



**2-1-1 sacramento**  
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8001 Folsom Blvd. Suite 100, Sacramento, CA 95826  
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www.facebook.com/211Sacramento  
2-1-1 or 916-498-1000 or 800-500-4931

**STATISTICS SUMMARY**

**August-16**

<b>CALLS HANDLED</b>		<b>Aug. '16</b>	
Month of Aug.		8,279	
Year to date - 2016		70,064	
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>	
Information		1,413	14,941
Referral		5,671	43,180
Total I&R calls		7,084	58,121
Follow-up		482	6,404
Advocacy		0	1
Crisis		6	19
Disaster		0	8
Total Calls with demographic info		7,572	64,553
Call Back		89	1,152
Silent/Static		618	4,359
<b>OUTREACH ACTIVITY</b>			
Month of Aug.		1,186	
Year to date - 2016		7,737	

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>		<b>Aug. '16</b>	<b>% of Aug.</b>	<b>YTD</b>	<b>% of YTD</b>
Less than 18		48	<1%	336	<1%
18-20		132	1.7%	967	1.5%
21-29		837	11.1%	5,957	9.2%
30-39		1,132	14.9%	7,521	11.7%
40-49		791	10.4%	6,080	9.4%
50-59		1,002	13.2%	8,688	13.5%
Seniors - age 60+		1,500	19.8%	17,884	27.7%
Caller Declined		56	<1%	2,667	4.1%
Did not Ask		2,074	27.4%	14,453	22.4%
<b>CALLER ETHNICITY</b>		<b>Aug. '16</b>	<b>% of Aug.</b>	<b>YTD</b>	<b>% of YTD</b>
1	African American / Black	1,455	19.2%	9,022	14.0%
2	Caucasian	1,198	15.8%	8,915	13.8%
3	Hispanic / Latino	659	8.7%	4,890	7.6%
4	Multi-Ethnic	206	2.7%	1,083	1.7%
5	Asian	126	1.7%	912	1.4%
6	Other	108	1.4%	570	<1%
7	Pacific Islander / Native Hawaiian	73	<1%	324	<1%
8	Native American	52	<1%	378	<1%
9	Middle Eastern	36	<1%	268	<1%
10	Russian / Slavic	13	<1%	172	<1%
11	Caller Declined	180	2.4%	8,335	12.9%
12	Did not Ask	3,466	45.8%	29,684	46.0%



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**August-16**

**CLIENT PROFILE (continued)**

<b>CALLER GENDER</b>		<b>Aug. '16</b>	<b>% of Aug.</b>	<b>YTD</b>	<b>% of YTD</b>
Female		5,649	74.6%	47,037	72.9%
Male		1,888	24.9%	16,852	26.1%
Unknown		35	<1%	664	1.0%
<b>NUMBER IN HOUSEHOLD</b>		<b>Aug. '16</b>	<b>% of Aug.</b>	<b>YTD</b>	<b>% of YTD</b>
1		1,616	21.3%	13,901	21.5%
2		975	12.9%	7,559	11.7%
3		661	8.7%	4,247	6.6%
4		436	5.8%	2,728	4.2%
5		220	2.9%	1,412	2.2%
6+		173	2.3%	1,129	1.7%
Unknown		3,491	46.1%	33,577	52.0%
<b>APPROXIMATE MONTHLY INCOME</b>		<b>Aug. '16</b>	<b>% of Aug.</b>	<b>YTD</b>	<b>% of YTD</b>
Less than \$1,000		1,680	22.2%	11,923	18.5%
\$1,001 - \$1,500		225	3.0%	2,343	3.6%
\$1,501 - \$2,000		151	2.0%	1,288	2.0%
\$2,001 - \$2,500		60	<1%	672	1.0%
\$2,501 - \$3,000		44	<1%	394	<1%
\$3,001 - \$4,000		30	<1%	377	<1%
\$4,001 - \$5,000		12	<1%	147	<1%
More than \$5,000		7	<1%	105	<1%
Unknown		5,363	70.8%	47,171	73.1%
<b>TOP SOURCES OF INCOME</b>		<b>Aug. '16</b>	<b>% of Aug.</b>	<b>YTD</b>	<b>% of YTD</b>
1	SSI	1,239	16.4%	9,032	14.0%
2	TANF (CalWORKs)	822	10.9%	4,838	7.5%
3	Job	811	10.7%	8,545	13.2%
4	Social Security	540	7.1%	6,158	9.5%
5	None	419	5.5%	2,684	4.2%
6	SSD (SSDI)	221	2.9%	1,449	2.2%
7	Pension	120	1.6%	2,468	3.8%
8	General Assistance	86	1.1%	703	1.1%
9	Unemployment	77	1.0%	576	<1%
10	Other	39	<1%	239	<1%
11	SDI	29	<1%	253	<1%
12	Self-Employed	29	<1%	266	<1%
13	Family	27	<1%	208	<1%
14	Child Support	18	<1%	132	<1%
15	Student Financial Aid	8	<1%	80	<1%
16	Workers Compensation	7	<1%	39	<1%
17	AB 12 Foster Care	4	<1%	33	<1%
18	Alimony	4	<1%	46	<1%
19	Insurance	2	<1%	12	<1%
20	Unknown	3,070	40.5%	26,792	41.5%



