



2-1-1 sacramento
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2-1-1 Sacramento
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

June-16

CALLS HANDLED		June '16							
Month of June		7,341							
Year to date - 2016		54,916							
TYPE OF CALLS		YEAR TO DATE (YTD)							
Information		1,456				12,235			
Referral		4,843				32,876			
Total I&R calls		6,299				45,111			
Follow-up		430				5,529			
Advocacy		0				1			
Crisis		0				11			
Disaster		3				6			
Total Calls with demographic info		6,732				50,658			
Call Back		70				1,006			
Silent/Static		539				3,252			
OUTREACH ACTIVITY									
Month of June		1,004							
Year to date - 2016		5,742							

CLIENT PROFILE

AGE RANGES OF CALLERS		June '16	% of June	YTD	% of YTD
Less than 18		51	<1%	248	<1%
18-20		96	1.4%	715	1.4%
21-29		661	9.8%	4,466	8.8%
30-39		819	12.2%	5,573	11.0%
40-49		662	9.8%	4,630	9.1%
50-59		954	14.2%	6,875	13.6%
Seniors - age 60+		1,292	19.2%	15,153	29.9%
Caller Declined		61	<1%	2,572	5.1%
Did not Ask		2,136	31.7%	10,426	20.6%
CALLER ETHNICITY		June '16	% of June	YTD	% of YTD
1	African American/Black	1,068	15.9%	6,570	13.0%
2	Caucasian	829	12.3%	7,006	13.8%
3	Hispanic / Latino	480	7.1%	3,816	7.5%
4	Multi-ethnic	174	2.6%	728	1.4%
5	Other	97	1.4%	386	<1%
6	Asian	63	<1%	688	1.4%
7	Native American	55	<1%	273	<1%
8	Pacific Islander / Native Hawaiian	28	<1%	221	<1%
9	Middle Eastern	22	<1%	208	<1%
10	Russian / Slavic	11	<1%	148	<1%
11	Caller Declined	211	3.1%	7,972	15.7%
12	Did not Ask	3,694	54.9%	22,642	44.7%



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CLIENT PROFILE (continued)

CALLER GENDER		June '16	% of June	YTD	% of YTD
Female		4,945	73.5%	36,753	72.6%
Male		1,759	26.1%	13,298	26.3%
Unknown		28	<1%	607	1.2%
NUMBER IN HOUSEHOLD		June '16	% of June	YTD	% of YTD
1		1,342	19.9%	11,008	21.7%
2		746	11.1%	5,910	11.7%
3		520	7.7%	3,120	6.2%
4		334	5.0%	1,954	3.9%
5		174	2.6%	1,007	2.0%
6+		143	2.1%	797	1.6%
Unknown		3,473	51.6%	26,862	53.0%
APPROXIMATE MONTHLY INCOME		June '16	% of June	YTD	% of YTD
Less than \$1,000		1,430	21.2%	8,920	17.6%
\$1,001 - \$1,500		254	3.8%	1,915	3.8%
\$1,501 - \$2,000		132	2.0%	1,015	2.0%
\$2,001 - \$2,500		54	<1%	561	1.1%
\$2,501 - \$3,000		37	<1%	318	<1%
\$3,001 - \$4,000		38	<1%	330	<1%
\$4,001 - \$5,000		10	<1%	128	<1%
More than \$5,000		9	<1%	96	<1%
Unknown		4,768	70.8%	37,375	73.8%
TOP SOURCES OF INCOME		June '16	% of June	YTD	% of YTD
1	SSI	1,071	15.9%	6,796	13.4%
2	Job	673	10.0%	7,118	14.1%
3	TANF (CalWORKs)	576	8.6%	3,421	6.8%
4	Social Security	427	6.3%	5,164	10.2%
5	None	330	4.9%	1,974	3.9%
6	SSD	138	2.0%	1,080	2.1%
7	Pension	85	1.3%	2,281	4.5%
8	Unemployment	73	1.1%	461	<1%
9	General Assistance	64	<1%	522	1.0%
10	SDI	38	<1%	185	<1%
11	Family	26	<1%	158	<1%
12	Self-Employed	25	<1%	215	<1%
13	Other	24	<1%	175	<1%
14	Child Support	22	<1%	96	<1%
15	Student Financial Aid	9	<1%	67	<1%
16	Workers Compensation	4	<1%	29	<1%
17	Alimony	3	<1%	40	<1%
18	Insurance	2	<1%	10	<1%
19	AB 12 Foster Care	1	<1%	26	<1%
20	Unknown	3,141	46.7%	20,840	41.1%



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TOP ZIP CODES (June '16)				TOP ZIP CODES (YTD)			
# of CALLS				# of CALLS			
1	95823	Sacramento	563	1	95823	Sacramento	3,927
2	95815	Sacramento	386	2	95815	Sacramento	2,576
3	95821	Sacramento	322	3	95821	Sacramento	2,280
4	95820	Sacramento	271	4	95608	Carmichael	2,104
5	95838	Sacramento	254	5	95820	Sacramento	1,879
6	95825	Sacramento	245	6	95838	Sacramento	1,860
7	95608	Carmichael	244	7	95670	Rancho Cordova	1,782
8	95660	North Highlands	238	8	95825	Sacramento	1,767
9	95670	Rancho Cordova	236	9	95822	Sacramento	1,764
10	95828	Sacramento	219	10	95828	Sacramento	1,755

