



2-1-1 sacramento
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2-1-1 Sacramento
8001 Folsom Blvd. Suite 100, Sacramento, CA 95826
www.211Sacramento.org
www.facebook.com/211Sacramento
2-1-1 or 916-498-1000

STATISTICS SUMMARY

January-16

CALLS HANDLED		Jan. '16
Month of Jan.		8,666
Year to date - 2016		8,666
TYPE OF CALLS		
Information		2,311
Referral		5,266
Total I&R calls		7,577
Follow-up		417
Advocacy		0
Crisis		3
Disaster		2
Total Calls with demographic info		7,999
Call Back		140
Silent/Static		527
OUTREACH ACTIVITY		
Month of Jan.		927
Year to date - 2016		927

CLIENT PROFILE

AGE RANGES OF CALLERS		Jan. '16	% of Jan.
Less than 18		41	<1%
18-20		103	1.3%
21-29		706	8.8%
30-39		1,005	12.6%
40-49		812	10.2%
50-59		1,184	14.8%
Seniors - age 60+		2,242	28.0%
Caller Declined		1,392	17.4%
Did Not Ask		514	6.4%

CALLER ETHNICITY		Jan. '16	% of Jan.
1	Caucasian	1,490	18.6%
2	African American/Black	1,240	15.5%
3	Hispanic / Latino	672	8.4%
4	Multi-ethnic	107	1.3%
5	Asian	107	1.3%
6	Pacific Islander / Native Hawaiian	46	<1%
7	Native American	40	<1%
8	Middle Eastern	34	<1%
9	Other	34	<1%
10	Russian / Slavic	22	<1%
11	Caller Declined	3,107	38.8%
12	Did Not Ask	1,100	13.8%



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CLIENT PROFILE (continued)

CALLER GENDER						Jan. '16	% of Jan.				
	Female					5,705	71.3%				
	Male					2,009	25.1%				
	Unknown					285	3.6%				
NUMBER IN HOUSEHOLD						Jan. '16	% of Jan.				
	1					1,991	24.9%				
	2					1,037	13.0%				
	3					539	6.7%				
	4					345	4.3%				
	5					182	2.3%				
	6+					138	1.7%				
	Unknown					3,767	47.1%				
APPROXIMATE MONTHLY INCOME						Jan. '16	% of Jan.				
	Less than \$1,000					1875	23.4%				
	\$1,001 - \$1,500					380	4.8%				
	\$1,501 - \$2,000					178	2.2%				
	\$2,001 - \$2,500					112	<1%				
	\$2,501 - \$3,000					59	<1%				
	\$3,001 - \$4,000					67	<1%				
	\$4,001 - \$5,000					19	<1%				
	More than \$5,000					25	<1%				
	Unknown					5,284	66.1%				
TOP SOURCES OF INCOME						Jan. '16	% of Jan.				
1	Job					1,388	17.4%				
2	SSI					1,315	16.4%				
3	Social Security					797	10.0%				
4	TANF					633	7.9%				
5	Pension					361	4.5%				
6	None					335	4.2%				
7	SSD					144	1.8%				
8	General Assistance					93	1.2%				
9	Unemployment					81	1.0%				
10	Family					38	<1%				
11	Self-Employed					35	<1%				
12	Other					29	<1%				
13	SDI					18	<1%				
14	Child Support					15	<1%				
15	Student Financial Aid					13	<1%				
16	Workers Compensation					8	<1%				
17	AB 12 Foster Care					3	<1%				
18	Alimony					2	<1%				
19	Insurance					1	<1%				
20	Unknown					2,690	33.6%				



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TOP ZIP CODES (Jan. '16)		# of CALLS
1	95823 Sacramento	610
2	95815 Sacramento	424
3	95821 Sacramento	398
4	95608 Carmichael	350
5	95825 Sacramento	328
6	95820 Sacramento	315
7	95838 Sacramento	296
8	95670 Rancho Cordova	280
9	95822 Sacramento	277
10	95828 Sacramento	260