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**August-16**

<b>TOP ZIP CODES (Aug. '16)</b>			<b># of CALLS</b>		<b>TOP ZIP CODES (YTD)</b>			<b># of CALLS</b>	
1	95823	Sacramento	651		1	95823	Sacramento	5,099	
2	95815	Sacramento	402		2	95815	Sacramento	3,406	
3	95821	Sacramento	365		3	95821	Sacramento	2,952	
4	95820	Sacramento	308		4	95608	Carmichael	2,616	
5	95838	Sacramento	305		5	95838	Sacramento	2,457	
6	95608	Carmichael	294		6	95820	Sacramento	2,424	
7	95825	Sacramento	281		7	95825	Sacramento	2,269	
8	95828	Sacramento	272		8	95828	Sacramento	2,258	
9	95660	North Highlands	246		9	95670	Rancho Cordova	2,225	
10	95670	Rancho Cordova	238		10	95822	Sacramento	2,201	

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>						<b>Aug. '16</b>	<b>% of Aug.</b>
<b>1</b>	<b>Housing</b>					<b>5,136</b>	<b>67.8%</b>
	Emergency Shelter/Transitional Housing					1,906	25.2%
	Housing Search Assistance					1,061	14.0%
	Low Income/Subsidized Housing					923	12.2%
	Rent Payment/Rent Deposit Assistance					626	8.3%
	Landlord/Tenant Assistance					394	5.2%
	Supportive Housing					150	2.0%
<b>2</b>	<b>Legal, Consumer, and Public Safety Services</b>					<b>1,669</b>	<b>22.0%</b>
	Legal Counseling and Representation					376	5.0%
	Family Law					261	3.4%
	Legal Education and Information					175	2.3%
	Specialized Legal Services					138	1.8%
	Lawyer Referral Services					133	1.8%
	Records/Licenses/Permits					127	1.7%
	Law Enforcement Services					122	1.6%
	Advocacy					68	<1%
	Consumer Complaints					60	<1%
<b>3</b>	<b>Information Services</b>					<b>964</b>	<b>12.7%</b>
	Information & Referral					809	10.7%
	Libraries/Printed Materials/Media					98	1.3%
<b>4</b>	<b>Health Care</b>					<b>780</b>	<b>10.3%</b>
	Community Clinics					122	1.6%
	Health Insurance Information/Counseling					105	1.4%
	Health Care Referrals					95	1.3%
	Medi-Cal/Public Medical Assistance Programs					68	<1%
	Emergency Room Care/ General Medical Care					62	<1%
	Disease/Disability Specific Screening/Diagnosis					60	<1%
	Immunizations					42	<1%
	Assistive Technology Equipment					39	<1%
<b>5</b>	<b>Individual, Family, and Community Support</b>					<b>731</b>	<b>9.7%</b>
	Family Support Centers					141	1.9%
	Case/Care Management					85	1.1%
	In-Home Assistance					84	1.1%
	Domestic Animal Services					76	1.0%
	Community Action/Social Advocacy Groups					67	<1%
	Protective Services					67	<1%
	Parenting Education					31	<1%