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED				June '16	% of June
1	Housing			4,641	68.9%
	Emergency Shelter/Transitional Housing			1,657	24.6%
	Housing Search Assistance			1,018	15.1%
	Low Income/Subsidized Housing			739	11.0%
	Rent Payment/Rent Deposit Assistance			637	9.5%
	Landlord/Tenant Assistance			373	5.5%
	Supportive Housing			142	2.1%
2	Legal, Consumer, and Public Safety Services			1,330	19.8%
	Legal Counseling and Representation			276	4.1%
	Family Law			197	2.9%
	Law Enforcement Services			164	2.4%
	Legal Education and Information			108	1.6%
	Records/Licenses/Permits			99	1.5%
	Lawyer Referral Services			96	1.4%
	Consumer Complaints			55	<1%
	Advocacy			51	<1%
	State Trial Courts			49	<1%
3	Information Services			1,035	15.4%
	Information & Referral			854	12.7%
	Libraries/Printed Materials			131	1.9%
4	Individual, Family, and Community Support			663	9.8%
	Family Support Centers			110	1.6%
	In Home Assistance			103	1.5%
	Domestic Animal Services			102	1.5%
	Protective Services			67	<1%
	Case/Care Management			57	<1%
	Parenting Education			46	<1%
5	Health Care			590	8.8%
	Health Insurance Information/Counseling			98	1.5%
	Community Clinics			74	1.1%
	Medi-Cal/Public Medical Assistance Programs			70	1.0%
	Health Care Referrals			53	<1%
	Disease/Disability Specific Screening/Diagnosis			50	<1%
	Assistive Technology Equipment			43	<1%
	Emergency Room Care/ General Medical Care			33	<1%
	Mother and Infant Care			26	<1%



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6	Food/Meals							587		8.7%
	Food Pantries							393		5.8%
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)							91		1.4%
	CalFresh and WIC							90		1.3%
7	Utility Assistance							444		6.6%
	Utility Services Payment Assistance							412		6.1%
8	Mental Health/Addictions							415		6.2%
	Counseling Services							186		2.8%
	Substance Abuse Services							119		1.8%
	Inpatient/Outpatient Mental Health Facilities							39		<1%
	Mental Health Evaluation and Treatment							36		<1%
9	Clothing/Personal/Household Needs							303		4.5%
	Furniture							97		1.4%
	Clothing							89		1.3%
	Household Goods							72		1.1%
10	Income Support/Assistance							297		4.4%
	General Relief/SSI/TANF							102		1.5%
	Household Related Public Assistance Programs							73		1.1%
	Tax Information/Assistance Programs							45		<1%
11	Other Government/Economic Services							231		3.4%
12	Transportation							159		2.4%
13	Employment							114		1.7%
14	Arts, Culture and Recreation							97		1.4%
TOP UNMET NEEDS								June '16		
1	Rental Deposit Assistance							29		
2	Homeless Shelter							9		
3	Transportation							9		
4	Utility Service Payment Assistance							9		
5	Rent Payment Assistance							8		
6	Food Pantries							4		
7	Glasses/Contact Lenses							3		
Most Frequently Referred Programs								June '16		% of June
1	Rental Assistance and Motel Vouchers - The Salvation Army							856		12.7%
2	Travelers Aid Emergency Assistance Agency							704		10.5%
3	Sacramento Self Help Housing							657		9.8%
4	Mercy Housing California							350		5.2%
5	Family Assistance - Saint Vincent de Paul Society							346		5.1%
6	Mutual Housing California							329		4.9%
7	Utility Assistance - The Salvation Army							299		4.4%
8	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing							257		3.8%
9	Legal Services of Northern California							228		3.4%
10	Home Energy Assistance Program (HEAP)							224		3.3%
11	Shelter Services - The Salvation Army							209		3.1%
12	Francis House - A Program of Next Move							208		3.1%
13	Saint John's Program for Real Change							181		2.7%
14	Residential Family Shelter - Volunteers of America							176		2.6%
15	Family Shelter - Next Move							161		2.4%
16	Resources for Independent Living							133		2.0%
17	Free 411 - Directory Assistance							128		1.9%



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18	Medi-Cal								128		1.9%	
19	Choice Model Emergency Food Distribution- River City Food Bank								120		1.8%	
20	Love INC Sacramento								116		1.7%	
21	3-1-1 Connect - Sacramento County								110		1.6%	
22	Men's Shelter - Union Gospel Mission								102		1.5%	
23	Lawyer Referral and Information Service								101		1.5%	
24	Senior Legal Hotline								92		1.4%	
25	Men's Shelter - Volunteers of America								88		1.3%	
26	City of Sacramento 3-1-1								81		1.2%	
27	CalFresh								81		1.2%	

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

									June '16	YTD
	Number of Online Searches								13,300	60,543
	Visits from Unique IP Addresses								13,755	51,646