



2-1-1 sacramento
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8001 Folsom Blvd. Suite 100, Sacramento, CA 95826

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2-1-1 or 916-498-1000 or 800-500-4931

STATISTICS SUMMARY

May-16

CALLS HANDLED		May '16							
Month of May		7,162							
Year to date - 2016		47,575							
TYPE OF CALLS			YEAR TO DATE (YTD)						
Information		1,274				10,779			
Referral		4,794				28,033			
Total I&R calls		6,068				38,812			
Follow-up		477				5,099			
Advocacy		0				1			
Crisis		1				11			
Disaster		0				3			
Total Calls with demographic info		6,546				43,926			
Call Back		54				936			
Silent/Static		562				2,713			
OUTREACH ACTIVITY									
Month of May		966							
Year to date - 2016		4,738							

CLIENT PROFILE

AGE RANGES OF CALLERS		May '16	% of May	YTD	% of YTD
Less than 18		43	<1%	197	<1%
18-20		114	1.7%	619	1.4%
21-29		709	10.8%	3,805	8.7%
30-39		828	12.6%	4,754	10.8%
40-49		644	9.8%	3,968	9.0%
50-59		897	13.7%	5,921	13.5%
Seniors - age 60+		1,263	19.3%	13,861	31.6%
Caller Declined		98	1.5%	2,511	5.7%
Did not Ask		1,950	29.8%	8,290	18.9%
CALLER ETHNICITY		May '16	% of May	YTD	% of YTD
1 African American/Black		1,058	16.2%	5,502	12.5%
2 Caucasian		836	12.8%	6,177	14.1%
3 Hispanic / Latino		468	7.1%	3,336	7.6%
4 Multi-ethnic		145	2.2%	554	1.3%
5 Asian		72	1.1%	625	1.4%
6 Other		67	1.0%	289	<1%
7 Native American		59	<1%	218	<1%
8 Pacific Islander / Native Hawaiian		28	<1%	193	<1%
9 Middle Eastern		15	<1%	186	<1%
10 Russian / Slavic		12	<1%	137	<1%
11 Caller Declined		269	4.1%	7,761	17.7%
12 Did not Ask		3,517	53.7%	18,948	43.1%



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CLIENT PROFILE (continued)

CALLER GENDER		May '16	% of May	YTD	% of YTD
Female		4,774	72.9%	31,808	72.4%
Male		1,753	26.8%	11,539	26.3%
Unknown		19	<1%	579	1.3%
NUMBER IN HOUSEHOLD		May '16	% of May	YTD	% of YTD
1		1,368	20.9%	9,666	22.0%
2		819	12.5%	5,164	11.8%
3		470	7.2%	2,600	5.9%
4		336	5.1%	1,620	3.7%
5		140	2.1%	833	1.9%
6+		133	2.0%	654	1.5%
Unknown		3,280	50.1%	23,389	53.2%
APPROXIMATE MONTHLY INCOME		May '16	% of May	YTD	% of YTD
Less than \$1,000		1,429	21.8%	7,490	17.1%
\$1,001 - \$1,500		249	3.8%	1,661	3.8%
\$1,501 - \$2,000		147	2.2%	883	2.0%
\$2,001 - \$2,500		66	1.0%	507	1.2%
\$2,501 - \$3,000		25	<1%	281	<1%
\$3,001 - \$4,000		25	<1%	292	<1%
\$4,001 - \$5,000		20	<1%	118	<1%
More than \$5,000		6	<1%	87	<1%
Unknown		4,579	70.0%	32,607	74.2%
TOP SOURCES OF INCOME		May '16	% of May	YTD	% of YTD
1	SSI	1,010	15.4%	5,725	13.0%
2	Job	653	10.0%	6,445	14.7%
3	TANF (CalWORKs)	609	9.3%	2,845	6.5%
4	Social Security	455	7.0%	4,737	10.8%
5	None	333	5.1%	1,644	3.7%
6	SSD	189	2.9%	942	2.1%
7	General Assistance	106	1.6%	458	1.0%
8	Pension	73	1.1%	2,196	5.0%
9	Unemployment	42	<1%	388	<1%
10	Family	30	<1%	132	<1%
11	SDI	29	<1%	147	<1%
12	Self-Employed	25	<1%	190	<1%
13	Child Support	19	<1%	74	<1%
14	Other	17	<1%	151	<1%
15	Student Financial Aid	11	<1%	58	<1%
16	Alimony	6	<1%	37	<1%
17	Workers Compensation	3	<1%	25	<1%
18	AB 12 Foster Care	3	<1%	25	<1%
19	Insurance	3	<1%	8	<1%
20	Unknown	2,930	44.8%	17,699	40.3%



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TOP ZIP CODES (May '16)				TOP ZIP CODES (YTD)			
# of CALLS				# of CALLS			
1	95823	Sacramento	525	1	95823	Sacramento	3,520
2	95815	Sacramento	388	2	95815	Sacramento	2,304
3	95821	Sacramento	310	3	95821	Sacramento	2,053
4	95820	Sacramento	257	4	95608	Carmichael	1,928
5	95670	Rancho Cordova	241	5	95820	Sacramento	1,691
6	95608	Carmichael	239	6	95838	Sacramento	1,677
7	95838	Sacramento	239	7	95828	Sacramento	1,627
8	95660	North Highlands	236	8	95670	Rancho Cordova	1,618
9	95828	Sacramento	213	9	95822	Sacramento	1,615
10	95825	Sacramento	203	10	95825	Sacramento	1,597

