



2-1-1 sacramento  
find help here

2-1-1 Sacramento

Annual Statistical Report

January - December 2016

<b>CALLS RECEIVED ANNUALLY (Calls Presented)</b>				<b>% increase/decrease</b>		
2016			103,387	-5.0%	from 2015	
2015			108,809	-6.4%	from 2014	
2014			116,269	-11.5%	from 2013	
2013			131,451	2.0%	from 2012	
<b>2016 CALL TYPES</b>						
Information			21,561			
Referral			60,958			
Total I&R calls			82,519			
Follow-up			8,310	10.1%	% of I&R calls followed-up	
Advocacy			1			
Crisis			25			
Disaster			8			
Total Calls with demographic info			90,863			
Silent/Static			6,959			
Call Back			1,609			
<b>OUTREACH ACTIVITY</b>						
2016			11,461			
<b>PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE ON WEBSITE</b>						
			<b>2016</b>	<b>2015</b>	<b>% increase</b>	
Number of Online Searches			142,312	91,602	55%	
Visits from Unique IP Addresses			86,380	29,582	192%	
<b>CLIENT PROFILE</b>						
<b>TOP AGE RANGES OF CALLERS</b>			<b>2016</b>		<b>% OF CALLS</b>	
Less than 18			516		<1%	
18-20			1,373		1.5%	
21-29			8,640		9.5%	
30-39			11,341		12.5%	
40-49			9,017		9.9%	
50-59			12,458		13.7%	
Seniors - age 60+			23,256		25.6%	
Caller Declined			2,872		3.2%	
Did not Ask			21,390		23.5%	
<b>GENDER</b>						
Female			66,587		73.3%	
Male			23,540		25.9%	
Unknown			736		<1%	



2-1-1 sacramento  
find help here

2-1-1 Sacramento

Annual Statistical Report

January - December 2016

**CLIENT PROFILE (continued)**

<b>CALLER ETHNICITY</b>				<b>2016</b>	<b>% OF CALLS</b>
1	African American			14,820	16.3%
2	Caucasian			13,918	15.3%
3	Hispanic			7,372	8.1%
4	Multi-Ethnic			2,210	2.4%
5	Asian			1,332	1.5%
6	Other			879	<1%
7	Native American			677	<1%
8	Pacific Islander/Native Hawaiian			548	<1%
9	Middle Eastern			410	<1%
10	Russian/Slavic			242	<1%
11	Caller Declined			9,064	10.0%
12	Did not Ask			39,391	43.4%
<b>TOP SOURCES OF INCOME</b>				<b>2016</b>	<b>% OF CALLS</b>
1	SSI			14,277	15.7%
2	Job			11,605	12.8%
3	Social Security			8,134	9.0%
4	TANF			8,037	8.8%
5	None			4,222	4.6%
6	Pension			2,870	3.2%
7	SSD			2,112	2.3%
8	General Assistance			1,059	1.2%
9	Unemployment			826	<1%
10	Self-Employed			393	<1%
11	Other			354	<1%
12	Family			333	<1%
13	SDI			320	<1%
14	Child Support			218	<1%
15	Student Financial Aid			125	<1%
16	Workers Compensation			75	<1%
17	Alimony			60	<1%
18	AB 12 Foster Care			42	<1%
19	Insurance			18	<1%
20	Unknown			35,783	39.4%
<b>NUMBER IN HOUSEHOLD</b>				<b>2016</b>	<b>% OF CALLS</b>
	1			19,752	21.7%
	2			10,691	11.8%
	3			6,449	7.1%
	4			4,257	4.7%
	5			2,305	2.5%
	6+			1,966	2.2%
	Unknown			45,443	50.0%



2-1-1 sacramento  
find help here

2-1-1 Sacramento

Annual Statistical Report

January - December 2016

<b>APPROXIMATE MONTHLY INCOME</b>				<b>2016</b>	<b>% OF CALLS</b>
	Less than \$1,000			18,586	20.5%
	\$1,001 - \$1,500			3,387	3.7%
	\$1,501 - \$2,000			1,850	2.0%
	\$2,001 - \$2,500			968	1.1%
	\$2,501 - \$3,000			562	<1%
	\$3,001 - \$4,000			478	<1%
	\$4,001 - \$5,000			198	<1%
	More than \$5,000			134	<1%
	Unknown			64,700	71.2%

