

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**

**May-20**

**CALL VOLUME**

**May '20**

|                     |        |
|---------------------|--------|
| Month of May        | 8,415  |
| Year to date - 2020 | 68,838 |

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

|                                   |       |        |
|-----------------------------------|-------|--------|
| Information                       | 1,126 | 6,605  |
| Referral                          | 2,429 | 18,457 |
| Total I&R calls                   | 3,555 | 25,062 |
| Follow-up                         | 652   | 2,216  |
| Advocacy                          | 7     | 25     |
| Crisis                            | 2     | 6      |
| Disaster                          | 1,449 | 5,909  |
| Outreach                          | 3     | 8      |
| Voicemail                         | 0     | 229    |
| Total Calls with Demographic Info | 5,668 | 33,455 |
| Call Back                         | 333   | 5,013  |
| Silent/Static                     | 290   | 1,510  |
| Voicemail                         | 198   | 540    |
| Other                             | 1,926 | 29,021 |

**COURT OUTREACH ACTIVITY**

|                     |       |
|---------------------|-------|
| Month of May        | 0     |
| Year to date - 2020 | 1,641 |

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**May '20**

**% of**

**YTD**

**% of YTD**

|                   |       |       |        |       |
|-------------------|-------|-------|--------|-------|
| Less than 18      | 9     | <1%   | 70     | <1%   |
| 18-20             | 55    | <1%   | 276    | <1%   |
| 21-29             | 317   | 5.6%  | 1,918  | 5.7%  |
| 30-39             | 462   | 8.2%  | 2,722  | 8.1%  |
| 40-49             | 370   | 6.5%  | 2,394  | 7.2%  |
| 50-59             | 493   | 8.7%  | 3,251  | 9.7%  |
| Seniors - age 60+ | 2,023 | 35.7% | 12,071 | 36.1% |
| Caller Declined   | 43    | <1%   | 150    | <1%   |
| Did not Ask       | 1,896 | 33.5% | 10,603 | 31.7% |

**CALLER ETHNICITY**

**May '20**

**% of**

**YTD**

**% of YTD**

|                          |     |       |       |       |
|--------------------------|-----|-------|-------|-------|
| 1 Caucasian              | 939 | 16.6% | 6,022 | 18.0% |
| 2 African American/Black | 711 | 12.5% | 4,234 | 12.7% |
| 3 Hispanic / Latino      | 342 | 6.0%  | 2,630 | 7.9%  |
| 4 Other                  | 141 | 2.5%  | 772   | 2.3%  |

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



Sacramento

**STATISTICS SUMMARY**

**May-20**

|                                      |       |       |        |       |
|--------------------------------------|-------|-------|--------|-------|
| 5 Asian                              | 100   | 1.8%  | 629    | 1.9%  |
| 6 Multi-ethnic                       | 80    | 1.4%  | 599    | 1.8%  |
| 7 Native American                    | 45    | <1%   | 214    | <1%   |
| 8 Middle Eastern                     | 31    | <1%   | 144    | <1%   |
| 9 Pacific Islander / Native Hawaiian | 30    | <1%   | 165    | <1%   |
| 10 Russian / Slavic                  | 16    | <1%   | 118    | <1%   |
| 11 Caller declined to answer         | 103   | 1.8%  | 485    | 1.4%  |
| 12 Did not ask                       | 3,130 | 55.2% | 17,443 | 52.1% |
| <b>Military/Veterans</b>             | 254   | 4.5%  | 1,709  | 5.1%  |
| <b>First 5 Families/Children 0-5</b> | 407   | 7.2%  | 2,423  | 7.2%  |

**CALLER GENDER**

**May '20**      **% of**

**YTD**      **% of YTD**

|                 |       |       |        |       |
|-----------------|-------|-------|--------|-------|
| Female          | 3,016 | 53.2% | 18,283 | 54.6% |
| Male            | 1,463 | 25.8% | 8,335  | 24.9% |
| Unknown         | 32    | <1%   | 256    | <1%   |
| Intersex        | 5     | <1%   | 40     | <1%   |
| Non-binary      | 0     | 0.0%  | 14     | <1%   |
| Trans Female    | 0     | 0.0%  | 7      | <1%   |
| Trans Male      | 1     | <1%   | 7      | <1%   |
| Client declined | 12    | <1%   | 74     | <1%   |
| Did not ask     | 1,139 | 20.1% | 6,439  | 19.2% |

**NUMBER IN HOUSEHOLD**

**May '20**      **% of**

**YTD**      **% of YTD**

|         |       |       |        |       |
|---------|-------|-------|--------|-------|
| 1       | 1,904 | 33.6% | 10,908 | 32.6% |
| 2       | 810   | 14.3% | 4,763  | 14.2% |
| 3       | 266   | 4.7%  | 1,652  | 4.9%  |
| 4       | 153   | 2.7%  | 1,037  | 3.1%  |
| 5       | 87    | 1.5%  | 540    | 1.6%  |
| 6+      | 72    | 1.3%  | 452    | 1.4%  |
| Unknown | 2,376 | 41.9% | 14,103 | 42.2% |

