



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**

**July-16**

<b>CALLS HANDLED</b>		<b>July '16</b>							
Month of July		6,869							
Year to date - 2016		61,785							
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>							
Information		1,293				13,528			
Referral		4,633				37,509			
Total I&R calls		5,926				51,037			
Follow-up		393				5,922			
Advocacy		0				1			
Crisis		2				13			
Disaster		2				8			
Total Calls with demographic info		6,323				56,981			
Call Back		57				1,063			
Silent/Static		489				3,741			
<b>OUTREACH ACTIVITY</b>									
Month of July		809							
Year to date - 2016		6,551							

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>		<b>July '16</b>	<b>% of July</b>	<b>YTD</b>	<b>% of YTD</b>
Less than 18		40	<1%	288	<1%
18-20		120	1.9%	835	1.5%
21-29		654	10.3%	5,120	9.0%
30-39		816	12.9%	6,389	11.2%
40-49		659	10.4%	5,289	9.3%
50-59		811	12.8%	7,686	13.5%
Seniors - age 60+		1,231	19.5%	16,384	28.8%
Caller Declined		39	<1%	2,611	4.6%
Did not Ask		1,953	30.9%	12,379	21.7%
<b>CALLER ETHNICITY</b>		<b>July '16</b>	<b>% of July</b>	<b>YTD</b>	<b>% of YTD</b>
1	African American/Black	997	15.8%	7,567	13.3%
2	Caucasian	711	11.2%	7,717	13.5%
3	Hispanic / Latino	415	6.6%	4,231	7.4%
4	Multi-Ethnic	149	2.4%	877	1.5%
5	Asian	98	1.5%	786	1.4%
6	Other	76	1.2%	462	<1%
7	Native American	53	<1%	326	<1%
8	Pacific Islander / Native Hawaiian	30	<1%	251	<1%
9	Middle Eastern	24	<1%	232	<1%
10	Russian / Slavic	11	<1%	159	<1%
11	Caller Declined	183	2.9%	8,155	14.3%
12	Did not Ask	3,576	56.6%	26,218	46.0%



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**

**July-16**

**CLIENT PROFILE (continued)**

<b>CALLER GENDER</b>		<b>July '16</b>	<b>% of July</b>	<b>YTD</b>	<b>% of YTD</b>
Female		4,635	73.3%	41,388	72.6%
Male		1,666	26.3%	14,964	26.3%
Unknown		22	<1%	629	1.1%
<b>NUMBER IN HOUSEHOLD</b>		<b>July '16</b>	<b>% of July</b>	<b>YTD</b>	<b>% of YTD</b>
1		1,277	20.2%	12,285	21.6%
2		674	10.7%	6,584	11.6%
3		466	7.4%	3,586	6.3%
4		338	5.3%	2,292	4.0%
5		185	2.9%	1,192	2.1%
6+		159	2.5%	956	1.7%
Unknown		3,224	51.0%	30,086	52.8%
<b>APPROXIMATE MONTHLY INCOME</b>		<b>July '16</b>	<b>% of July</b>	<b>YTD</b>	<b>% of YTD</b>
Less than \$1,000		1,323	20.9%	10,243	18.0%
\$1,001 - \$1,500		203	3.2%	2,118	3.7%
\$1,501 - \$2,000		122	1.9%	1,137	2.0%
\$2,001 - \$2,500		51	<1%	612	1.1%
\$2,501 - \$3,000		32	<1%	350	<1%
\$3,001 - \$4,000		17	<1%	347	<1%
\$4,001 - \$5,000		7	<1%	135	<1%
More than \$5,000		2	<1%	98	<1%
Unknown		4,566	72.2%	41,941	73.6%
<b>TOP SOURCES OF INCOME</b>		<b>July '16</b>	<b>% of July</b>	<b>YTD</b>	<b>% of YTD</b>
1	SSI	997	15.8%	7,793	13.7%
2	Job	616	9.7%	7,734	13.6%
3	TANF (CalWORKs)	595	9.4%	4,016	7.0%
4	Social Security	454	7.2%	5,618	9.9%
5	None	291	4.6%	2,265	4.0%
6	SSD (SSDI)	148	2.3%	1,228	2.2%
7	General Assistance	95	1.5%	617	1.1%
8	Pension	67	1.1%	2,348	4.1%
9	SDI	39	<1%	224	<1%
10	Unemployment	38	<1%	499	<1%
11	Other	25	<1%	200	<1%
12	Family	23	<1%	181	<1%
13	Self-Employed	22	<1%	237	<1%
14	Child Support	18	<1%	114	<1%
15	Student Financial Aid	5	<1%	72	<1%
16	Workers Compensation	3	<1%	32	<1%
17	AB 12 Foster Care	3	<1%	29	<1%
18	Alimony	2	<1%	42	<1%
19	Insurance	0	0%	10	<1%
20	Unknown	2,882	45.6%	23,722	41.6%



