

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

June-20

CALL VOLUME

June '20

Month of June 7,511
 Year to date - 2020 76,349

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,494	8,099
Referral	2,838	21,286
Total I&R calls	4,332	29,385
Follow-up	499	2,715
Advocacy	1	26
Crisis	1	7
Disaster	784	6,693
Outreach	0	17
Voicemail	0	229
Total Calls with Demographic Info	5,617	39,072
Call Back	213	5,226
Silent/Static	341	1,851
Voicemail	100	640
Other	1,240	30,261

COURT OUTREACH ACTIVITY

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

CLIENT PROFILE

AGE RANGES OF CALLERS

June '20 **% of**

YTD **% of YTD**

Less than 18	17	<1%	87	<1%
18-20	67	1.2%	343	<1%
21-29	323	5.8%	2,241	5.7%
30-39	404	7.2%	3,126	8.0%
40-49	351	6.2%	2,745	7.0%
50-59	498	8.9%	3,749	9.6%
Seniors - age 60+	1,707	30.4%	13,778	35.3%
Caller Declined	130	2.3%	280	<1%
Did not Ask	2,120	37.7%	12,723	32.6%

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<u>CALLER ETHNICITY</u>	<u>June '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	706	12.6%	6,728	17.2%
2 African American/Black	632	11.3%	4,866	12.5%
3 Hispanic / Latino	341	6.1%	2,971	7.6%
4 Other	151	2.7%	923	2.4%
5 Asian	80	1.4%	709	1.8%
6 Multi-ethnic	71	1.3%	670	1.7%
7 Native American	22	<1%	236	<1%
8 Middle Eastern	19	<1%	163	<1%
9 Pacific Islander / Native Hawaiian	14	<1%	179	<1%
10 Russian / Slavic	14	<1%	132	<1%
11 Caller declined to answer	218	3.9%	703	1.8%
12 Did not ask	3,349	59.6%	20,792	53.2%
<u>Military/Veterans</u>	196	3.5%	1,905	4.9%
<u>First 5 Families/Children 0-5</u>	401	7.1%	2,824	7.2%
<u>CALLER GENDER</u>	<u>June '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Female	2,921	52.0%	21,204	54.3%
Male	1,319	23.5%	9,654	24.7%
Unknown	35	<1%	291	<1%
Intersex	7	<1%	47	<1%
Non-binary	1	<1%	15	<1%
Trans Female	0	0.0%	7	<1%
Trans Male	0	0.0%	7	<1%
Client declined	114	2.0%	188	<1%
Did not ask	1,220	21.7%	7,659	19.6%
<u>NUMBER IN HOUSEHOLD</u>	<u>June '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1,688	30.1%	12,596	32.2%
2	627	11.2%	5,390	13.8%
3	237	4.2%	1,889	4.8%
4	129	2.3%	1,166	3.0%
5	72	1.3%	612	1.6%
6+	62	1.1%	514	1.3%
Unknown	2,802	49.9%	16,905	43.3%

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APPROXIMATE MONTHLY INCOME	June '20	% of	YTD	% of YTD
No Income	172	3.1%	1,119	2.9%
Less than \$1000	677	12.1%	4,640	11.9%
\$1,001 - \$1,500	287	5.1%	2,094	5.4%
\$1,501 - \$2,000	195	3.5%	1,815	4.6%
\$2,001 - \$2,500	94	1.7%	1,226	3.1%
\$2,501 - \$3,000	71	1.3%	569	1.5%
\$3,001 - \$4,000	53	<1%	951	2.4%
\$4001 - \$5000	16	<1%	436	1.1%
More than \$5,000	21	<1%	288	<1%
Unknown	4,031	71.8%	25,934	66.4%

TOP SOURCES OF INCOME	June '20	% of	YTD	% of YTD
1 SS	589	10.5%	4,239	10.8%
2 SSI	504	9.0%	2,840	7.3%
3 Job	354	6.3%	3,943	10.1%
4 No current source of income	303	5.4%	1,977	5.1%
5 TANF (CalWORKs)	155	2.8%	1,108	2.8%
6 Pension	144	2.6%	1,637	4.2%
7 General Assistance	80	1.4%	438	1.1%
8 Unemployment	79	1.4%	347	<1%
9 Other	35	<1%	224	<1%
10 Self-Employed	27	<1%	166	<1%
11 SDI	20	<1%	130	<1%
12 Child Support	5	<1%	51	<1%
13 Student Financial Aid	5	<1%	24	<1%
14 Family	3	<1%	24	<1%
15 Alimony	2	<1%	34	<1%
16 AB 12 Foster Care	1	<1%	7	<1%
17 Insurance	1	<1%	10	<1%
18 SSD (SSDI)	1	<1%	776	2.0%
19 Workers Comp	0	0.0%	31	<1%
20 Unknown (caller declined + did not ask)	3,309	58.9%	21,066	53.9%

