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2-1-1 Sacramento
Annual Statistical Report
January - December 2017

<u>CALLS RECEIVED ANNUALLY (Calls Presented)</u>		<u>% increase/decrease</u>	
2017	114,079	10.3%	from 2016
2016	103,387	-5.0%	from 2015
2015	108,809	-6.4%	from 2014
2014	116,269	-11.5%	from 2013

2017 CALL TYPES

Information	21,300		
Referral	45,748		
Total I&R calls	67,048		
Follow-up	6,652	9.9%	% of I&R calls followed-up
Advocacy	1		
Crisis	9		
Disaster	154		
Total Calls with demographic info	73,864		
Silent/Static	8,595		
Call Back	4,353		

OUTREACH ACTIVITY

2017	12,708
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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE ON WEBSITE

	<u>2017</u>	<u>2016</u>	<u>% increase</u>
Number of Online Searches	174,483	142,312	23%
Visits from Unique IP Addresses	110,726	86,380	28%

CLIENT PROFILE

TOP AGE RANGES OF CALLERS

	<u>2017</u>	<u>% OF CALLS</u>
Less than 18	443	<1%
18-20	856	1.2%
21-29	6,509	8.8%
30-39	9,182	12.4%
40-49	7,156	9.7%
50-59	9,533	12.9%
Seniors - age 60+	20,922	28.3%
Caller Declined	909	1.2%
Did not Ask	18,354	24.8%

GENDER

Female	54,692	74.0%
Male	19,032	25.8%
Unknown	140	<1%



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2-1-1 Sacramento

**Annual Statistical Report
January - December 2017**

CLIENT PROFILE (continued)

<u>CALLER ETHNICITY</u>	<u>2017</u>	<u>% OF CALLS</u>
1 Caucasian	15,265	20.7%
2 African American	14,438	19.5%
3 Hispanic	6,628	9.0%
4 Multi-Ethnic	1,916	2.6%
5 Asian	1,441	2.0%
6 Other	643	<1%
7 Native American	560	<1%
8 Middle Eastern	552	<1%
9 Pacific Islander/Native Hawaiian	489	<1%
10 Russian/Slavic	172	<1%
11 Caller Declined	2,293	3.1%
12 Did not Ask	29,467	39.9%

<u>TOP SOURCES OF INCOME</u>	<u>2017</u>	<u>% OF CALLS</u>
1 SSI	12,638	17.1%
2 Job	11,701	15.8%
3 Social Security	8,596	11.6%
4 TANF	6,650	9.0%
5 None	3,530	4.8%
6 Pension	2,828	3.8%
7 SSD	2,064	2.8%
8 General Assistance	1,057	1.4%
9 Unemployment	812	1.1%
10 Other	374	<1%
11 Self-Employed	368	<1%
12 Family	332	<1%
13 SDI	206	<1%
14 Child Support	192	<1%
15 Student Financial Aid	108	<1%
16 Workers Compensation	89	<1%
17 Alimony	79	<1%
18 AB 12 Foster Care	51	<1%
19 Insurance	5	<1%
20 Unknown	22,184	30.0%

<u>NUMBER IN HOUSEHOLD</u>	<u>2017</u>	<u>% OF CALLS</u>
1	19,200	26.0%
2	8,678	11.7%
3	5,202	7.0%
4	3,129	4.2%
5	1,718	2.3%
6+	1,414	1.9%
Unknown	34,523	46.7%



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January - December 2017**

APPROXIMATE MONTHLY INCOME

	<u>2017</u>	<u>% OF CALLS</u>
Less than \$1,000	14,856	20.1%
\$1,001 - \$1,500	3,611	4.9%
\$1,501 - \$2,000	2,222	3.0%
\$2,001 - \$2,500	1,265	1.7%
\$2,501 - \$3,000	773	1.0%
\$3,001 - \$4,000	730	<1%
\$4,001 - \$5,000	286	<1%
More than \$5,000	285	<1%
Unknown	49,836	67.5%

TOP ZIP CODES

of CALLS

TOP ZIP CODES

of CALLS

1	95823	Sacramento	6,039	6	95826	Sacramento	2,634
2	95821	Sacramento	3,432	7	95828	Sacramento	2,617
3	95815	Sacramento	3,268	8	95820	Sacramento	2,589
4	95608	Carmichael	2,740	9	95670	Rancho Cordova	2,529
5	95838	Sacramento	2,668	10	95825	Sacramento	2,520

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED

2017

% OF CALLS

1 HOUSING	36,839	49.9%
Emergency Shelter/Transitional Housing	11,554	15.6%
Housing Search Assistance	7,976	10.8%
Low Income/Subsidized Housing	6,948	9.4%
Rent Payment/Rent Deposit Assistance	3,908	5.3%
Landlord/Tenant Assistance	3507	4.7%
Supportive Housing	1,251	1.7%
2 LEGAL, CONSUMER, AND PUBLIC SAFETY	14,522	19.7%
Legal Counseling and Representation	3,205	4.3%
Specialized Legal Services	1,776	2.4%
Family Law	1,728	2.3%
Legal Education and Information	1,598	2.2%
Law Enforcement Services	1,405	1.9%
Records/Licenses/Permits	930	1.3%
Lawyer Referral Services	906	1.2%
Consumer Complaints	644	<1%
Advocacy	550	<1%
State Trial Courts	429	<1%



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**Annual Statistical Report
January - December 2017**

NEEDS AND RESOURCES (continued)