  

<b>TOP ZIP CODES</b>		<b># of CALLS</b>	<b>TOP ZIP CODES</b>		<b># of CALLS</b>		
1	95823	Sacramento	7276	6	95838	Sacramento	3516
2	95815	Sacramento	4914	7	95825	Sacramento	3276
3	95821	Sacramento	4328	8	95828	Sacramento	3221
4	95820	Sacramento	3524	9	95670	Rancho Cordova	3043
5	95608	Carmichael	3519	10	95822	Sacramento	3003

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>				<b>2016</b>	<b>% OF CALLS</b>
1	<b>HOUSING</b>			50,567	55.7%
	Emergency Shelter/Transitional Housing			17,253	19.0%
	Housing Search Assistance			11,600	12.8%
	Low Income/Subsidized Housing			9,035	9.9%
	Rent Payment/Rent Deposit Assistance			6,220	6.8%
	Landlord/Tenant Assistance			4,049	4.5%
	Supportive Housing			1,725	1.9%
2	<b>LEGAL, CONSUMER, AND PUBLIC SAFETY</b>			14,563	16.0%
	Legal Counseling and Representation			3,319	3.7%
	Family Law			1,716	1.9%
	Law Enforcement Services			1,514	1.7%
	Legal Education and Information			1,423	1.6%
	Specialized Legal Services			1,208	1.3%
	Records/Licenses/Permits			1,190	1.3%
	Lawyer Referral Services			898	<1%
	Consumer Complaints			762	<1%
	Advocacy			532	<1%
	State Trial Courts			462	<1%



2-1-1 sacramento  
find help here

2-1-1 Sacramento

Annual Statistical Report

January - December 2016

**NEEDS AND RESOURCES (continued)**

	<u>TOP NEEDS EXPRESSED</u>			<u>2016</u>	<u>% OF CALLS</u>
<b>3</b>	<b>INCOME SUPPORT AND ASSISTANCE</b>			<b>12,292</b>	<b>13.5%</b>
	Tax Information/Assistance Programs			9,588	10.6%
	General Relief/SSI/TANF			887	<1%
	Household Related Public Assistance Programs			844	<1%
	Social Insurance Programs			544	<1%
<b>4</b>	<b>INFORMATION SERVICES</b>			<b>9,687</b>	<b>10.7%</b>
	Information & Referral			8,075	8.9%
	Libraries/Printed Materials			1,146	1.3%
	Electronic Information Resources			391	<1%
<b>5</b>	<b>FAMILY AND COMMUNITY SUPPORT</b>			<b>9,274</b>	<b>10.2%</b>
	Holiday Programs			2,072	2.3%
	Family Support Centers			1,367	1.5%
	Domestic Animal Services			1,101	1.2%
	In Home Assistance			999	1.1%
	Case Management			644	<1%
	Protective Services			597	<1%
	Parenting Education			415	<1%
<b>6</b>	<b>HEALTH CARE</b>			<b>6,845</b>	<b>7.5%</b>
	Community Clinics			1,003	1.1%
	Health Insurance Information/Counseling			937	1.0%
	Dental Care			742	<1%
	Medicaid/Public Medical Assistance Programs			588	<1%
	Health Care Referrals			521	<1%
	Disease/Disability Specific Screening/Diagnosis			416	<1%
	Assistive Technology Equipment			390	<1%
	Mother and Infant Care			365	<1%
	Emergency Room Care/ General Medical Care			326	<1%
<b>7</b>	<b>UTILITY ASSISTANCE</b>			<b>6,640</b>	<b>7.3%</b>
	Utility Payment Assistance			6,249	6.9%
<b>8</b>	<b>FOOD/MEALS</b>			<b>6,357</b>	<b>7.0%</b>
	Food Pantries			4,694	5.2%
	CalFresh and WIC			999	1.1%
	Meals			587	<1%
<b>9</b>	<b>MENTAL HEALTH &amp; ADDICTIONS</b>			<b>4,902</b>	<b>5.4%</b>
	Counseling Services			1,945	2.1%
	Substance Abuse Services			1,540	1.7%
	Mental Health Evaluation and Treatment			532	<1%
	Inpatient/Outpatient Mental Health Facilities			484	<1%
<b>10</b>	<b>CLOTHING/PERSONAL/HOUSEHOLD</b>			<b>3,831</b>	<b>4.2%</b>
	Clothing			1,538	1.7%
	Furniture			1076	1.2%
	Household Goods			820	<1%