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**

**July-16**

<b>TOP ZIP CODES (July '16)</b>				<b>TOP ZIP CODES (YTD)</b>			
<b># of CALLS</b>				<b># of CALLS</b>			
1	95823	Sacramento	521	1	95823	Sacramento	4,448
2	95815	Sacramento	428	2	95815	Sacramento	3,004
3	95821	Sacramento	307	3	95821	Sacramento	2,587
4	95838	Sacramento	292	4	95608	Carmichael	2,322
5	95820	Sacramento	237	5	95838	Sacramento	2,152
6	95828	Sacramento	231	6	95820	Sacramento	2,116
7	95825	Sacramento	221	7	95825	Sacramento	1,988
8	95608	Carmichael	218	8	95670	Rancho Cordova	1,987
9	95822	Sacramento	213	9	95828	Sacramento	1,986
10	95670	Rancho Cordova	205	10	95822	Sacramento	1,977

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>				<b>July '16</b>	<b>% of July</b>
<b>1</b>	<b>Housing</b>			<b>4,209</b>	<b>66.6%</b>
	Emergency Shelter/Transitional Housing			1,612	25.5%
	Housing Search Assistance			865	13.7%
	Low Income/Subsidized Housing			668	10.6%
	Rent Payment/Rent Deposit Assistance			502	7.9%
	Landlord/Tenant Assistance			352	5.6%
	Supportive Housing			144	2.3%
<b>2</b>	<b>Legal, Consumer, and Public Safety Services</b>			<b>1,290</b>	<b>20.4%</b>
	Legal Counseling and Representation			262	4.1%
	Law Enforcement Services			159	2.5%
	Family Law			151	2.4%
	Legal Education and Information			109	1.7%
	Consumer Complaints			95	1.5%
	Records/Licenses/Permits			94	1.5%
	Lawyer Referral Services			80	1.3%
	Advocacy			60	<1%
	State Trial Courts			33	<1%
<b>3</b>	<b>Information Services</b>			<b>770</b>	<b>12.2%</b>
	Information & Referral			661	10.5%
	Libraries/Printed Materials			42	<1%
<b>4</b>	<b>Individual, Family, and Community Support</b>			<b>590</b>	<b>9.3%</b>
	Family Support Centers			115	1.8%
	In Home Assistance			98	1.5%
	Domestic Animal Services			67	1.1%
	Protective Services			61	<1%
	Case/Care Management			49	<1%
	Parenting Education			25	<1%
<b>5</b>	<b>Health Care</b>			<b>524</b>	<b>8.3%</b>
	Community Clinics			84	1.3%
	Health Insurance Information/Counseling			81	1.3%
	Medi-Cal/Public Medical Assistance Programs			57	<1%
	Health Care Referrals			54	<1%
	Disease/Disability Specific Screening/Diagnosis			34	<1%
	Mother and Infant Care			33	<1%
	Emergency Room Care/ General Medical Care			30	<1%
	Assistive Technology Equipment			22	<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**