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TOP ZIP CODES (June '20)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	346	1	95823	Sacramento	2,345
2	95815	Sacramento	210	2	95821	Sacramento	1,258
3	95838	Sacramento	185	3	95608	Sacramento	1,215
4	95825	Sacramento	184	4	95828	Sacramento	1,213
5	95822	Sacramento	177	5	95825	Sacramento	1,192
6	95821	Sacramento	171	6	95815	Sacramento	1,175
7	95608	Sacramento	161	7	95822	Sacramento	1,152
8	95828	Sacramento	156	8	95670	Sacramento	1,088
9	95820	Sacramento	152	9	95838	Sacramento	1,020
10	95670	Carmichael	137	10	95820	Sacramento	965

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	June '20	% of ³
1 Housing & Shelter²	3,213	57.2%
Low Income/Subsidized Rental Housing	1,575	28.0%
Transitional Housing/Shelters/Motel Vouchers	684	12.2%
Rent Assistance	407	7.2%
Landlord /Tenant Issues	224	4.0%
Contact Information for Housing & Shelter Organizations	209	3.7%
Home Repair/Maintenance	93	1.7%
2 Healthcare²	1,165	20.7%
COVID-19	839	14.9%
Nursing Homes & Adult Care	112	2.0%
Health Insurance Information/Counseling	58	1.0%
Medical Providers	43	<1%
Dental Care	42	<1%
Medical Equipment	26	<1%
Other Health Services	18	<1%
3 Government & Legal	728	13.0%
Contact Information for Government & Legal Organizations	251	4.5%
Government	243	4.3%
Legal Assistance	170	3.0%
Child & Family Law	63	1.1%
4 Food/Meals²	611	10.9%
Food Pantries	226	4.0%
Home-delivered Meals	223	4.0%
CalFresh and WIC	127	2.3%
Meals - Soup Kitchens/Congregate Meals	35	<1%

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5 Employment & Income	562	10.0%
Tax Preparation	373	6.6%
Financial Assistance	98	1.7%
Job Search	46	<1%
Unemployment Benefits	30	<1%
Money Management	8	<1%
6 Mental Health & Addictions²	292	5.2%
Mental Health Evaluation and Treatment	119	2.1%
Substance Abuse & Addictions	75	1.3%
Crisis Intervention & Suicide	60	1.1%
Inpatient/Outpatient Mental Health Facilities	35	<1%
7 Disaster	174	3.1%
8 Clothing/Personal/Household Needs²	163	2.9%
Clothing	43	<1%
Appliances	42	<1%
Personal Hygiene Products	30	<1%
Home Furnishings	28	<1%
Other Clothing & Household	15	<1%
9 Utilities²	152	2.7%
Utility Payment Assistance	104	1.9%
Phone & Internet	25	<1%
Contacts Information for Utility Organizations	16	<1%
10 Transportation	89	1.6%
11 Child Care & Parenting	27	<1%
12 Education	19	<1%

TOP UNMET NEEDS

June '20

1 Tax Preparation Assistance	38
2 Homeless Motel Vouchers	33
3 Home Delivered Meals	28
4 Homeless Shelter	17
5 Temporary Financial Assistance	6
6 Gas Money	6

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Most Frequently Referred Programs	June '20	% of
1 Housing Assistance - Sacramento Self Help Housing	488	8.7%
2 2-1-1 Sacramento General Disaster Resources - Community Link	373	6.6%
3 2-1-1 Sacramento Disaster Housing/Shelters Resources - Community Link	313	5.6%
4 Mercy Housing California	201	3.6%
5 Rental Assistance - The Salvation Army	179	3.2%
6 Mutual Housing California	177	3.2%
7 Diversion Eligibility Assessment - Francis House Center	168	3.0%
8 Core Services - Resources for Independent Living	156	2.8%
9 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	139	2.5%
10 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	131	2.3%
11 Sacramento County Department of Human Assistance - CalFresh	128	2.3%
12 2-1-1 Sacramento Disaster Food Resources - Community Link	108	1.9%
13 Rent Payment Assistance - Travelers Aid Emergency Assistance Agency	103	1.8%
14 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	100	1.8%
15 City of Sacramento 311	93	1.7%
16 Legal Services of Northern California - Sacramento County	92	1.6%
17 Community Housing Opportunities Corporation	91	1.6%
18 2-1-1 Sacramento	87	1.5%
19 Field Outreach - Sacramento Steps Forward	82	1.5%
20 CalFresh Application Assistance - 2-1-1 Sacramento	76	1.4%
21 Motel Vouchers - Travelers Aid Emergency Assistance Agency	76	1.4%
22 3-1-1 Connect - Sacramento County	74	1.3%
23 2-1-1 Sacramento Disaster Employer/Employee Resources	69	1.2%
24 Contact Site for Appointment - Volunteer Income Tax Assistance Program - Capital Region \	66	1.2%
25 Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	64	1.1%
26 United States Internal Revenue Service - Taxpayer Assistance Center	62	1.1%
27 Home Delivered Meals Program - Meals on Wheels by ACC	61	1.1%
28 My Free Taxes - United Way California Capital Region	59	1.1%
29 Housing Placement Services - Helping Hearts Foundation	57	1.0%
30 Virtual Free Tax Help - United Way California Capital Region	54	<1%
All Other Referrals	4,354	
Total Referrals	8,281	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>June '20</u>	<u>YTD</u>
Unique Visitors	11,326	55,118
Directory Searches	11,260	93,953
Resource Page Views	23,628	158,593
Total Page Views	34,888	252,546

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%.