2-1-1 sacramento  
find help here

2-1-1 Sacramento

Annual Statistical Report

January - December 2016

**NEEDS AND RESOURCES (continued)**

	<b>TOP NEEDS EXPRESSED</b>			<b>2016</b>	<b>% OF CALLS</b>
11	<b>OTHER GOVERNMENT/ECONOMIC SERVICES</b>			<b>2,535</b>	<b>2.8%</b>
	Waste Management Services			879	<1%
	Administrative Entities County/State			423	<1%
	Building and Safety/Code Enforcement			324	<1%
	Street Maintenance/Land Use Planning and Regulation			238	<1%
	<b>Top Unmet Needs</b>			<b>2016</b>	<b>% OF CALLS</b>
1	Rental Deposit Assistance			262	0.3%
2	Rent Payment Assistance			225	0.2%
3	Emergency Shelter			159	0.2%
4	Transportation			134	0.1%
5	Utility Service Payment Assistance			114	0.1%
6	Holiday Programs			100	0.1%
7	Food Programs			81	0.1%
8	Legal Services			64	0.1%
9	Tax Information/Preparation			54	0.1%
	<b>Most Frequently Referred Programs</b>			<b>2016</b>	<b>% OF CALLS</b>
1	Rental Assistance and Motel Vouchers - The Salvation Army			8,329	9.2%
2	Travelers Aid Emergency Assistance Agency			7,176	7.9%
3	Sacramento Self Help Housing			6,886	7.6%
4	Utility Assistance - Salvation Army			4,481	4.9%
5	Volunteer Income Tax Assistance Program (VITA)			4,077	4.5%
6	Family Assistance - Saint Vincent de Paul Society			4,009	4.4%
7	Tax-Aide - AARP			4,005	4.4%
8	Mercy Housing California			3,888	4.3%
9	Mutual Housing California			3,621	4.0%
10	Home Energy Assistance Program (HEAP) - Community Resource Project			3,342	3.7%
11	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing			2,826	3.1%
12	Francis House			2,599	2.9%
13	Legal Services of Northern California - Sacramento County			2,497	2.7%
14	Shelter Services - Salvation Army			2,483	2.7%
15	Residential Family Shelter - Volunteers of America			1,976	2.2%
16	Family Shelter - Next Move			1,862	2.0%
17	Saint John's Program for Real Change			1,672	1.8%
18	Resources for Independent Living			1,430	1.6%



2-1-1 sacramento  
find help here

2-1-1 Sacramento

Annual Statistical Report

January - December 2016

**NEEDS AND RESOURCES (continued)**

19	Choice Model Emergency Food Distribution - River City Food Bank				1,404	1.5%
20	Food - Sacramento Food Bank & Family Services				1,199	1.3%
21	Love INC				1,192	1.3%
22	Medi-Cal - SCDHA				1,179	1.3%
23	3-1-1 Connect - Sacramento County				1,104	1.2%
24	Senior Legal Hotline - Legal Services of Northern California				1,060	1.2%
25	Men's Shelter - Union Gospel Mission Sacramento				1,034	1.1%
26	Men's Shelter - Volunteers of America				1,005	1.1%
27	Housing Choice Voucher Program - SHRA				992	1.1%
28	Conventional and Public Housing Program - SHRA				985	1.1%
29	CalFresh - SCDHA				948	1.0%
30	Lawyer Referral and Information Service				921	1.0%
31	City of Sacramento 3-1-1				877	1.0%