



2-1-1 sacramento
find help here

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 or 800-500-4931

STATISTICS SUMMARY

February-16

CALLS HANDLED		Feb. '16							
Month of Feb.		11,795							
Year to date - 2016		20,461							
TYPE OF CALLS		YEAR TO DATE (YTD)							
Information		2,693				5,004			
Referral		6,830				12,096			
Total I&R calls		9,523				17,100			
Follow-up		1,314				1,731			
Advocacy		0				0			
Crisis		5				8			
Disaster		1				3			
Total Calls with demographic info		10,843				18,842			
Call Back		333				473			
Silent/Static		619				1,146			
OUTREACH ACTIVITY									
Month of Feb.		787							
Year to date - 2016		1,714							

CLIENT PROFILE

AGE RANGES OF CALLERS		Feb. '16	% of Feb.	YTD	% of YTD
Less than 18		30	<1%	71	<1%
18-20		137	1.3%	240	1.3%
21-29		869	8.0%	1,575	8.4%
30-39		1,092	10.1%	2,097	11.1%
40-49		922	8.5%	1,734	9.2%
50-59		1,477	13.6%	2,661	14.1%
Seniors - age 60+		4,183	38.6%	6,425	34.1%
Caller Declined		607	5.6%	1,999	10.6%
Did not Ask		1,526	14.1%	2,040	10.8%
CALLER ETHNICITY		Feb. '16	% of Feb.	YTD	% of YTD
1	Caucasian	1,396	12.9%	2,886	15.3%
2	African American/Black	1,077	9.9%	2,317	12.3%
3	Hispanic / Latino	863	8.0%	1,535	8.1%
4	Asian	174	1.6%	281	1.5%
5	Multi-ethnic	91	<1%	198	1.1%
6	Middle Eastern	60	<1%	94	<1%
7	Other	42	<1%	76	<1%
8	Pacific Islander / Native Hawaiian	36	<1%	82	<1%
9	Russian / Slavic	34	<1%	56	<1%
10	Native American	33	<1%	73	<1%
11	Caller Declined	2,003	18.5%	5,110	27.1%
12	Did not Ask	5,034	46.4%	6,134	32.6%



2-1-1 sacramento
find help here

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 or 800-500-4931

STATISTICS SUMMARY

February-16

CLIENT PROFILE (continued)

CALLER GENDER		Feb. '16	% of Feb.	YTD	% of YTD
Female		7,835	72.3%	13,540	71.9%
Male		2,886	26.6%	4,895	26.0%
Unknown		122	1.1%	407	2.2%
NUMBER IN HOUSEHOLD		Feb. '16	% of Feb.	YTD	% of YTD
1		2,745	25.3%	4,736	25.1%
2		1,389	12.8%	2,426	12.9%
3		605	5.6%	1,144	6.1%
4		354	3.3%	699	3.7%
5		200	1.8%	382	2.0%
6+		138	1.3%	276	1.5%
Unknown		5,412	49.9%	9,179	48.7%
APPROXIMATE MONTHLY INCOME		Feb. '16	% of Feb.	YTD	% of YTD
Less than \$1,000		1475	13.6%	3,350	17.8%
\$1,001 - \$1,500		421	3.9%	801	4.3%
\$1,501 - \$2,000		206	1.9%	384	2.0%
\$2,001 - \$2,500		141	1.3%	253	1.3%
\$2,501 - \$3,000		104	<1%	163	<1%
\$3,001 - \$4,000		107	<1%	174	<1%
\$4,001 - \$5,000		39	<1%	58	<1%
More than \$5,000		31	<1%	56	<1%
Unknown		8319	76.7%	13,603	72.2%
TOP SOURCES OF INCOME		Feb. '16	% of Feb.	YTD	% of YTD
1	Job	1,990	18.4%	3,378	17.9%
2	Social Security	1,490	13.7%	2,287	12.1%
3	SSI	1,124	10.4%	2,439	12.9%
4	Pension	886	8.2%	1,247	6.6%
5	TANF	478	4.4%	1,111	5.9%
6	None	302	2.8%	637	3.4%
7	SSD	191	1.8%	335	1.8%
8	Unemployment	106	<1%	187	<1%
9	General Assistance	83	<1%	176	<1%
10	Self-Employed	54	<1%	89	<1%
11	Other	44	<1%	73	<1%
12	SDI	38	<1%	56	<1%
13	Family	31	<1%	69	<1%
14	Child Support	16	<1%	31	<1%
15	Alimony	10	<1%	12	<1%
16	Student Financial Aid	9	<1%	22	<1%
17	AB 12 Foster Care	8	<1%	11	<1%
18	Insurance	3	<1%	4	<1%
19	Workers Compensation	1	<1%	9	<1%
20	Unknown	3,979	36.7%	6,669	35.4%



2-1-1 sacramento
find help here

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 or 800-500-4931

STATISTICS SUMMARY

February-16

TOP ZIP CODES (Feb. '16)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	833	1	95823	Sacramento	1,443
2	95815	Sacramento	482	2	95815	Sacramento	906
3	95608	Carmichael	463	3	95821	Sacramento	846
4	95821	Sacramento	448	4	95608	Carmichael	813
5	95822	Sacramento	412	5	95825	Sacramento	694
6	95838	Sacramento	393	6	95822	Sacramento	689
7	95828	Sacramento	385	7	95838	Sacramento	689
8	95820	Sacramento	371	8	95820	Sacramento	686
9	95825	Sacramento	366	9	95670	Rancho Cordova	645
10	95670	Rancho Cordova	365	10	95828	Sacramento	645