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED		Jan. '16	% of Jan.
1	Housing	3,765	47.1%
	Low Income/Subsidized Housing	1,027	12.8%
	Emergency Shelter/Transitional Housing	1,006	12.6%
	Housing Search Assistance	706	8.8%
	Rent Payment/Rent Deposit Assistance	442	5.5%
	Landlord/Tenant Assistance	318	4.0%
	Supportive Housing	177	2.2%
2	Income Support/Assistance	2,191	27.4%
	Tax Information/Assistance Programs	1,995	24.9%
	General Relief/SSI/TANF	86	1.1%
	Household Related Public Assistance Programs	62	<1%
3	Legal, Consumer, and Public Safety Services	1,110	13.9%
	Legal Counseling and Representation	260	3.3%
	Family Law	149	1.9%
	Legal Education and Information	118	1.5%
	Law Enforcement Services	104	1.3%
	Records/Licenses/Permits	87	1.1%
	Consumer Complaints	75	<1%
	Lawyer Referral Services	53	<1%
	State Trial Courts	34	<1%
4	Information Services	721	9.0%
	Information & Referral	580	7.3%
	Libraries/Printed Materials	104	1.3%
5	Utility Assistance	697	8.7%
	Utility Services Payment Assistance	667	8.3%
6	Food/Meals	626	7.8%
	Food Pantries	440	5.5%
	CalFresh and WIC	112	1.4%
	Meals	47	<1%
7	Health Care	599	7.5%
	Health Insurance Information/Counseling	101	1.3%
	Community Clinics	95	1.2%
	Health Care Referrals	83	1.0%
	Medicaid/Public Medical Assistance Programs	55	<1%



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	Disease/Disability Specific Screening/Diagnosis					42	<1%
	Assistive Technology Equipment					39	<1%
	Mother and Infant Care					30	<1%
8	Individual, Family, and Community Support					537	6.7%
	Family Support Centers					116	1.5%
	Domestic Animal Services					90	1.1%
	In Home Assistance					71	<1%
	Protective Services					43	<1%
	Case/Care Management					39	<1%
	Parenting Education					38	<1%
9	Mental Health/Addictions					440	5.5%
	Counseling Services					160	2.0%
	Substance Abuse Services					137	1.7%
	Mental Health Evaluation and Treatment					62	<1%
10	Clothing/Personal/Household Needs					296	3.7%
	Clothing					128	1.6%
	Furniture					88	1.1%
	Household Goods					34	<1%
11	Other Government/Economic Services					173	2.2%
12	Employment					144	1.8%
13	Transportation					138	1.7%
14	Disaster Services					125	1.6%

TOP UNMET NEEDS

Jan. '16

1	Rent Payment Assistance					116	
2	Rental Deposit Assistance					40	
3	Homeless Shelter					25	
4	Tax Assistance					24	
5	Transportation					15	
6	Food Pantries					11	
7	Furniture					10	
8	Homeless Motel Vouchers					9	
9	Utility Service Payment Assistance					9	

Most Frequently Referred Programs

Jan. '16

% of Jan.

1	Tax-Aide - AARP					1,008	12.6%
2	Volunteer Income Tax Assistance Program (VITA) - United Way					754	9.4%
3	Travelers Aid Emergency Assistance Agency					531	6.6%
4	Utility Assistance - The Salvation Army					497	6.2%
5	Sacramento Self Help Housing					483	6.0%
6	Family Assistance - Saint Vincent de Paul Society					461	5.8%
7	Home Energy Assistance Program (HEAP)					360	4.5%
8	Mercy Housing California					251	3.1%
9	Mutual Housing California					222	2.8%
10	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing					219	2.7%
11	Legal Services of Northern California					202	2.5%
12	Shelter Services - The Salvation Army					185	2.3%
13	Francis House					160	2.0%
14	Choice Model Emergency Food Distribution- River City Food Bank					146	1.8%
15	Residential Family Shelter - Volunteers of America					137	1.7%

