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8001 Folsom Blvd. Suite 100, Sacramento, CA 95826  
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www.facebook.com/211Sacramento  
2-1-1 or 916-498-1000 or 800-500-4931

**STATISTICS SUMMARY**

**June-17**

<b>CALL VOLUME</b>		<b>June '17</b>							
Month of June		6,591							
Year to date - 2017		73,787							
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>							
Information		2,107				12,377			
Referral		3,030				23,546			
Total I&R calls		5,137				35,923			
Follow-up		346				4,628			
Advocacy		0				1			
Crisis		0				3			
Disaster		0				138			
Total Calls with demographic info		5,483				40,693			
Call Back		236				3,798			
Silent/Static		939				4,360			
Other		515				26,101			
<b>OUTREACH ACTIVITY</b>									
Month of June		970							
Year to date - 2017		6,214							

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>		<b>June '17</b>	<b>% of June</b>	<b>YTD</b>	<b>% of YTD</b>
Less than 18		47	<1%	185	<1%
18-20		77	1.4%	482	1.2%
21-29		603	11.0%	3,394	8.3%
30-39		733	13.4%	4,586	11.3%
40-49		549	10.0%	3,929	9.7%
50-59		646	11.8%	5,363	13.2%
Seniors - age 60+		1,131	20.6%	13,882	34.1%
Caller Declined		58	1.1%	425	1.0%
Did not Ask		1,639	29.9%	8,447	20.8%
<b>CALLER ETHNICITY</b>		<b>June '17</b>	<b>% of June</b>	<b>YTD</b>	<b>% of YTD</b>
1	African American/Black	1,184	21.6%	7,621	18.7%
2	Caucasian	982	17.9%	8,912	21.9%
3	Hispanic / Latino	477	8.7%	4,092	10.1%
4	Multi-ethnic	118	2.2%	1,041	2.6%
5	Asian	79	1.4%	904	2.2%
6	Native American	58	1.1%	311	<1%
7	Middle Eastern	38	<1%	315	<1%
8	Pacific Islander / Native Hawaiian	37	<1%	282	<1%
9	Other	33	<1%	413	1.0%
10	Russian / Slavic	13	<1%	113	<1%
11	Caller Declined	141	2.6%	1,590	3.9%
12	Did not Ask	2,323	42.4%	15,099	37.1%



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**June-17**

**CLIENT PROFILE (continued)**

<b>CALLER GENDER</b>		<b>June '17</b>	<b>% of June</b>	<b>YTD</b>	<b>% of YTD</b>
Female		4,077	74.4%	29,418	72.3%
Male		1,395	25.4%	11,185	27.5%
Unknown		11	<1%	90	<1%
<b>NUMBER IN HOUSEHOLD</b>		<b>June '17</b>	<b>% of June</b>	<b>YTD</b>	<b>% of YTD</b>
1		1,165	21.2%	10,802	26.5%
2		604	11.0%	4,799	11.8%
3		408	7.4%	2,538	6.2%
4		241	4.4%	1,496	3.7%
5		128	2.3%	750	1.8%
6+		90	1.6%	592	1.5%
Unknown		2,847	51.9%	19,716	48.5%
<b>APPROXIMATE MONTHLY INCOME</b>		<b>June '17</b>	<b>% of June</b>	<b>YTD</b>	<b>% of YTD</b>
Less than \$1,000		974	17.8%	6,991	17.2%
\$1,001 - \$1,500		228	4.2%	1,864	4.6%
\$1,501 - \$2,000		131	2.4%	1,216	3.0%
\$2,001 - \$2,500		54	<1%	833	2.0%
\$2,501 - \$3,000		27	<1%	485	1.2%
\$3,001 - \$4,000		22	<1%	520	1.3%
\$4,001 - \$5,000		9	<1%	225	<1%
More than \$5,000		4	<1%	129	<1%
Unknown		4,034	73.6%	28,430	69.9%
<b>TOP SOURCES OF INCOME</b>		<b>June '17</b>	<b>% of June</b>	<b>YTD</b>	<b>% of YTD</b>
1	SSI	986	18.0%	6,149	15.1%
2	Job	696	12.7%	7,520	18.5%
3	TANF (CalWORKs)	545	9.9%	2,834	7.0%
4	Social Security	426	7.8%	5,873	14.4%
5	None	325	5.9%	1,851	4.5%
6	SSD	159	2.9%	1,258	3.1%
7	General Assistance	125	2.3%	607	1.5%
8	Pension	89	1.6%	2,271	5.6%
9	Unemployment	62	1.1%	403	<1%
10	Family	25	<1%	143	<1%
11	Child Support	24	<1%	91	<1%
12	SDI	23	<1%	109	<1%
13	Self-Employed	23	<1%	179	<1%
14	Other	22	<1%	236	<1%
15	Workers Compensation	10	<1%	65	<1%
16	Student Financial Aid	6	<1%	52	<1%
17	Alimony	3	<1%	33	<1%
18	AB 12 Foster Care	2	<1%	22	<1%
19	Insurance	0	0.0%	4	<1%
20	Unknown	1,932	35.2%	10,993	27.0%