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**August-16**

<b>6</b>	<b>Utility Assistance</b>						<b>665</b>	<b>8.8%</b>
	Utility Services Payment Assistance						625	8.3%
<b>7</b>	<b>Food/Meals</b>						<b>557</b>	<b>7.4%</b>
	Food Pantries						411	5.4%
	CalFresh and WIC						93	1.2%
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)						50	<1%
<b>8</b>	<b>Mental Health/Addictions</b>						<b>447</b>	<b>5.9%</b>
	Counseling Services						181	2.4%
	Substance Abuse Services						145	1.9%
	Mental Health Evaluation and Treatment						51	<1%
	Inpatient/Outpatient Mental Health Facilities						42	<1%
<b>9</b>	<b>Clothing/Personal/Household Needs</b>						<b>389</b>	<b>5.1%</b>
	Clothing						181	2.4%
	Furniture						109	1.4%
	Household Goods						47	<1%
<b>10</b>	<b>Income Support/Assistance</b>						<b>302</b>	<b>4.0%</b>
	General Relief/SSI/TANF						96	1.3%
	Household Related Public Assistance Programs						78	1.0%
	Tax Information/Assistance Programs						46	<1%
	Social Insurance Programs						44	<1%
<b>11</b>	<b>Other Government/Economic Services</b>						<b>219</b>	<b>2.9%</b>
<b>12</b>	<b>Transportation</b>						<b>164</b>	<b>2.2%</b>
<b>13</b>	<b>Education</b>						<b>155</b>	<b>2.0%</b>
<b>14</b>	<b>Employment</b>						<b>94</b>	<b>1.2%</b>

**TOP UNMET NEEDS**

**Aug. '16**

<b>1</b>	Rental Deposit Assistance						23	
<b>2</b>	Homeless Shelter						16	
<b>3</b>	Transportation						16	
<b>4</b>	Rent Payment Assistance						14	
<b>5</b>	Utility Service Payment Assistance						11	
<b>6</b>	Homeless Motel Vouchers						7	
<b>7</b>	Furniture						6	
<b>8</b>	Food Pantries						5	

**Most Frequently Referred Programs**

**Aug. '16**

**% of Aug.**

<b>1</b>	Rental Assistance and Motel Vouchers - The Salvation Army						922	12.2%
<b>2</b>	Travelers Aid Emergency Assistance Agency						903	11.9%
<b>3</b>	Sacramento Self Help Housing						707	9.3%
<b>4</b>	Utility Assistance - The Salvation Army						458	6.0%
<b>5</b>	Mercy Housing California						402	5.3%
<b>6</b>	Family Assistance - Saint Vincent de Paul Society						393	5.2%
<b>7</b>	Mutual Housing California						378	5.0%
<b>8</b>	Home Energy Assistance Program (HEAP)						345	4.6%
<b>9</b>	Francis House - A Program of Next Move						303	4.0%
<b>10</b>	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing						276	3.6%
<b>11</b>	Legal Services of Northern California						254	3.4%
<b>12</b>	Family Shelter - Next Move						241	3.2%
<b>13</b>	Shelter Services - The Salvation Army						240	3.2%
<b>14</b>	Residential Family Shelter - Volunteers of America						234	3.1%
<b>15</b>	Saint John's Program for Real Change						205	2.7%



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16	Anton Arcade Apartments						182		2.4%
17	Resources for Independent Living						153		2.0%
18	Lawyer Referral and Information Service						138		1.8%
19	Medi-Cal						137		1.8%
20	Senior Legal Hotline						127		1.7%
21	Choice Model Emergency Food Distribution- River City Food Bank						127		1.7%
22	Superior Court of California - Family Law Facilitator / Self Help Center						118		1.6%
23	Love INC Sacramento						109		1.4%
24	3-1-1 Connect - Sacramento County						103		1.4%
25	CalFresh						99		1.3%
26	City of Sacramento 3-1-1						95		1.3%
27	WellSpace Health						93		1.2%

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

							<b>Aug. '16</b>	<b>YTD</b>
	Number of Online Searches						14,100	87,398
	Visits from Unique IP Addresses						14,212	79,249