**July-16**

<b>6</b>	<b>Food/Meals</b>						<b>508</b>		<b>8.0%</b>
	Food Pantries						372		5.9%
	CalFresh and WIC						76		1.2%
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)						53		<1%
<b>7</b>	<b>Mental Health/Addictions</b>						<b>456</b>		<b>7.2%</b>
	Counseling Services						194		3.1%
	Substance Abuse Services						148		2.3%
	Inpatient/Outpatient Mental Health Facilities						50		<1%
	Mental Health Evaluation and Treatment						30		<1%
<b>8</b>	<b>Utility Assistance</b>						<b>418</b>		<b>6.6%</b>
	Utility Services Payment Assistance						389		6.2%
<b>9</b>	<b>Income Support/Assistance</b>						<b>290</b>		<b>4.6%</b>
	General Relief/SSI/TANF						87		1.4%
	Household Related Public Assistance Programs						73		1.2%
	Social Insurance Programs						70		1.1%
	Tax Information/Assistance Programs						26		<1%
<b>10</b>	<b>Clothing/Personal/Household Needs</b>						<b>280</b>		<b>4.4%</b>
	Clothing						93		1.5%
	Furniture						87		1.4%
	Household Goods						70		1.1%
<b>11</b>	<b>Other Government/Economic Services</b>						<b>190</b>		<b>3.0%</b>
<b>12</b>	<b>Transportation</b>						<b>178</b>		<b>2.8%</b>
<b>13</b>	<b>Employment</b>						<b>138</b>		<b>2.2%</b>
<b>14</b>	<b>Education</b>						<b>88</b>		<b>1.4%</b>
<b>TOP UNMET NEEDS</b>								<b>July '16</b>	
<b>1</b>	Rental Deposit Assistance						18		
<b>2</b>	Homeless Shelter						14		
<b>3</b>	Transportation						10		
<b>4</b>	Rent Payment Assistance						8		
<b>5</b>	Utility Service Payment Assistance						6		
<b>6</b>	Food Pantries						5		
<b>Most Frequently Referred Programs</b>								<b>July '16</b>	<b>% of July</b>
<b>1</b>	Rental Assistance and Motel Vouchers - The Salvation Army						794		12.6%
<b>2</b>	Travelers Aid Emergency Assistance Agency						670		10.6%
<b>3</b>	Sacramento Self Help Housing						592		9.4%
<b>4</b>	Mercy Housing California						323		5.1%
<b>5</b>	Mutual Housing California						285		4.5%
<b>6</b>	Utility Assistance - The Salvation Army						280		4.4%
<b>7</b>	Family Assistance - Saint Vincent de Paul Society						272		4.3%
<b>8</b>	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing						241		3.8%
<b>9</b>	Francis House - A Program of Next Move						237		3.7%
<b>10</b>	Home Energy Assistance Program (HEAP)						224		3.5%
<b>11</b>	Legal Services of Northern California						217		3.4%
<b>12</b>	Shelter Services - The Salvation Army						197		3.1%
<b>13</b>	Residential Family Shelter - Volunteers of America						193		3.1%
<b>14</b>	Family Shelter - Next Move						189		3.0%
<b>15</b>	Saint John's Program for Real Change						161		2.5%
<b>16</b>	Resources for Independent Living						121		1.9%
<b>17</b>	Medi-Cal						114		1.8%



**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**

**July-16**

<b>18</b>	3-1-1 Connect - Sacramento County						102		1.6%
<b>19</b>	Senior Legal Hotline						100		1.6%
<b>20</b>	Choice Model Emergency Food Distribution- River City Food Bank						97		1.5%
<b>21</b>	Love INC Sacramento						91		1.4%
<b>22</b>	City of Sacramento 3-1-1						89		1.4%
<b>23</b>	Lawyer Referral and Information Service						86		1.4%
<b>24</b>	Free 411 - Directory Assistance						81		1.3%
<b>25</b>	Superior Court of California - Family Law Facilitator / Self Help Center						81		1.3%
<b>26</b>	Men's Shelter - Volunteers of America						79		1.2%
<b>27</b>	Community Housing Opportunities Corporation						76		1.2%

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

							<b>July '16</b>	<b>YTD</b>
	Number of Online Searches						12,755	73,298
	Visits from Unique IP Addresses						13,391	65,037