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<b>TOP ZIP CODES (June '17)</b>				<b>TOP ZIP CODES (YTD)</b>			
<b># of CALLS</b>				<b># of CALLS</b>			
1	95823	Sacramento	436	1	95823	Sacramento	3,131
2	95821	Sacramento	261	2	95821	Sacramento	1,861
3	95815	Sacramento	239	3	95815	Sacramento	1,727
4	95838	Sacramento	198	4	95608	Carmichael	1,618
5	95822	Sacramento	197	5	95828	Sacramento	1,483
6	95814	Sacramento	193	6	95670	Rancho Cordova	1,465
7	95820	Sacramento	192	7	95820	Sacramento	1,425
8	95826	Sacramento	188	8	95838	Sacramento	1,417
9	95825	Sacramento	184	9	95822	Sacramento	1,403
10	95824	Sacramento	159	10	95825	Sacramento	1,302

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>							<b>June '17</b>	<b>% of June</b>
<b>1</b>	<b>Housing</b>						<b>3,583</b>	<b>65.3%</b>
	Emergency Shelter/Transitional Housing						1,202	21.9%
	Housing Search Assistance						711	13.0%
	Low Income/Subsidized Housing						625	11.4%
	Rent Payment/Rent Deposit Assistance						398	7.3%
	Landlord/Tenant Assistance						354	6.5%
	Supportive Housing						117	2.1%
<b>2</b>	<b>Legal, Consumer, and Public Safety Services</b>						<b>1,356</b>	<b>24.7%</b>
	Legal Counseling and Representation						299	5.5%
	Legal Education and Information						173	3.2%
	Specialized Legal Services						150	2.7%
	Family Law						145	2.6%
	Law Enforcement Services						122	2.2%
	Records/Licenses/Permits						83	1.5%
	Advocacy						73	1.3%
	Lawyer Referral Services						72	1.3%
	Consumer Complaints						61	1.1%
<b>3</b>	<b>Information Services</b>						<b>523</b>	<b>9.5%</b>
	Information & Referral						409	7.5%
	Libraries/Printed Materials						89	1.6%
	Electronic Information Resources						24	<1%
<b>4</b>	<b>Individual, Family, and Community Support</b>						<b>519</b>	<b>9.5%</b>
	Domestic Animal Services						96	1.8%
	Family Support Centers						81	1.5%
	Case/Care Management						64	1.2%
	In Home Assistance						53	<1%
	Protective Services						36	<1%
	Community Action/Social Advocacy Groups						31	<1%
	Parenting Education						30	<1%
	Support Groups						25	<1%
<b>5</b>	<b>Food/Meals</b>						<b>450</b>	<b>8.2%</b>
	Emergency Food/Food Pantries						253	4.6%
	CalFresh and WIC						119	2.2%
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)						73	1.3%



