



2-1-1 sacramento
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8001 Folsom Blvd. Suite 100, Sacramento, CA 95826

www.211Sacramento.org
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2-1-1 or 916-498-1000 or 800-500-4931

STATISTICS SUMMARY

April-17

CALL VOLUME		April '17	
Month of April		8,970	
Year to date - 2017		60,537	
TYPE OF CALLS		YEAR TO DATE (YTD)	
Information		2,255	8,117
Referral		3,128	17,468
Total I&R calls		5,383	25,585
Follow-up		895	3,938
Advocacy		0	1
Crisis		0	1
Disaster		0	138
Total Calls with demographic info		6,278	29,663
Call Back		586	3,323
Silent/Static		690	2,479
Other		1,416	25,072
OUTREACH ACTIVITY			
Month of April		968	
Year to date - 2017		4,001	

CLIENT PROFILE

AGE RANGES OF CALLERS		April '17	% of April	YTD	% of YTD
Less than 18		25	<1%	101	<1%
18-20		79	1.3%	330	1.1%
21-29		487	7.8%	2,209	7.4%
30-39		677	10.8%	3,124	10.5%
40-49		594	9.5%	2,807	9.5%
50-59		842	13.4%	3,913	13.2%
Seniors - age 60+		2,040	32.5%	11,505	38.8%
Caller Declined		87	1.4%	309	1.0%
Did not Ask		1,447	23.0%	5,365	18.1%
CALLER ETHNICITY		April '17	% of April	YTD	% of YTD
1	Caucasian	1,359	21.6%	6,915	23.3%
2	African American/Black	1,205	19.2%	5,238	17.7%
3	Hispanic / Latino	562	9.0%	3,175	10.7%
4	Multi-ethnic	144	2.3%	758	2.6%
5	Asian	132	2.1%	747	2.5%
6	Native American	51	<1%	213	<1%
7	Middle Eastern	44	<1%	244	<1%
8	Other	43	<1%	343	1.2%
9	Pacific Islander / Native Hawaiian	40	<1%	215	<1%
10	Russian / Slavic	12	<1%	89	<1%
11	Caller Declined	216	3.4%	1,289	4.3%
12	Did not Ask	2,470	39.3%	10,437	35.2%



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CLIENT PROFILE (continued)

CALLER GENDER		April '17	% of April	YTD	% of YTD
Female		4,520	72.0%	21,323	71.9%
Male		1,749	27.9%	8,272	27.9%
Unknown		9	<1%	68	<1%
NUMBER IN HOUSEHOLD		April '17	% of April	YTD	% of YTD
1		1,633	26.0%	8,276	27.9%
2		602	9.6%	3,613	12.2%
3		355	5.7%	1,717	5.8%
4		199	3.2%	1,020	3.4%
5		88	1.4%	511	1.7%
6+		90	1.4%	408	1.4%
Unknown		3,311	52.7%	14,118	47.6%
APPROXIMATE MONTHLY INCOME		April '17	% of April	YTD	% of YTD
Less than \$1,000		1,148	18.3%	4,914	16.6%
\$1,001 - \$1,500		312	5.0%	1,409	4.8%
\$1,501 - \$2,000		143	2.3%	944	3.2%
\$2,001 - \$2,500		103	1.6%	701	2.4%
\$2,501 - \$3,000		40	<1%	420	1.4%
\$3,001 - \$4,000		44	<1%	474	1.6%
\$4,001 - \$5,000		18	<1%	204	<1%
More than \$5,000		13	<1%	121	<1%
Unknown		4,457	71.0%	20,476	69.0%
TOP SOURCES OF INCOME		April '17	% of April	YTD	% of YTD
1	SSI	1,020	16.2%	4,066	13.7%
2	Job	1,016	16.2%	6,086	20.5%
3	Social Security	912	14.5%	4,999	16.9%
4	TANF (CalWORKs)	462	7.4%	1,734	5.8%
5	Pension	348	5.5%	2,071	7.0%
6	None	333	5.3%	1,215	4.1%
7	SSD	246	3.9%	904	3.0%
8	General Assistance	103	1.6%	364	1.2%
9	Unemployment	48	<1%	283	<1%
10	Self-Employed	29	<1%	140	<1%
11	Other	26	<1%	185	<1%
12	Family	15	<1%	87	<1%
13	SDI	13	<1%	57	<1%
14	Child Support	12	<1%	52	<1%
15	Workers Compensation	8	<1%	49	<1%
16	AB 12 Foster Care	5	<1%	16	<1%
17	Student Financial Aid	4	<1%	41	<1%
18	Alimony	2	<1%	28	<1%
19	Insurance	1	<1%	3	<1%
20	Unknown	1,675	26.7%	7,283	24.6%



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TOP ZIP CODES (April '17)				TOP ZIP CODES (YTD)			
# of CALLS				# of CALLS			
1	95823	Sacramento	474	1	95823	Sacramento	2,195
2	95821	Sacramento	302	2	95821	Sacramento	1,342
3	95815	Sacramento	298	3	95608	Carmichael	1,255
4	95828	Sacramento	254	4	95815	Sacramento	1,213
5	95838	Sacramento	240	5	95670	Rancho Cordova	1,161
6	95820	Sacramento	231	6	95828	Sacramento	1,117
7	95608	Carmichael	228	7	95820	Sacramento	1,022
8	95814	Sacramento	220	8	95838	Sacramento	1,001
9	95822	Sacramento	219	9	95822	Sacramento	990
10	95825	Sacramento	193	10	95825	Sacramento	923

