



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

July-17

CALL VOLUME		July	'17		
Month of July		5,611			
Year to date - 2017		79,398			
TYPE OF CALLS		YEAR TO DATE (YTD)			
Information		1,493		13,870	
Referral		3,015		26,561	
Total I&R calls		4,508		40,431	
Follow-up		326		4,954	
Advocacy		0		1	
Crisis		1		4	
Disaster		0		138	
Total Calls with demographic info		4,835		45,528	
Call Back		120		3,918	
Silent/Static		587		4,947	
Other		515		26,616	
OUTREACH ACTIVITY					
Month of July		957			
Year to date - 2017		7,171			

CLIENT PROFILE

AGE RANGES OF CALLERS		July	'17	% of July	YTD	% of YTD
Less than 18		35	<1%	220	<1%	
18-20		58	1.2%	540	1.2%	
21-29		498	10.3%	3,892	8.5%	
30-39		616	12.7%	5,202	11.4%	
40-49		454	9.4%	4,383	9.6%	
50-59		579	12.0%	5,942	13.1%	
Seniors - age 60+		1,020	21.1%	14,902	32.7%	
Caller Declined		64	1.3%	489	1.1%	
Did not Ask		1,511	31.3%	9,958	21.9%	
CALLER ETHNICITY		July	'17	% of July	YTD	% of YTD
1	African American/Black	1,007	20.8%	8,628	19.0%	
2	Caucasian	953	19.7%	9,865	21.7%	
3	Hispanic / Latino	345	7.1%	4,437	9.7%	
4	Multi-ethnic	117	2.4%	1,158	2.5%	
5	Asian	70	1.4%	974	2.1%	
6	Middle Eastern	38	<1%	353	<1%	
7	Native American	35	<1%	346	<1%	
8	Pacific Islander / Native Hawaiian	32	<1%	314	<1%	
9	Other	32	<1%	445	<1%	
10	Russian / Slavic	13	<1%	126	<1%	
11	Caller Declined	90	1.9%	1,680	3.7%	
12	Did not Ask	2,103	43.5%	17,202	37.8%	



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CLIENT PROFILE (continued)

CALLER GENDER		July '17	% of July	YTD	% of YTD
Female		3,708	76.7%	33,126	72.8%
Male		1,122	23.2%	12,307	27.0%
Unknown		5	<1%	95	<1%
NUMBER IN HOUSEHOLD		July '17	% of July	YTD	% of YTD
1		1,051	21.7%	11,853	26.0%
2		535	11.1%	5,334	11.7%
3		351	7.3%	2,889	6.3%
4		193	4.0%	1,689	3.7%
5		118	2.4%	868	1.9%
6+		76	1.6%	668	1.5%
Unknown		2,511	51.9%	22,227	48.8%
APPROXIMATE MONTHLY INCOME		July '17	% of July	YTD	% of YTD
Less than \$1,000		904	18.7%	7,895	17.3%
\$1,001 - \$1,500		230	4.8%	2,094	4.6%
\$1,501 - \$2,000		133	2.8%	1,349	3.0%
\$2,001 - \$2,500		34	<1%	867	1.9%
\$2,501 - \$3,000		34	<1%	519	1.1%
\$3,001 - \$4,000		23	<1%	543	1.2%
\$4,001 - \$5,000		8	<1%	233	<1%
More than \$5,000		7	<1%	136	<1%
Unknown		3,462	71.6%	31,892	70.0%
TOP SOURCES OF INCOME		July '17	% of July	YTD	% of YTD
1	SSI	840	17.4%	6,989	15.4%
2	Job	621	12.8%	8,141	17.9%
3	TANF (CalWORKs)	499	10.3%	3,333	7.3%
4	Social Security	409	8.5%	6,282	13.8%
5	None	265	5.5%	2,116	4.6%
6	SSD	139	2.9%	1,397	3.1%
7	General Assistance	93	1.9%	700	1.5%
8	Pension	90	1.9%	2,361	5.2%
9	Unemployment	51	1.1%	454	<1%
10	Family	23	<1%	166	<1%
11	Other	23	<1%	259	<1%
12	SDI	26	<1%	135	<1%
13	Self-Employed	18	<1%	197	<1%
14	Child Support	13	<1%	104	<1%
15	Alimony	9	<1%	42	<1%
16	AB 12 Foster Care	9	<1%	31	<1%
17	Student Financial Aid	7	<1%	59	<1%
18	Workers Compensation	2	<1%	67	<1%
19	Insurance	0	0.0%	4	<1%
20	Unknown	1,698	35.1%	12,691	27.9%



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TOP ZIP CODES (July '17)				TOP ZIP CODES (YTD)			
# of CALLS				# of CALLS			
1	95823	Sacramento	435	1	95823	Sacramento	3,567
2	95826	Sacramento	232	2	95821	Sacramento	2,075
3	95821	Sacramento	212	3	95815	Sacramento	1,913
4	95815	Sacramento	186	4	95608	Carmichael	1,780
5	95838	Sacramento	165	5	95828	Sacramento	1,619
6	95608	Carmichael	162	6	95670	Rancho Cordova	1,598
7	95825	Sacramento	160	7	95838	Sacramento	1,582
8	95660	North Highlands	142	8	95820	Sacramento	1,564
9	95814	Sacramento	139	9	95822	Sacramento	1,521
10	95820	Sacramento	138	10	95825	Sacramento	1,462