<u>TOP NEEDS EXPRESSED</u>	<u>2017</u>	<u>% OF CALLS</u>
3 INCOME SUPPORT AND ASSISTANCE	11,178	15.1%
Tax Information/Assistance Programs	8,658	11.7%
General Relief/SSI/TANF	1,002	1.4%
Household Related Public Assistance Programs	675	<1%
Social Insurance Programs	383	<1%
4 FAMILY AND COMMUNITY SUPPORT	7,525	10.2%
Holiday Programs	1,829	2.5%
Domestic Animal Services	896	1.2%
Family Support Centers	894	1.2%
In Home Assistance	892	1.2%
Case Management	539	<1%
Protective Services	401	<1%
Parenting Education	343	<1%
5 INFORMATION SERVICES	6687	9.1%
Information & Referral	5,406	7.3%
Public Awareness/Education	604	<1%
Electronic Information Resources	338	<1%
Libraries/Printed Materials	296	<1%
6 FOOD/MEALS	5458	7.4%
Food Pantries	3,305	4.5%
CalFresh and WIC	1,526	2.1%
Meals	561	<1%
7 UTILITY ASSISTANCE	5,230	7.1%
Utility Payment Assistance	4,954	6.7%
8 HEALTH CARE	5043	6.8%
Health Insurance Information/Counseling	877	1.2%
Dental Care	577	<1%
Community Clinics	528	<1%
Medicaid/Public Medical Assistance Programs	520	<1%
Health Care Referrals	323	<1%
Assistive Technology Equipment	286	<1%
Emergency Room Care/ General Medical Care	258	<1%
Disease/Disability Specific Screening/Diagnosis	229	<1%
Mother and Infant Care	221	<1%
Hospitals	187	<1%
9 MENTAL HEALTH & ADDICTIONS	4234	5.7%
Counseling Services	1,619	2.2%
Substance Abuse Services	1,331	1.8%
Mental Health Evaluation and Treatment	595	<1%
Inpatient/Outpatient Mental Health Facilities	374	<1%
10 CLOTHING/PERSONAL/HOUSEHOLD	3072	4.2%
Clothing	1280	1.7%



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**Annual Statistical Report
January - December 2017**

Furniture	853	1.2%
Household Goods	475	<1%

NEEDS AND RESOURCES (continued)

<u>TOP NEEDS EXPRESSED</u>	<u>2017</u>	<u>% OF CALLS</u>
11 OTHER GOVERNMENT/ECONOMIC SERVICES	2205	3.0%
Waste Management Services	903	1.2%
Administrative Entities County/State	385	<1%
Building and Safety/Code Enforcement	281	<1%
Street Maintenance/Land Use Planning and Regulation	269	<1%

<u>Top Unmet Needs</u>	<u>2017</u>	<u>% OF CALLS</u>
1 Rental Deposit Assistance	155	0.2%
2 Utility Service Payment Assistance	115	0.2%
3 Tax Information/Preparation	99	0.1%
4 Homeless Motel Vouchers	81	0.1%
5 Homeless Shelter	70	0.1%
6 Rent Payment Assistance	64	0.1%
7 Gas Money	63	0.1%
8 Holiday Gifts/Toys	63	0.1%
9 Food Pantries	26	0.0%
10 Christmas Baskets	26	0.0%

<u>Most Frequently Referred Programs</u>	<u>2017</u>	<u>% OF CALLS</u>
1 Rent Payment Assistance - Travelers Aid	5,895	8.0%
2 Rental Assistance - The Salvation Army	5,565	7.5%
3 Sacramento Self Help Housing	4,817	6.5%
4 Volunteer Income Tax Assistance Program (VITA)	4,210	5.7%
5 Utility Assistance - The Salvation Army	3,278	4.4%
6 Family Assistance - Saint Vincent de Paul	3,221	4.4%
7 Tax-Aide - AARP	3,205	4.3%
8 Home Energy Assistance Program (HEAP)	2,843	3.8%
9 Mercy Housing California	2,488	3.4%
10 Mutual Housing California	2,433	3.3%
11 Landlord Tenant Dispute Resolution - Sacramento Self Help Housing	2,200	3.0%
12 Francis House - A Program of Next Move	1,895	2.6%
13 Legal Services of Northern California - Sacramento County	1,889	2.6%
14 Shelter Services - The Salvation Army	1,842	2.5%
15 Residential Family Shelter - Volunteers of America	1,387	1.9%
16 Family Shelter - Next Move	1,327	1.8%
17 Community Housing Opportunities	1,302	1.8%
18 Resources for Independent Living	1,268	1.7%
19 Medi-Cal - SCDHA	984	1.3%
20 Lawyer Referral and Information Service	901	1.2%
21 CalFresh - SCDHA	899	1.2%



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2-1-1 Sacramento

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January - December 2017**

22 Produce for All - Sacramento Food Bank & Family Services	898	1.2%
23 Senior Legal Hotline - Legal Services of Northern California	883	1.2%
24 River City Food Bank	875	1.2%
25 CalFresh - 2-1-1 Sacramento	858	1.2%
26 Superior Court of California - Family Law Facilitator/Self Help Center	834	1.1%
27 City of Sacramento 3-1-1	799	1.1%
28 Love in the Name of Christ	786	1.1%
29 Men's Shelter - Clothing and Showers - Union Gospel Mission	783	1.1%
30 Sacramento Housing and Redevelopment Agency-Housing Choice Voucher	781	1.1%