * Low Income	26
Emergency Funds	25
Total	1376

Reason Need Unmet

- No program found to...
- Caller refused referral
- Client declined referral
- Client ineligible for se...
- Client ineligible for se...
- No financial assistanc...
- No agency open at th...
- Client has used all av...
- Other
- Agency resources de...
- Agency closed at tim...
- Client ineligible for se...
- Agency unresponsive...
- Agency full, waiting list
- Agency full / on waiti...
- Caller has exhausted ...
- Service not offered in...
- Client withdrew



Referred Agency Name	Count
CONNECTING POINT	121
HOSPITALITY HOUSE	102
KICK IT CALIFORNIA	72
AMI HOUSING, INC	56
UNITED WAY OF NEVADA COUNTY	46
PROJECT GO, INC.	44
FREED CENTER FOR INDEPENDENT LIVING	41
NEVADA COUNTY DEPARTMENT OF SOCIAL SERVICES	40
SIERRA NEVADA CHILDREN'S SERVICES	35
NEVADA COUNTY BEHAVIORAL HEALTH DEPARTMENT	32
Total	995

07.1%

% of Unmet

1,376

Unmet Needs

1,305

Needs From Callers

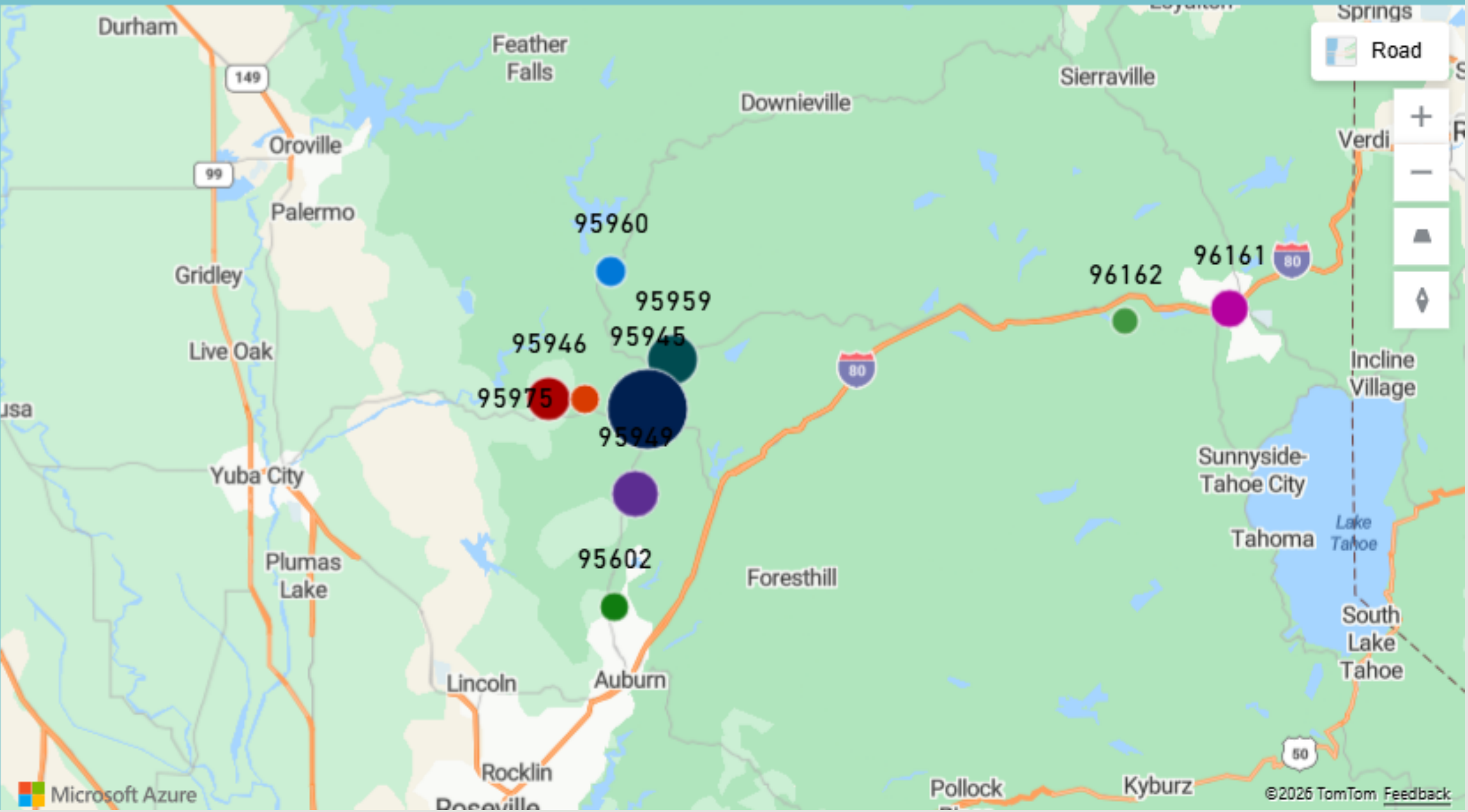
1,356

Resources Referred

Date

1/1/2025

12/28/2025



PSPS

Supporting Vulnerable Residents Before, During and After Power Shutoffs



Before Power Shutoffs:

Preparedness & Risk Reduction

- Identify risk early and ensure residents are prepared
- Prescreen residents for:
 - Electricity-dependent medical needs
 - Access and functional needs
- Identify high-risk residents requiring additional support
- Educate residents on:
 - Power shutoff impacts
 - Safety measures and expectations



Care Coordination

Personalized Planning

- One-on-one engagement with residents
- Assess individual needs, priorities, and risks
- Develop personalized safety plans
- Coordinate:
 - Back up power options
 - Evacuation and shelter resources
- Connect residents to community based supports



