

COMMUNITY ACTION PARTNERSHIP OF KERN DIVISION/PROGRAM MONTHLY ACTIVITY REPORT

| | | |
|--|--|--|
| Division/Director: Community Services/Romala Ramkissoon | | Month/Year: August 2016 |
| Program/Work Unit: 2-1-1 Kern County | Staffing: 15 (5 I&R Specialist Vacancies) | Program Manager/Supervisor: Esperanza Contreras |
| Services: Provides 24/7 information and referral services via phone or CAPK's website to residents of Kern. Also provides call handling services for Kings, Tulare, Merced, Mariposa, and Stanislaus Counties and schedules appointments for the CAPK Energy Program utility assistance services and provides application status updates. | | |

| Activities | Description | | | |
|--|--------------|--------------|--------------------|-----------|
| Information & Referral Services | Incoming | Answered | Unanswered | Referrals |
| Kern County | 6,608 | 4,311 | 2,297 (35%) | 7,877 |
| Kings County | 253 | 120 | 133 (53%) | * |
| Tulare County | 1,314 | 803 | 511 (39%) | * |
| Mountain Valley (Mariposa and Merced Counties)** | 30 | 28 | 2 (7%) | * |
| Total | 8,205 | 5,262 | 2,943 (36%) | |

*2-1-1 Kern does not have access to the iCarol database for these counties. Per the agreements, 2-1-1 Kern provides referrals but does not track them. The information goes directly to the iCarol databases for the individual counties.

**Started 10/15

| | | | |
|--------------------------------|-----------------|-----------------------------|---------------|
| Most Requested Services | Free Cell Phone | Utility Assistance | Food Pantries |
| Top 3 Unmet Needs | Food/Meals | Clothing/Personal/Household | Housing |

| Other Services | | Month | YTD |
|-------------------------|--|-------|--------|
| LIHEAP | Calls Answered | 6,504 | 41,878 |
| Weatherization | Routed through 2-1-1 Calls Answered | 854 | 3,434 |
| Mental Health | Calls Answered | 165 | 598 |
| Website Visitors | Visitors to CAPK's 2-1-1 Kern Web page | 1,932 | 9,782 |

| | | | | |
|-----------------------------|--|------------------|-----------------|----------------|
| CalFresh Enrollments | Onsite enrollment into CalFresh (Supplemental Nutrition Assistance Program (SNAP/food stamps)) | Submitted | Approved | Pending |
| | | 17 | 3 | 14 |

| Outreach Activities | Outcomes |
|---|--|
| <ul style="list-style-type: none"> - BPD Night Out, August 2 - Back 2 School Event, August 4 - 3 Parent Meetings - BC Student Involvement Fair, August 31 | Distributed 150 2-1-1 Kern County informational cards. Distributed 250 2-1-1 Kern County informational cards. Distributed 100 2-1-1 Kern County informational cards. Distributed 100 2-1-1 Kern County informational cards. |
| Upcoming Outreach Events <ul style="list-style-type: none"> - Latino Health Awareness Fair, September 9 | |

Highlights:

- 2-1-1 Kern has been contracted to provide service to Stanislaus County 2-1-1. Services will commence September 20, 2016.