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED						April '17	% of April
1	Housing					3,132	49.9%
	Emergency Shelter/Transitional Housing					1,076	17.1%
	Housing Search Assistance					721	11.5%
	Low Income/Subsidized Housing					624	9.9%
	Rent Payment/Rent Deposit Assistance					315	5.0%
	Landlord/Tenant Assistance					241	3.8%
	Supportive Housing					85	1.4%
2	Legal, Consumer, and Public Safety Services					1,083	17.3%
	Legal Counseling and Representation					238	3.8%
	Specialized Legal Services					139	2.2%
	Family Law					135	2.2%
	Legal Education and Information					127	2.0%
	Lawyer Referral Services					80	1.3%
	Law Enforcement Services					78	1.2%
	Records/Licenses/Permits					77	1.2%
	Consumer Complaints					49	<1%
	Advocacy					43	<1%
3	Income Support/Assistance					906	14.4%
	Tax Information/Assistance Programs					744	11.9%
	General Relief/SSI/TANF					69	1.1%
	Household Related Public Assistance Programs					51	<1%
	Social Insurance Programs					21	<1%
4	Information Services					470	7.5%
	Information & Referral					397	6.3%
	Libraries/Printed Materials					50	<1%
	Electronic Information Resources					22	<1%
5	Individual, Family, and Community Support					418	6.7%
	Domestic Animal Services					79	1.3%
	In Home Assistance					71	1.1%
	Family Support Centers					48	<1%
	Case/Care Management					42	<1%
	Community Action/Social Advocacy Groups					31	<1%
	Support Groups					24	<1%
	Protective Services					18	<1%
	Parenting Education					17	<1%



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6	Food/Meals						404		6.4%	
	Emergency Food/Food Pantries						215		3.4%	
	CalFresh and WIC						143		2.3%	
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)						36		<1%	
7	Utility Assistance						379		6.0%	
	Utility Services Payment Assistance						362		5.8%	
8	Health Care						342		5.4%	
	Dental Care						52		<1%	
	Health Insurance Information/Counseling						47		<1%	
	Medi-Cal/Public Medical Assistance Programs						34		<1%	
	Community Clinics						31		<1%	
	Health Care Referrals						28		<1%	
	Emergency Room Care/General Medical Care						20		<1%	
	Health Education						18		<1%	
	Hospitals						16		<1%	
9	Mental Health/Addictions						320		5.1%	
	Counseling Services						120		1.9%	
	Substance Abuse Services						108		1.7%	
	Mental Health Evaluation and Treatment						36		<1%	
	Inpatient/Outpatient Mental Health Facilities						26		<1%	
10	Clothing/Personal/Household Needs						244		3.9%	
	Clothing						89		1.4%	
	Furniture						71		1.1%	
	Household Goods						59		<1%	
11	Other Government/Economic Services						156		2.5%	
12	Transportation						113		1.8%	
13	Employment						109		1.7%	
TOP UNMET NEEDS							April '17			
1	Tax Assistance						29			
2	Homeless Shelter						8			
3	Rental Deposit Assistance						7			
4	Transportation						7			
5	Utility Service Payment Assistance						6			
6	Food Pantries						5			



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Most Frequently Referred Programs		April '17	% of April
1	Rental Assistance and Motel Vouchers - The Salvation Army	492	7.8%
2	Sacramento Self Help Housing	466	7.4%
3	Volunteer Income Tax Assistance Program (VITA)	458	7.3%
4	Travelers Aid Emergency Assistance Agency	379	6.0%
5	Mercy Housing California	272	4.3%
6	Mutual Housing California	272	4.3%
7	Utility Assistance - The Salvation Army	250	4.0%
8	Home Energy Assistance Program (HEAP)	212	3.4%
9	Family Assistance - Saint Vincent de Paul Society	207	3.3%
10	Shelter Services - The Salvation Army	177	2.8%
11	Legal Services of Northern California	166	2.6%
12	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing	165	2.6%
13	Francis House - A Program of Next Move	149	2.4%
14	Residential Family Shelter - Volunteers of America	122	1.9%
15	Family Shelter - Next Move	113	1.8%
16	CalFresh Application Assistance - 2-1-1 Sacramento	103	1.6%
17	Resources for Independent Living	95	1.5%
18	Men's Shelter - Volunteers of America	84	1.3%
19	Men's Shelter, Clothing and Showers - Union Gospel Mission	83	1.3%
20	Choice Model Emergency Food Distribution - River City Food Bank	81	1.3%
21	Community Housing opportunities Corporation	79	1.3%
22	Tax -Aide - AARP	68	1.1%
23	United States Internal Revenue Service - Taxpayer Assistance Center	67	1.1%
24	Lawyer Referral and Information Service	66	1.1%
25	Love in the Name of Christ	63	1.0%
26	My Free Taxes	61	<1%
27	CalFresh	57	<1%
PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE			
		April '17	YTD
	Number of Online Searches	12,683	54,805
	Visits from Unique IP Addresses	15,281	48,816