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED						July '17	% of July
1	Housing					3,154	65.2%
	Emergency Shelter/Transitional Housing					1,051	21.7%
	Housing Search Assistance					656	13.6%
	Low Income/Subsidized Housing					587	12.1%
	Rent Payment/Rent Deposit Assistance					398	8.2%
	Landlord/Tenant Assistance					293	6.1%
	Supportive Housing					75	1.6%
2	Legal, Consumer, and Public Safety Services					1,161	24.0%
	Legal Counseling and Representation					279	5.8%
	Legal Education and Information					146	3.0%
	Specialized Legal Services					140	2.9%
	Family Law					139	2.9%
	Law Enforcement Services					116	2.4%
	Records/Licenses/Permits					67	1.4%
	Lawyer Referral Services					67	1.4%
	Advocacy					40	<1%
	Consumer Complaints					36	<1%
3	Information Services					534	11.0%
	Information & Referral					432	8.9%
	Libraries/Printed Materials					77	1.6%
	Electronic Information Resources					21	<1%
4	Food/Meals					451	9.3%
	Emergency Food/Food Pantries					263	5.4%
	CalFresh and WIC					135	2.8%
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)					48	<1%
5	Individual, Family, and Community Support					439	9.1%
	In Home Assistance					73	1.5%
	Family Support Centers					67	1.4%
	Domestic Animal Services					58	1.2%
	Case/Care Management					47	<1%
	Protective Services					38	<1%
	Support Groups					26	<1%
	Parenting Education					24	<1%
	Parental Visitation Facilitation					23	<1%
6	Utility Assistance					378	7.8%
	Utility Services Payment Assistance					352	7.3%



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7	Health Care						343		7.1%	
	Health Insurance Information/Counseling						50		1.0%	
	Dental Care						37		<1%	
	Medi-Cal/Public Medical Assistance Programs						31		<1%	
	Mother and Infant Care						30		<1%	
	Assistive Technology Equipment						28		<1%	
	Community Clinics						27		<1%	
	Health Care Referrals						25		<1%	
	Emergency Room Care/General Medical Care						19		<1%	
6	Mental Health/Addictions						292		6.0%	
	Counseling Services						106		2.2%	
	Substance Abuse Services						89		1.8%	
	Mental Health Evaluation and Treatment						48		<1%	
	Inpatient/Outpatient Mental Health Facilities						22		<1%	
9	Income Support/Assistance						278		5.7%	
	Tax Information/Assistance Programs						78		1.6%	
	General Relief/SSI/TANF						76		1.6%	
	Household Related Public Assistance Programs						69		1.4%	
	Social Insurance Programs						27		<1%	
10	Clothing/Personal/Household Needs						238		4.9%	
	Clothing						102		2.1%	
	Furniture						67		1.4%	
	Household Goods						41		<1%	
11	Other Government/Economic Services						160		3.3%	
12	Transportation						112		2.3%	
13	Employment						104		2.2%	
TOP UNMET NEEDS							July '17			
1	Homeless Shelter						10			
2	Tax Assistance						5			
3	Homeless Motel Vouchers						5			
4	Transportation						4			
5	Utility Service Payment Assistance						4			
6	Rent Payment Assistance						4			
7	Rental Deposit Assistance						3			



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Most Frequently Referred Programs		July '17	% of July
1	Travelers Aid Emergency Assistance Agency	555	11.5%
2	Rental Assistance and Motel Vouchers - The Salvation Army	523	10.8%
3	Sacramento Self Help Housing	398	8.2%
4	Family Assistance - Saint Vincent de Paul Society	274	5.7%
5	Utility Assistance - The Salvation Army	243	5.0%
6	Mercy Housing California	203	4.2%
7	Mutual Housing California	199	4.1%
8	Home Energy Assistance Program (HEAP)	197	4.1%
9	Francis House - A Program of Next Move	181	3.7%
10	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing	178	3.7%
11	Legal Services of Northern California	158	3.3%
12	Family Shelter - Next Move	153	3.2%
13	Shelter Services - The Salvation Army	149	3.1%
14	Residential Family Shelter - Volunteers of America	138	2.9%
15	Community Housing Opportunities Corporation	103	2.1%
16	Resources for Independent Living	94	1.9%
17	Housing Choice Voucher Program - SHRA	88	1.8%
18	Lawyer Referral and Information Service	85	1.8%
19	Superior Court of California - Family Law Facilitator / Self Help Center	74	1.5%
20	CalFresh Application Assistance - 2-1-1 Sacramento	74	1.5%
21	Senior Legal Hotline	73	1.5%
22	Food - Sacramento Food Bank & Family Services (Produce For All)	73	1.5%
23	Choice Model Emergency Food Distribution: River City Food Bank	72	1.5%
24	In-Home Supportive Services (IHSS)	67	1.4%
25	CalFresh	66	1.4%
26	City of Sacramento 311	58	1.2%
PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE			
		July '17	YTD
	Number of Online Searches	14,093	97,650
	Visits from Unique IP Addresses	15,359	73,546