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<b>6</b>	<b>Mental Health/Addictions</b>					<b>392</b>		<b>7.1%</b>	
	Counseling Services					145		2.6%	
	Substance Abuse Services					121		2.2%	
	Inpatient/Outpatient Mental Health Facilities					44		<1%	
	Mental Health Evaluation and Treatment					43		<1%	
<b>4</b>	<b>Health Care</b>					<b>386</b>		<b>7.0%</b>	
	Health Insurance Information/Counseling					74		1.3%	
	Medi-Cal/Public Medical Assistance Programs					49		<1%	
	Community Clinics					32		<1%	
	Mother and Infant Care					30		<1%	
	Dental Care					27		<1%	
	Health Care Referrals					25		<1%	
	Disease/Disability Specific Screening/Diagnosis					23		<1%	
	Emergency Room Care/General Medical Care					22		<1%	
	Hospitals					20		<1%	
	Assistive Technology Equipment					17		<1%	
<b>7</b>	<b>Utility Assistance</b>					<b>331</b>		<b>6.0%</b>	
	Utility Services Payment Assistance					311		5.7%	
<b>9</b>	<b>Income Support/Assistance</b>					<b>311</b>		<b>5.7%</b>	
	Tax Information/Assistance Programs					94		1.7%	
	General Relief/SSI/TANF					93		1.7%	
	Household Related Public Assistance Programs					56		1.0%	
	Social Insurance Programs					35		<1%	
<b>10</b>	<b>Clothing/Personal/Household Needs</b>					<b>266</b>		<b>4.9%</b>	
	Clothing					97		1.8%	
	Furniture					74		1.3%	
	Household Goods					70		1.3%	
<b>11</b>	<b>Other Government/Economic Services</b>					<b>192</b>		<b>3.5%</b>	
<b>12</b>	<b>Transportation</b>					<b>125</b>		<b>2.3%</b>	
<b>13</b>	<b>Employment</b>					<b>113</b>		<b>2.1%</b>	
<b>TOP UNMET NEEDS</b>						<b>June '17</b>			
<b>1</b>	Transportation					13			
<b>2</b>	Homeless Shelter					10			
<b>3</b>	Rental Deposit Assistance					7			
<b>4</b>	Utility Service Payment Assistance					6			
<b>5</b>	Tax Assistance					5			
<b>6</b>	Rent Payment Assistance					5			
<b>7</b>	Homeless Motel Vouchers					4			



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**June-17**

<b>Most Frequently Referred Programs</b>		<b>June '17</b>	<b>% of June</b>
1	Rental Assistance and Motel Vouchers - The Salvation Army	632	11.5%
2	Travelers Aid Emergency Assistance Agency	594	10.8%
3	Sacramento Self Help Housing	449	8.2%
4	Family Assistance - Saint Vincent de Paul Society	237	4.3%
5	Mercy Housing California	234	4.3%
6	Mutual Housing California	233	4.2%
7	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing	229	4.2%
8	Utility Assistance - The Salvation Army	212	3.9%
9	Francis House - A Program of Next Move	207	3.8%
10	Legal Services of Northern California	196	3.6%
11	Shelter Services - The Salvation Army	189	3.4%
12	Home Energy Assistance Program (HEAP)	154	2.8%
13	Family Shelter - Next Move	151	2.8%
14	Residential Family Shelter - Volunteers of America	146	2.7%
15	Community Housing Opportunities Corporation	111	2.0%
16	Senior Legal Hotline	98	1.8%
17	Resources for Independent Living	90	1.6%
18	Medi-Cal	88	1.6%
19	Men's Shelter, Clothing and Showers - Union Gospel Mission	85	1.6%
20	Superior Court of California - Family Law Facilitator / Self Help Center	77	1.4%
21	Men's Shelter - Volunteers of America	76	1.4%
22	Love in the Name of Christ	71	1.3%
23	Lawyer Referral and Information Service	70	1.3%
24	City of Sacramento 311	69	1.3%
25	Choice Model Emergency Food Distribution: River City Food Bank	68	1.2%
26	CalFresh Application Assistance - 2-1-1 Sacramento	65	1.2%
<b>PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE</b>			
		<b>June '17</b>	<b>YTD</b>
	Number of Online Searches	14,305	83,557
	Visits from Unique IP Addresses	15,708	64,815