

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

www.211Sacramento.org
www.facebook.com/211Sacramento

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



STATISTICS SUMMARY
August-20

CALL VOLUME

August '20

Month of August	6,455
Year to date - 2020	91,844

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,243	10,792
Referral	3,406	28,737
Total I&R calls	4,649	39,529
Follow-up	272	3,361
Advocacy	3	42
Crisis	0	8
Disaster	395	7,844
Outreach	0	9
Voicemail	0	229
Total Calls with Demographic Info	5,319	51,022
Call Back	94	5,559
Silent/Static	233	2,374
Voicemail	72	897
Other	737	32,693

COURT OUTREACH ACTIVITY

Month of August	0
Year to date - 2020	1,641

CLIENT PROFILE

AGE RANGES OF CALLERS

August '20 % of

YTD % of YTD

Less than 18	11	<1%	114	<1%
18-20	75	1.4%	485	<1%
21-29	316	5.9%	2,892	5.7%
30-39	437	8.2%	4,011	7.9%
40-49	342	6.4%	3,467	6.8%
50-59	483	9.1%	4,757	9.3%
Seniors - age 60+	1,337	25.1%	17,239	33.8%
Caller Declined	310	5.8%	889	1.7%
Did not Ask	2,008	37.8%	17,168	33.6%

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CALLER ETHNICITY	August '20	% of	YTD	% of YTD
1 African American/Black	564	10.6%	6,074	11.9%
2 Caucasian	546	10.3%	8,032	15.7%
3 Hispanic / Latino	356	6.7%	3,696	7.2%
4 Multi-ethnic	86	1.6%	859	1.7%
5 Other	69	1.3%	1,093	2.1%
6 Asian	59	1.1%	858	1.7%
7 Pacific Islander / Native Hawaiian	35	<1%	237	<1%
8 Native American	32	<1%	300	<1%
9 Middle Eastern	20	<1%	201	<1%
10 Russian / Slavic	11	<1%	154	<1%
11 Caller declined to answer	507	9.5%	1,762	3.5%
12 Did not ask	3,034	57.0%	27,756	54.4%
Military/Veterans	171	3.2%	2,303	4.5%
First 5 Families/Children 0-5	432	8.1%	3,693	7.2%

CALLER GENDER	August '20	% of	YTD	% of YTD
Female	2,613	49.1%	27,079	53.1%
Male	1,123	21.1%	12,155	23.8%
Unknown	36	<1%	343	<1%
Intersex	1	<1%	55	<1%
Non-binary	2	<1%	20	<1%
Trans Female	1	<1%	10	<1%
Trans Male	1	<1%	11	<1%
Client declined	191	3.6%	614	1.2%
Did not ask	1,351	25.4%	10,735	21.0%

NUMBER IN HOUSEHOLD	August '20	% of	YTD	% of YTD
1	1,466	27.6%	15,913	31.2%
2	525	9.9%	6,615	13.0%
3	240	4.5%	2,384	4.7%
4	165	3.1%	1,466	2.9%
5	88	1.7%	772	1.5%
6+	62	1.2%	644	1.3%
Unknown	2,773	52.1%	23,228	45.5%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>August '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
No Income	190	3.6%	1,513	3.0%
Less than \$1000	711	13.4%	6,027	11.8%
\$1,001 - \$1,500	267	5.0%	2,712	5.3%
\$1,501 - \$2,000	199	3.7%	2,221	4.4%
\$2,001 - \$2,500	93	1.7%	1,444	2.8%
\$2,501 - \$3,000	72	1.4%	747	1.5%
\$3,001 - \$4,000	55	1.0%	1,100	2.2%
\$4001 - \$5000	17	<1%	490	<1%
More than \$5,000	15	<1%	328	<1%
Unknown	3,700	69.6%	34,440	67.5%

<u>TOP SOURCES OF INCOME</u>	<u>August '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 SS	490	9.2%	5,424	10.6%
2 SSI	449	8.4%	3,805	7.5%
3 Job	353	6.6%	4,727	9.3%
4 No current source of income	269	5.1%	2,541	5.0%
5 Unemployment	190	3.6%	690	1.4%
6 TANF (CalWORKs)	162	3.0%	1,418	2.8%
7 SSD (SSDI)	149	2.8%	1,080	2.1%
8 Pension	81	1.5%	1,863	3.7%
9 General Assistance	48	<1%	522	1.0%
10 Other	30	<1%	292	<1%
11 SDI	30	<1%	185	<1%
12 Self-Employed	10	<1%	198	<1%
13 Alimony	8	<1%	48	<1%
14 Child Support	6	<1%	68	<1%
15 Student Financial Aid	6	<1%	32	<1%
16 Workers Comp	5	<1%	43	<1%
17 Family	4	<1%	38	<1%
18 AB 12 Foster Care	3	<1%	11	<1%
19 Insurance	0	0.0%	10	<1%
20 Unknown (caller declined + did not ask)	3,026	56.9%	28,027	54.9%

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TOP ZIP CODES (August '20) # of CALLS				TOP ZIP CODES (YTD) # of CALLS			
1	95823	Sacramento	382	1	95823	Sacramento	3,154
2	95825	Sacramento	140	2	95815	Sacramento	1,639
3	95815	Sacramento	194	3	95828	Sacramento	1,570
4	95820	Sacramento	130	4	95825	Sacramento	1,569
5	95828	Sacramento	160	5	95821	Sacramento	1,548
6	95660	North Highlands	130	6	95608	Carmichael	1,489
7	95670	Gold River	114	7	95822	Sacramento	1,424
8	95838	Sacramento	154	8	95670	Gold River	1,369
9	95608	Carmichael	109	9	95838	Sacramento	1,342
10	95632	Galt	98	10	95820	Sacramento	1,287

