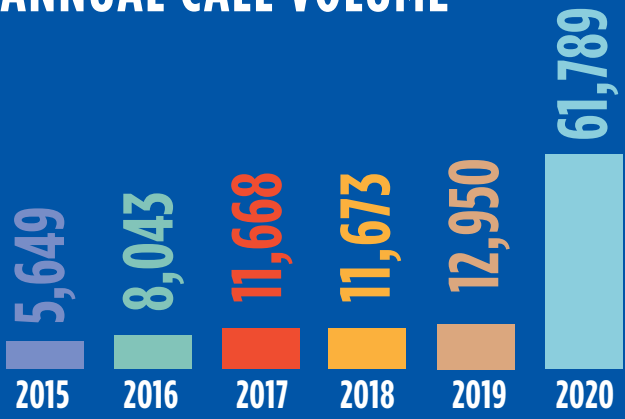


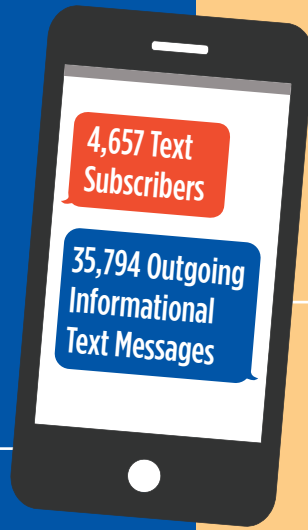
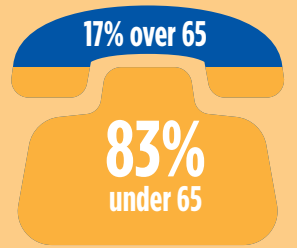


# 211 SAN JOAQUIN ANSWERS THE CALL

## ANNUAL CALL VOLUME



## 2020 CALLS BY AGE



**16,586**  
male callers

**45,203**  
female callers



**11,441**  
Number of users in 2020 on 211sj.org

## 2020 CALLER NEEDS:



**69,968**  
REFERRALS PROVIDED IN 2020

The 211 Database includes more than **6,000** resources.

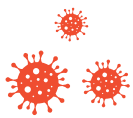
**DID YOU KNOW?**

TOTAL NEEDS MET IN 2020:  
**73,722**

Help Is Available

**24** | **7** | **365**  
Hours a day | Days a week | Days a year

## 211 SJ: RESPONSE TO COVID-19



**25,119**

COVID-19 related referrals provided in 2020

### TOP 3 REFERRALS TO EACH RESOURCE FOR COVID-19 IN 2020

**4,555**

referrals for Coronavirus General Information (COVID-19)

**3,423**

referrals for COVID-19 Diagnostic Test

**2,565**

COVID-19 Drive Up Testing Center



**15,706**

calls for food resources in 2020

### 211 SJ CONNECTED SENIORS TO:

**2,034**

25 lb. Emergency Food Boxes delivered via DoorDash



**212**

Hot meals delivered to Seniors from local restaurants via Great Plates Delivered Program



## REFERRALS FOR EMERGENCY SERVICES



**268**  
SCU Lightning Complex Canyon Fire Information (Aug 2020)



**1610**  
Manteca Levee Breach (Feb 2017)



Las Vegas Shooting (Oct 2017)