



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

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2-1-1 or 916-498-1000 or 800-500-4931

STATISTICS SUMMARY

February-17

CALL VOLUME		Feb. '17							
Month of Feb.		21,634							
Year to date - 2017		35,299							
TYPE OF CALLS		YEAR TO DATE (YTD)							
Information		1,812				4,176			
Referral		5,139				10,400			
Total I&R calls		6,951				14,576			
Follow-up		987				1,409			
Advocacy		1				1			
Crisis		0				1			
Disaster		138				138			
Total Calls with demographic info		8,077				16,125			
Call Back		1,181				1,573			
Silent/Static		611				1,388			
Other		11,765				16,213			
OUTREACH ACTIVITY									
Month of Feb.		838							
Year to date - 2017		1,838							

CLIENT PROFILE

AGE RANGES OF CALLERS		Feb. '17	% of Feb.	YTD	% of YTD
Less than 18		16	<1%	53	<1%
18-20		66	<1%	177	1.1%
21-29		511	6.3%	1,259	7.8%
30-39		796	9.9%	1,809	11.2%
40-49		742	9.2%	1,589	9.9%
50-59		1,077	13.3%	2,155	13.4%
Seniors - age 60+		3,478	43.1%	6,023	37.4%
Caller Declined		56	<1%	157	<1%
Did not Ask		1,335	16.5%	2,903	18.0%
CALLER ETHNICITY		Feb. '17	% of Feb.	YTD	% of YTD
1	Caucasian	1,883	23.3%	3,607	22.4%
2	African American/Black	1,227	15.2%	2,914	18.1%
3	Hispanic / Latino	965	11.9%	1,727	10.7%
4	Asian	230	2.8%	395	2.4%
5	Multi-ethnic	184	2.3%	450	2.8%
6	Other	111	1.4%	218	1.4%
7	Middle Eastern	80	<1%	138	<1%
8	Pacific Islander / Native Hawaiian	67	<1%	124	<1%
9	Native American	52	<1%	123	<1%
10	Russian / Slavic	37	<1%	61	<1%
11	Caller Declined	406	5.0%	783	4.9%
12	Did not Ask	2,835	35.1%	5,585	34.6%



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CLIENT PROFILE (continued)

CALLER GENDER		Feb. '17	% of Feb.	YTD	% of YTD
Female		5,732	71.0%	11,592	71.9%
Male		2,327	28.8%	4,492	27.9%
Unknown		18	<1%	41	<1%
NUMBER IN HOUSEHOLD		Feb. '17	% of Feb.	YTD	% of YTD
1		2,303	28.5%	4,751	29.5%
2		1,047	13.0%	2,168	13.4%
3		401	5.0%	1,008	6.3%
4		245	3.0%	607	3.8%
5		126	1.6%	329	2.0%
6+		106	1.3%	249	1.5%
Unknown		3,849	47.7%	7,013	43.5%
APPROXIMATE MONTHLY INCOME		Feb. '17	% of Feb.	YTD	% of YTD
Less than \$1,000		1,016	12.6%	2,885	17.9%
\$1,001 - \$1,500		369	4.6%	739	4.6%
\$1,501 - \$2,000		300	3.7%	577	3.6%
\$2,001 - \$2,500		201	2.5%	392	2.4%
\$2,501 - \$3,000		142	1.8%	278	1.7%
\$3,001 - \$4,000		165	2.0%	306	1.9%
\$4,001 - \$5,000		64	<1%	128	<1%
More than \$5,000		39	<1%	79	<1%
Unknown		5,781	71.6%	10,741	66.6%
TOP SOURCES OF INCOME		Feb. '17	% of Feb.	YTD	% of YTD
1	Job	2,016	25.0%	3,453	21.4%
2	Social Security	1,468	18.2%	2,554	15.8%
3	SSI	853	10.6%	2,212	13.7%
4	Pension	673	8.3%	1,014	6.3%
5	TANF (CalWORKs)	295	3.7%	936	5.8%
6	None	230	2.8%	654	4.1%
7	SSD	193	2.4%	465	2.9%
8	Unemployment	76	<1%	162	1.0%
9	General Assistance	71	<1%	192	1.2%
10	Other	63	<1%	120	<1%
11	Self-Employed	34	<1%	76	<1%
12	Workers Compensation	21	<1%	29	<1%
13	Family	17	<1%	53	<1%
14	Child Support	12	<1%	30	<1%
15	SDI	12	<1%	33	<1%
16	Student Financial Aid	12	<1%	28	<1%
17	Alimony	8	<1%	13	<1%
18	AB 12 Foster Care	4	<1%	7	<1%
19	Insurance	2	<1%	2	<1%
20	Unknown	2,017	25.0%	4,092	25.4%