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		August '20	% of ³
1	Housing & Shelter²	3,415	64.2%
	Low Income/Subsidized Rental Housing	1,611	30.3%
	Transitional Housing/Shelters/Motel Vouchers	605	11.4%
	Rent Assistance	578	10.9%
	Contact Information for Housing & Shelter Organizations	257	4.8%
	Landlord /Tenant Issues	254	4.8%
	Home Repair/Maintenance	83	1.6%
2	Government & Legal	987	18.6%
	Government	346	6.5%
	Contact Information for Government & Legal Organizations	299	5.6%
	Legal Assistance	235	4.4%
	Child & Family Law	98	1.8%
3	Healthcare²	961	18.1%
	COVID-19	506	9.5%
	Nursing Homes & Adult Care	169	3.2%
	Medical Providers	90	1.7%
	Health Insurance Information/Counseling	83	1.6%
	Other Health Services	24	<1%
	Dental Care	19	<1%
	Medical Equipment	15	<1%
4	Food/Meals²	792	14.9%
	Home-delivered Meals	354	6.7%
	Food Pantries	210	3.9%
	CalFresh and WIC	194	3.6%
	Meals - Soup Kitchens/Congregate Meals	28	<1%

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5 Employment & Income	392	7.4%
Financial Assistance	175	3.3%
Tax Preparation	98	1.8%
Job Search	56	1.1%
Unemployment Benefits	41	<1%
Money Management	12	<1%
6 Mental Health & Addictions²	343	6.4%
Mental Health Evaluation and Treatment	138	2.6%
Substance Abuse & Addictions	102	1.9%
Crisis Intervention & Suicide	69	1.3%
Inpatient/Outpatient Mental Health Facilities	29	<1%
7 Utilities²	267	5.0%
Utility Payment Assistance	205	3.9%
Phone & Internet	27	<1%
Contacts Information for Utility Organizations	25	<1%
8 Disaster	184	3.5%
9 Clothing/Personal/Household Needs²	143	2.7%
Clothing	48	<1%
Home Furnishings	33	<1%
Personal Hygiene Products	32	<1%
Appliances	18	<1%
Other Clothing & Household	8	<1%
10 Transportation	94	1.8%
11 Child Care & Parenting	50	<1%
12 Education	26	<1%

TOP UNMET NEEDS

August '20

1 Home Delivered Meals	78
2 Homeless Motel Vouchers	26
3 Rental Payment Assistance	13
4 Homeless Shelter	10
5 COVID-19 Control	9

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Most Frequently Referred Programs	August '20	% of
1 Housing Assistance - Sacramento Self Help Housing	602	11.3%
2 Rental Assistance - The Salvation Army	261	4.9%
3 Diversion Eligibility Assessment - Francis House Center - A Program of Next Move	233	4.4%
4 Dine at Home Sacramento - Agency on Aging \ Area 4	233	4.4%
5 Sacramento County Department of Human Assistance - CalFresh	229	4.3%
6 2-1-1 Sacramento Disaster Housing/Shelters Resources - Community Link	217	4.1%
7 2-1-1 Sacramento General Disaster Resources - Community Link	213	4.0%
8 Motel Vouchers - The Salvation Army	168	3.2%
9 Mutual Housing California	161	3.0%
10 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	156	2.9%
11 Core Services - Resources for Independent Living	124	2.3%
12 Legal Services of Northern California - Sacramento County	119	2.2%
13 Utility Assistance - The Salvation Army	117	2.2%
14 Mercy Housing California	115	2.2%
15 CalFresh Application Assistance - 2-1-1 Sacramento	113	2.1%
16 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	111	2.1%
17 Community Housing Opportunities Corporation	106	2.0%
18 Home Energy Assistance Program (HEAP) - Community Resource Project	100	1.9%
19 Home Delivered Meals Program - Meals on Wheels by ACC	98	1.8%
20 Emergency Motel Vouchers - Francis House - A Program of Next Move	93	1.7%
21 3-1-1 Connect - Sacramento County	89	1.7%
22 City of Sacramento 311	85	1.2%
23 Cooling & Clean Air Shelters - Community Link	65	1.2%
24 Volunteer Income Tax Assistance Program - Capital Region VITA Coalition	65	1.1%
25 Meeting Seniors Needs Hotline	62	1.6%
26 2-1-1 Sacramento Disaster Food Resources - Community Link	62	1.2%
27 Home Energy Assistance Program (ECIP) - Community Resource Project	61	1.0%
28 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	55	1.2%
29 Sacramento County Department of Human Assistance - Medi-Cal	54	1.0%
30 Senior Legal Hotline - Legal Services of Northern California	53	<1%
All Other Referrals	4,575	
Total Referrals	8,795	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>August '20</u>	<u>YTD</u>
Unique Visitors	12,838	72,541
Directory Searches	12,622	119,930
Resource Page Views	26,691	211,052
Total Page Views	39,313	330,982

¹Data sub-categories realigned 04/01/18

²Primary category may be greater than subtotals as low volume need categories may not be included.

³Need % reflects calls with stated presenting need, not the % of overall needs. As such, total % will exceed 100%.