

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
July-20

CALL VOLUME

July '20

Month of July	9,040
Year to date - 2020	85,389

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,450	9,549
Referral	4,036	25,331
Total I&R calls	5,486	34,880
Follow-up	374	3,089
Advocacy	13	39
Crisis	1	8
Disaster	756	7,449
Outreach	1	9
Voicemail	0	229
Total Calls with Demographic Info	6,631	45,703
Call Back	239	5,226
Silent/Static	290	1,851
Voicemail	185	640
Other	1,695	31,956

COURT OUTREACH ACTIVITY

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

CLIENT PROFILE

AGE RANGES OF CALLERS

July '20

% of

YTD

% of YTD

Less than 18	16	<1%	103	<1%
18-20	67	1.0%	410	<1%
21-29	335	5.1%	2,576	5.6%
30-39	448	6.8%	3,574	7.8%
40-49	380	5.7%	3,125	6.8%
50-59	525	7.9%	4,274	9.4%
Seniors - age 60+	2,124	32.0%	15,902	34.8%
Caller Declined	299	4.5%	579	1.3%
Did not Ask	2,437	36.8%	15,160	33.2%

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<u>CALLER ETHNICITY</u>	<u>July '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	758	11.4%	7,486	16.4%
2 African American/Black	644	9.7%	5,510	12.1%
3 Hispanic / Latino	369	5.6%	3,340	7.3%
4 Multi-ethnic	103	1.6%	773	1.7%
5 Other	101	1.5%	1,024	2.2%
6 Asian	90	1.4%	799	1.7%
7 Native American	32	<1%	268	<1%
8 Pacific Islander / Native Hawaiian	23	<1%	202	<1%
9 Middle Eastern	18	<1%	181	<1%
10 Russian / Slavic	11	<1%	143	<1%
11 Caller declined to answer	552	8.3%	1,255	2.7%
12 Did not ask	3,930	59.3%	24,722	54.1%
<u>Military/Veterans</u>	227	3.4%	2,132	4.7%
<u>First 5 Families/Children 0-5</u>	437	6.6%	3,261	7.1%

<u>CALLER GENDER</u>	<u>July '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Female	3,262	49.2%	24,466	53.5%
Male	1,378	20.8%	11,032	24.1%
Unknown	16	<1%	307	<1%
Intersex	7	<1%	54	<1%
Non-binary	3	<1%	18	<1%
Trans Male	3	<1%	10	<1%
Trans Female	2	<1%	9	<1%
Client declined	235	3.5%	423	<1%
Did not ask	1,725	26.0%	9,384	20.5%

<u>NUMBER IN HOUSEHOLD</u>	<u>July '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1,851	27.9%	14,447	31.6%
2	700	10.6%	6,090	13.3%
3	255	3.8%	2,144	4.7%
4	135	2.0%	1,301	2.8%
5	72	1.1%	684	1.5%
6+	68	1.0%	582	1.3%
Unknown	3,550	53.5%	20,455	44.8%

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APPROXIMATE MONTHLY INCOME	July '20	% of	YTD	% of YTD
No Income	204	3.1%	1,323	2.9%
Less than \$1000	676	10.2%	5,316	11.6%
\$1,001 - \$1,500	351	5.3%	2,445	5.3%
\$1,501 - \$2,000	207	3.1%	2,022	4.4%
\$2,001 - \$2,500	125	1.9%	1,351	3.0%
\$2,501 - \$3,000	106	1.6%	675	1.5%
\$3,001 - \$4,000	94	1.4%	1,045	2.3%
\$4001 - \$5000	37	<1%	473	1.0%
More than \$5,000	25	<1%	313	<1%
Unknown	4,806	72.5%	30,740	67.3%

TOP SOURCES OF INCOME	July '20	% of	YTD	% of YTD
1 SS	695	10.5%	4,934	10.8%
2 SSI	516	7.8%	3,356	7.3%
3 Job	431	6.5%	4,374	9.6%
4 No current source of income	295	4.4%	2,272	5.0%
5 SSD (SSDI)	155	2.3%	931	2.0%
6 Unemployment	153	2.3%	500	1.1%
7 TANF (CalWORKs)	148	2.2%	1,256	2.7%
8 Pension	145	2.2%	1,782	3.9%
9 Other	38	<1%	262	<1%
10 General Assistance	36	<1%	474	1.0%
11 SDI	25	<1%	155	<1%
12 Self-Employed	22	<1%	188	<1%
13 Child Support	11	<1%	62	<1%
14 Family	10	<1%	34	<1%
15 Workers Comp	7	<1%	38	<1%
16 Alimony	6	<1%	40	<1%
17 Student Financial Aid	2	<1%	26	<1%
18 AB 12 Foster Care	1	<1%	8	<1%
19 Insurance	0	0.0%	10	<1%
20 Unknown (caller declined + did not ask)	3,935	59.3%	25,001	54.7%

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TOP ZIP CODES (July '20)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	427	1	95823	Sacramento	2,772
2	95815	Sacramento	283	2	95815	Sacramento	1,458
3	95630	Folsom	208	3	95821	Sacramento	1,429
4	95828	Sacramento	203	4	95828	Sacramento	1,416
5	95838	Sacramento	189	5	95825	Sacramento	1,375
6	95825	Sacramento	183	6	95608	Carmichael	1,359
7	95821	Sacramento	171	7	95822	Sacramento	1,322
8	95822	Sacramento	170	8	95670	Gold River	1,234
9	95820	Sacramento	162	9	95838	Sacramento	1,209
10	95660	North Highlands	155	10	95820	Sacramento	1,127