During Power Shutoffs

Active Response & Resident Protection

- Maintain safety, continuity of care, and real-time support
- Respond to emerging resident needs
- Connect residents to:
 - Temporary safety accommodations
 - Emergency assistance
 - Applicable resources
- Provide real-time updates and problem solving

- ✓ Residents informed and prepared
- ✓ Risks identified early
- ✓ Fewer emergency escalations

- ✓ Clear Safety Plans
- ✓ Coordinated Supports
- ✓ Reduced confusion during outages

- ✓ Rapid issue resolution
- ✓ Reduced strain on emergency systems
- ✓ Central point for coordination

APS AFTER HOURS COVERAGE

- 211 provides after hours, weekend, and holiday coverage for Adult Protective Services calls
- Completes APS reports, when needed
- Offers immediate support, crisis triage, and connection to appropriate community resources
- Ensures continuity of APS services beyond standard business hours for vulnerable adults

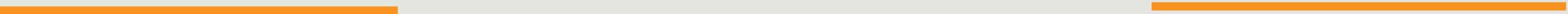
With appreciation to our APS partners

Thank you to APS, and especially to Kelly Carpenter and Jake Colongione for their continued partnership and collaboration. We appreciate your trust in 211 and your commitment to ensuring these critical services remain available to our community after hours.



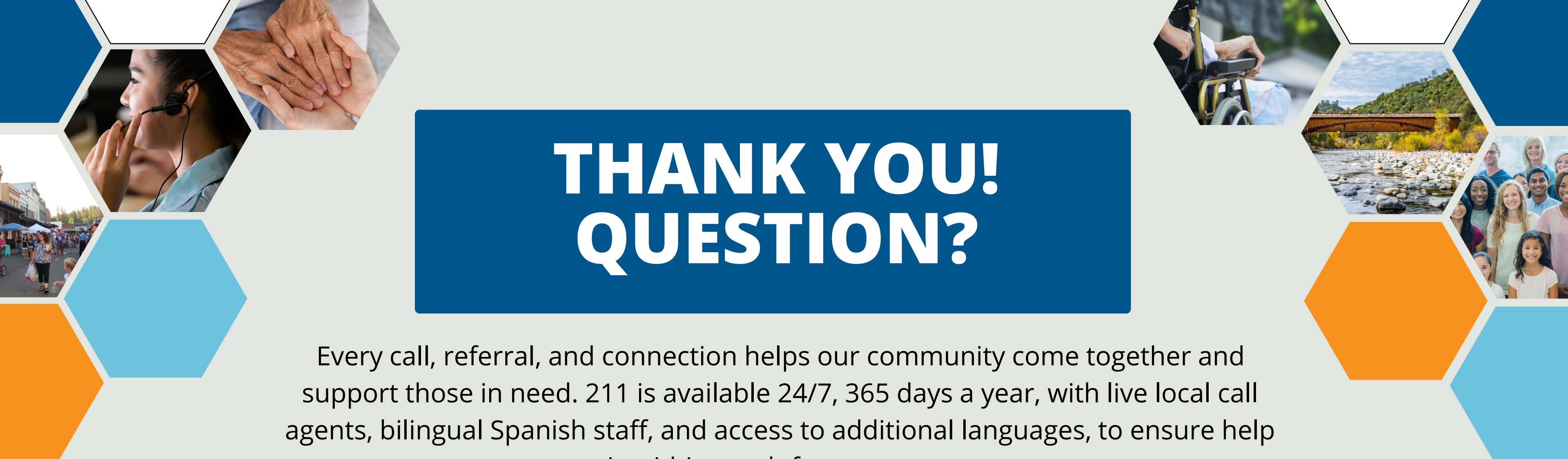


COORDINATED ENTRY

- Centralized access point for people experiencing or at risk of homelessness
 - Entry into HMIS to access shelter, housing, and homeless services
 - 211 provides a simple, barrier free access point, allowing people to connect from anywhere in the county, including institutional settings, without needing to know where to start
 - 211 has developed tools for partners to use, ensuring a no wrong door approach
 - Wrap around services: referrals to housing, benefits, health, and supportive services based on assessed need
- 

CAL AIM AND ECM

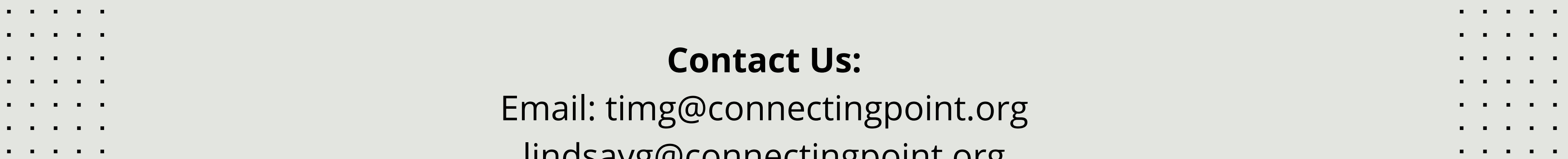
- New CalAIM Justice-Involved program supports people transitioning from incarceration by connecting them to care and services
- One-on-one Enhanced Care Management provides personalized case management tailored to each person's needs
- Leads with housing support, service referrals, and wraparound care to stabilize individuals after release
- Focuses on reducing recidivism by addressing health, behavioral health, housing, and social service needs
- Cross-collaboration across Connecting Point programs and community partners ensures coordinated support



THANK YOU! QUESTION?

Every call, referral, and connection helps our community come together and support those in need. 211 is available 24/7, 365 days a year, with live local call agents, bilingual Spanish staff, and access to additional languages, to ensure help is within reach for everyone.

We would like to thank Kristin Plante for her continued partnership and collaboration in support of our shared work serving Nevada County residents.



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