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED			Feb. '16	% of Feb.
1	Income Support/Assistance		4,194	38.7%
	Tax Information/Assistance Programs		4,016	37.0%
	General Relief/SSI/TANF		63	<1%
	Household Related Public Assistance Programs		49	<1%
2	Housing		3,488	32.2%
	Housing Search Assistance		960	8.9%
	Emergency Shelter/Transitional Housing		954	8.8%
	Low Income/Subsidized Housing		635	5.9%
	Rent Payment/Rent Deposit Assistance		365	3.4%
	Landlord/Tenant Assistance		301	2.8%
3	Legal, Consumer, and Public Safety Services		934	8.6%
	Legal Counseling and Representation		211	1.9%
	Family Law		126	1.2%
	Law Enforcement Services		102	<1%
	Records/Licenses/Permits		95	<1%
	Legal Education and Information		74	<1%
	Consumer Complaints		63	<1%
	Lawyer Referral Services		44	<1%
	State Trial Courts		36	<1%
4	Utility Assistance		654	6.0%
	Utility Services Payment Assistance		623	5.7%
5	Information Services		615	5.7%
	Information & Referral		510	4.7%
	Libraries/Printed Materials		97	<1%
6	Individual, Family, and Community Support		542	5.0%
	Domestic Animal Services		94	<1%
	Family Support Centers		92	<1%
	In Home Assistance		81	<1%
	Protective Services		42	<1%
	Cae/Care Management		39	<1%
	Parenting Education		36	<1%
7	Health Care		512	4.7%
	Community Clinics		82	<1%
	Health Care Referrals		66	<1%



2-1-1 sacramento
find help here

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 or 800-500-4931

STATISTICS SUMMARY

February-16

	Health Insurance Information/Counseling				60	<1%
	Medicaid/Public Medical Assistance Programs				42	<1%
	Disease/Disability Specific Screening/Diagnosis				37	<1%
	Assistive Technology Equipment				34	<1%
	Mother and Infant Care				25	<1%
8	Food/Meals				445	4.1%
	Food Pantries				338	3.1%
	CalFresh and WIC				56	<1%
	Meals				28	<1%
9	Mental Health/Addictions				375	3.5%
	Counseling Services				133	1.2%
	Substance Abuse Services				131	1.2%
	Mental Health Evaluation and Treatment				43	<1%
10	Clothing/Personal/Household Needs				195	1.8%
	Clothing				79	<1%
	Furniture				54	<1%
	Household Goods				24	<1%
11	Other Government/Economic Services				181	1.7%
12	Transportation				129	1.2%
13	Employment				108	<1%
14	Disaster Services				60	<1%

TOP UNMET NEEDS

Feb. '16

1	Rental Deposit Assistance				35	
2	Tax Information/Assistance Programs				26	
3	Rent Payment Assistance				22	
4	Utility Service Payment Assistance				9	
5	Homeless Shelter				8	
6	Transportation				8	
7	Homeless Motel Vouchers				6	
8	Food Pantries				5	

Most Frequently Referred Programs

Feb. '16

% of Feb.

1	Volunteer Income Tax Assistance Program (VITA)				1,920	17.7%
2	Tax -Aide - AARP				1,873	17.3%
3	Sacramento Self Help Housing				483	4.5%
4	Rental Assistance and Motel Vouchers - The Salvation Army				451	4.2%
5	Utility Assistance - The Salvation Army				432	4.0%
6	Travelers Aid Emergency Assistance Agency				326	3.0%
7	Mercy Housing California				318	2.9%
8	Family Assistance - Saint Vincent de Paul Society				315	2.9%
9	Home Energy Assistance Program (HEAP)				307	2.8%
10	Mutual Housing California				293	2.7%
11	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing				201	1.9%
12	Legal Services of Northern California				195	1.8%
13	Shelter Services - The Salvation Army				183	1.7%
14	Francis House				146	1.3%
15	Choice Model Emergency Food Distribution- River City Food Bank				109	1.0%
16	Residential Family Shelter - Volunteers of America				108	<1%
17	Family Shelter - Next Move				96	<1%



2-1-1 sacramento
find help here

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 or 800-500-4931

STATISTICS SUMMARY

February-16

18	Resources for Independent Living					93		<1%	
19	Winter Sanctuary - Sacramento Steps Forward					87		<1%	
20	Conventional and Public Housing Program - SHRA					85		<1%	
21	3-1-1 Connect - Sacramento County					85		<1%	
22	Food - Sacramento Food Bank & Family Services					81		<1%	
23	Love INC Sacramento					77		<1%	
24	Medi-Cal					77		<1%	
25	Senior Legal Hotline					75		<1%	
26	Housing Choice Voucher Program - SHRA					72		<1%	
27	Men's Shelter - Union Gospel Mission					72		<1%	

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

						Feb. '16	YTD
	Number of Online Searches					6,948	16,187
	Visits from Unique IP Addresses					4,457	8,896