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	July '20	% of ³
1 Housing & Shelter²	3,393	51.2%
Low Income/Subsidized Rental Housing	1,583	23.9%
Transitional Housing/Shelters/Motel Vouchers	649	9.8%
Rent Assistance	560	8.4%
Contact Information for Housing & Shelter Organizations	272	4.1%
Landlord /Tenant Issues	231	3.5%
Home Repair/Maintenance	76	1.1%
2 Healthcare²	1,458	22.0%
COVID-19	1,019	15.4%
Nursing Homes & Adult Care	136	2.1%
Health Insurance Information/Counseling	113	1.7%
Medical Providers	84	1.3%
Dental Care	28	<1%
Other Health Services	28	<1%
Medical Equipment	14	<1%
3 Food/Meals²	945	14.3%
Home-delivered Meals	532	8.0%
CalFresh and WIC	198	3.0%
Food Pantries	188	2.8%
Meals - Soup Kitchens/Congregate Meals	24	<1%
4 Government & Legal	927	14.0%
Contact Information for Government & Legal Organizations	323	4.9%
Government	317	4.8%
Legal Assistance	190	2.9%
Child & Family Law	96	1.4%

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5 Employment & Income	900	13.6%
Tax Preparation	658	9.9%
Financial Assistance	135	2.0%
Job Search	50	<1%
Unemployment Benefits	33	<1%
Money Management	16	<1%
6 Mental Health & Addictions²	304	4.6%
Mental Health Evaluation and Treatment	92	1.4%
Substance Abuse & Addictions	84	1.3%
Crisis Intervention & Suicide	79	1.2%
Inpatient/Outpatient Mental Health Facilities	46	<1%
7 Utilities²	242	3.6%
Utility Payment Assistance	185	2.8%
Contacts Information for Utility Organizations	26	<1%
Phone & Internet	20	<1%
8 Disaster	190	2.9%
9 Clothing/Personal/Household Needs²	134	2.0%
Clothing	48	<1%
Home Furnishings	30	<1%
Appliances	25	<1%
Personal Hygiene Products	22	<1%
Other Clothing & Household	8	<1%
10 Transportation	95	1.4%
11 Child Care & Parenting	24	<1%
12 Education	15	<1%

TOP UNMET NEEDS

July '20

1 Home Delivered Meals	117
2 Homeless Motel Vouchers	46
3 Tax Preparation Assistance	37
4 Homeless Shelter	26
5 COVID-19 Control	9
6 Rental Deposit Assistance	9

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Most Frequently Referred Programs	July '20	% of
1 Housing Assistance - Sacramento Self Help Housing	588	8.9%
2 2-1-1 Sacramento General Disaster Resources - Community Link	455	6.9%
3 Dine at Home Sacramento - Agency on Aging \ Area 4	369	5.6%
4 2-1-1 Sacramento Disaster Housing/Shelters Resources - Community Link	353	5.3%
5 Volunteer Income Tax Assistance Program - Capital Region VITA Coalition	345	5.2%
6 Diversion Eligibility Assessment - Francis House Center - A Program of Next Move	240	3.6%
7 Rental Assistance - The Salvation Army	211	3.2%
8 Sacramento County Department of Human Assistance - CalFresh	208	3.1%
9 Motel Vouchers - The Salvation Army	199	3.0%
10 2-1-1 Sacramento Disaster Food Resources - Community Link	183	2.8%
11 Mutual Housing California	175	2.6%
12 Core Services - Resources for Independent Living	160	2.4%
13 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	153	2.3%
14 CalFresh Application Assistance - 2-1-1 Sacramento	118	1.8%
15 Legal Services of Northern California - Sacramento County	115	1.7%
16 Mercy Housing California	113	1.7%
17 City of Sacramento 311	103	1.6%
18 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	98	1.5%
19 United States Internal Revenue Service - Taxpayer Assistance Center	96	1.4%
20 Utility Assistance - The Salvation Army	92	1.4%
21 Community Housing Opportunities Corporation	92	1.4%
22 3-1-1 Connect - Sacramento County	90	1.4%
23 Meeting Seniors Needs Hotline	88	1.3%
24 Home Energy Assistance Program (HEAP) - Community Resource Project	85	1.3%
25 Field Outreach - Sacramento Steps Forward	82	1.2%
26 Housing Resource Access Points - Sacramento Steps Forward	76	1.1%
27 Home Delivered Meals Program - Meals on Wheels by ACC	75	1.1%
28 Sacramento County Department of Human Assistance - Medi-Cal	74	1.1%
29 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	71	1.1%
30 Senior Legal Hotline - Legal Services of Northern California	66	<1%
All Other Referrals	4,796	
Total Referrals	9,969	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>July '20</u>	<u>YTD</u>
Unique Visitors	12,248	63,496
Directory Searches	13,355	107,308
Resource Page Views	25,768	184,361
Total Page Views	39,123	291,669

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%.