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TOP ZIP CODES (Feb. '17)				TOP ZIP CODES (YTD)			
# of CALLS				# of CALLS			
1	95823	Sacramento	563	1	95823	Sacramento	1,235
2	95670	Rancho Cordova	356	2	95821	Sacramento	723
3	95608	Carmichael	355	3	95608	Carmichael	697
4	95821	Sacramento	341	4	95815	Sacramento	654
5	95815	Sacramento	299	5	95670	Rancho Cordova	646
6	95822	Sacramento	289	6	95828	Sacramento	586
7	95828	Sacramento	289	7	95838	Sacramento	550
8	95820	Sacramento	251	8	95825	Sacramento	536
9	95621	Citrus Heights	245	9	95820	Sacramento	533
10	95825	Sacramento	245	10	95822	Sacramento	521

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED				Feb. '17		% of Feb.
1	Income Support/Assistance			3,391		42.0%
	Tax Information/Assistance Programs			3,274		40.5%
	General Relief/SSI/TANF			48		<1%
	Household Related Public Assistance Programs			31		<1%
2	Housing			1,915		23.7%
	Emergency Shelter/Transitional Housing			475		5.9%
	Housing Search Assistance			452		5.6%
	Low Income/Subsidized Housing			400		5.0%
	Rent Payment/Rent Deposit Assistance			213		2.6%
	Landlord/Tenant Assistance			202		2.5%
	Supportive Housing			55		<1%
3	Legal, Consumer, and Public Safety Services			850		10.5%
	Legal Counseling and Representation			195		2.4%
	Family Law			112		1.4%
	Specialized Legal Services			110		1.4%
	Legal Education and Information			91		1.1%
	Law Enforcement Services			72		<1%
	Records/Licenses/Permits			63		<1%
	Lawyer Referral Services			61		<1%
	Consumer Complaints			34		<1%
	Advocacy			31		<1%
4	Information Services			438		5.4%
	Information & Referral			387		4.8%
	Libraries/Printed Materials			34		<1%
5	Disaster Services			374		4.6%
	Disaster Relief Centers/Extreme Cold Warming Centers			171		2.1%
	Disaster Response Services/Evacuation Centers			105		1.3%
	Extreme Cold Weather Shelters			37		<1%
	Disaster Preparedness			19		<1%
6	Utility Assistance			303		3.8%
	Utility Services Payment Assistance			285		3.5%
7	Individual, Family, and Community Support			292		3.6%
	In Home Assistance			56		<1%
	Domestic Animal Services			47		<1%
	Family Support Centers			41		<1%
	Community Action/Social Advocacy Groups			26		<1%
	Protective Services			19		<1%



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Most Frequently Referred Programs		Feb. '17	% of Feb.
1	Volunteer Income Tax Assistance Program (VITA)	1,670	20.7%
2	Tax -Aide - AARP	1,441	17.8%
3	Sacramento Self Help Housing	316	3.9%
4	Rental Assistance and Motel Vouchers - The Salvation Army	294	3.6%
5	Travelers Aid Emergency Assistance Agency	281	3.5%
6	Utility Assistance - The Salvation Army	204	2.5%
7	Home Energy Assistance Program (HEAP)	178	2.2%
8	Mercy Housing California	157	1.9%
9	Mutual Housing California	151	1.9%
10	Family Assistance - Saint Vincent de Paul Society	136	1.7%
11	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing	136	1.7%
12	Legal Services of Northern California	116	1.4%
13	Emergency Homeless Shelter - Volunteers of America	104	1.3%
14	2-1-1 Butte County	98	1.2%
15	Shelter Services - The Salvation Army	88	1.1%
16	Francis House	82	1.0%
17	Resources for Independent Living	79	<1%
18	Warming Center - Union Gospel Mission	72	<1%
19	Housing Choice Voucher Program - SHRA	68	<1%
20	CalFresh Application Assistance - 2-1-1 Sacramento	67	<1%
21	Senior Legal Hotline	64	<1%
22	Residential Family Shelter - Volunteers of America	63	<1%
23	Weather Refuge Center - Southside Park - City and County of Sacramento	61	<1%
24	Lawyer Referral and Information Service	58	<1%
25	CalFresh	58	<1%
26	Choice Model Emergency Food Distribution- River City Food Bank	54	<1%
27	Family Shelter - Next Move	54	<1%
28	Voluntary Legal Services Program (VLSP)	54	<1%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	Feb. '17	YTD
Number of Online Searches	13,725	27,760
Visits from Unique IP Addresses	14,431	25,611