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED				May '16	% of May
1	Housing			4,571	69.8%
	Emergency Shelter/Transitional Housing			1,659	25.3%
	Housing Search Assistance			1,145	17.5%
	Low Income/Subsidized Housing			692	10.6%
	Rent Payment/Rent Deposit Assistance			471	7.2%
	Landlord/Tenant Assistance			314	4.8%
	Moving Assistance			88	1.3%
	Supportive Housing Placement/Referral			59	<1%
2	Legal, Consumer, and Public Safety Services			1,274	19.5%
	Legal Counseling and Representation			281	4.3%
	Family Law			189	2.9%
	Law Enforcement Services			130	2.0%
	Legal Education and Information			123	1.9%
	Records/Licenses/Permits			121	1.8%
	Lawyer Referral Services			71	1.1%
	Consumer Complaints			51	<1%
	State Trial Courts			46	<1%
3	Information Services			971	14.8%
	Information & Referral			797	12.2%
	Libraries/Printed Materials			144	2.2%
4	Individual, Family, and Community Support			623	9.5%
	Family Support Centers			121	1.8%
	Domestic Animal Services			120	1.8%
	In Home Assistance			99	1.5%
	Case/Care Management			54	<1%
	Parenting Education			50	<1%
	Protective Services			46	<1%
5	Health Care			554	8.5%
	Community Clinics			90	1.4%
	Health Care Referrals			72	1.1%
	Health Insurance Information/Counseling			67	1.0%
	Medi-Cal/Public Medical Assistance Programs			43	<1%
	Emergency Room Care/ General Medical Care			37	<1%
	Assistive Technology Equipment			35	<1%
	Disease/Disability Specific Screening/Diagnosis			35	<1%
	Mother and Infant Care			32	<1%



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6	Food/Meals						492		7.5%
	Food Pantries						364		5.6%
	CalFresh and WIC						73		1.1%
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)						49		<1%
7	Utility Assistance						474		7.2%
	Utility Services Payment Assistance						433		6.6%
8	Mental Health/Addictions						443		6.8%
	Counseling Services						209		3.2%
	Substance Abuse Services						104		1.6%
	Inpatient/Outpatient Mental Health Facilities						50		<1%
	Mental Health Evaluation and Treatment						36		<1%
9	Clothing/Personal/Household Needs						316		4.8%
	Clothing						124		1.9%
	Furniture						99		1.5%
	Household Goods						51		<1%
10	Income Support/Assistance						286		4.4%
	Household Related Public Assistance Programs						88		1.3%
	General Relief/SSI/TANF						77		1.2%
	Tax Information/Assistance Programs						52		<1%
11	Other Government/Economic Services						223		3.4%
12	Transportation						166		2.5%
13	Education						63		<1%
14	Employment						62		<1%
TOP UNMET NEEDS							May '16		
1	Rental Deposit Assistance						22		
2	Homeless Shelter						12		
3	Rent Payment Assistance						11		
4	Transportation						10		
5	Homeless Motel Vouchers						6		
6	Utility Service Payment Assistance						4		
7	Birth Certificates						4		
8	Food Pantries						4		
Most Frequently Referred Programs							May '16		% of May
1	Rental Assistance and Motel Vouchers - The Salvation Army						845		12.9%
2	Sacramento Self Help Housing						651		9.9%
3	Travelers Aid Emergency Assistance Agency						475		7.3%
4	Family Assistance - Saint Vincent de Paul Society						356		5.4%
5	Mercy Housing California						355		5.4%
6	Mutual Housing California						328		5.0%
7	Utility Assistance - The Salvation Army						307		4.7%
8	Legal Services of Northern California						237		3.6%
9	Home Energy Assistance Program (HEAP)						229		3.5%
10	Shelter Services - The Salvation Army						225		3.4%
11	Francis House - A Program of Next Move						220		3.4%
12	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing						218		3.3%
13	Residential Family Shelter - Volunteers of America						178		2.7%
14	Saint John's Program for Real Change						172		2.6%
15	Family Shelter - Next Move						152		2.3%
16	3-1-1 Connect - Sacramento County						128		2.0%



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17	Resources for Independent Living					115		1.8%	
18	Choice Model Emergency Food Distribution- River City Food Bank					111		1.7%	
19	Community Housing Opportunities Corporation					97		1.5%	
20	Love INC Sacramento					96		1.5%	
21	Men's Shelter - Union Gospel Mission					95		1.5%	
22	Housing Choice Voucher Program - SHRA					92		1.4%	
23	Free 411 - Directory Assistance					91		1.4%	
24	Men's Shelter - Volunteers of America					91		1.4%	
25	Conventional and Public Housing Program - SHRA					81		1.2%	
26	In-Home Supportive Services, Sacramento County					80		1.2%	
27	Medi-Cal					79		1.2%	

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

							May '16	YTD	
	Number of Online Searches						11,160	47,243	
	Visits from Unique IP Addresses						13,242	37,891	