**APPROXIMATE MONTHLY INCOME**

**May '20**      **% of**

**YTD**      **% of YTD**

|                   |     |       |       |       |
|-------------------|-----|-------|-------|-------|
| No Income         | 262 | 4.6%  | 947   | 2.8%  |
| Less than \$1000  | 642 | 11.3% | 3,963 | 11.8% |
| \$1,001 - \$1,500 | 320 | 5.6%  | 1,807 | 5.4%  |
| \$1,501 - \$2,000 | 208 | 3.7%  | 1,620 | 4.8%  |
| \$2,001 - \$2,500 | 102 | 1.8%  | 1,132 | 3.4%  |
| \$2,501 - \$3,000 | 52  | <1%   | 498   | 1.5%  |
| \$3,001 - \$4,000 | 58  | 1.0%  | 898   | 2.7%  |
| \$4001 - \$5000   | 17  | <1%   | 420   | 1.3%  |
| More than \$5,000 | 17  | <1%   | 267   | <1%   |

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**  
**May-20**

|                              |   | 3,990          | 70.4%       | 21,903     | 65.5%           |
|------------------------------|---|----------------|-------------|------------|-----------------|
| Unknown                      |   |                |             |            |                 |
| <b>TOP SOURCES OF INCOME</b> |   | <b>May '20</b> | <b>% of</b> | <b>YTD</b> | <b>% of YTD</b> |
| 1                            | SS                                      | 703            | 12.4%       | 3,650      | 10.9%           |
| 2                            | SSI                                     | 483            | 8.5%        | 2,336      | 7.0%            |
| 3                            | No current source of income             | 351            | 6.2%        | 1,674      | 5.0%            |
| 4                            | Job                                     | 318            | 5.6%        | 3,589      | 1.0%            |
| 5                            | Pension                                 | 206            | 3.6%        | 1,493      | 4.5%            |
| 6                            | TANF (CalWORKs)                         | 179            | 3.2%        | 953        | 2.8%            |
| 7                            | SSD (SSDI)                              | 160            | 2.8%        | 775        | 2.3%            |
| 8                            | Unemployment                            | 80             | 1.4%        | 268        | <1%             |
| 9                            | General Assistance                      | 71             | 1.3%        | 358        | 1.1%            |
| 10                           | Other                                   | 34             | <1%         | 189        | <1%             |
| 11                           | Self-Employed                           | 29             | <1%         | 139        | <1%             |
| 12                           | SDI                                     | 17             | <1%         | 110        | <1%             |
| 13                           | Family                                  | 7              | <1%         | 21         | <1%             |
| 14                           | Alimony                                 | 5              | <1%         | 32         | <1%             |
| 15                           | Child Support                           | 5              | <1%         | 46         | <1%             |
| 16                           | Insurance                               | 2              | <1%         | 9          | <1%             |
| 17                           | Workers Comp                            | 2              | <1%         | 31         | <1%             |
| 18                           | AB 12 Foster Care                       | 1              | <1%         | 6          | <1%             |
| 19                           | Student Financial Aid                   | 0              | 0.0%        | 19         | <1%             |
| 20                           | Unknown (caller declined + did not ask) | 3,015          | 53.2%       | 17,757     | 53.1%           |

| <b>TOP ZIP CODES (May '20)</b> |                  | <b># of CALLS</b> | <b>TOP ZIP CODES (YTD)</b> |                  | <b># of CALLS</b> |
|--------------------------------|------------------|-------------------|----------------------------|------------------|-------------------|
| 1                              | 95823 Sacramento | 1859              | 1                          | 95823 Sacramento | 357               |
| 2                              | 95821 Sacramento | 1000              | 2                          | 95825 Sacramento | 192               |
| 3                              | 95825 Sacramento | 935               | 3                          | 95822 Sacramento | 175               |
| 4                              | 95828 Sacramento | 925               | 4                          | 95815 Sacramento | 155               |
| 5                              | 95822 Sacramento | 906               | 5                          | 95821 Sacramento | 154               |
| 6                              | 95815 Sacramento | 901               | 6                          | 95828 Sacramento | 153               |
| 7                              | 95838 Sacramento | 786               | 7                          | 95820 Sacramento | 147               |
| 8                              | 95826 Sacramento | 776               | 8                          | 95838 Sacramento | 144               |
| 9                              | 95820 Sacramento | 760               | 9                          | 95842 Sacramento | 124               |
| 10                             | 95608 Carmichael | 673               | 10                         | 95826 Sacramento | 120               |

**NEEDS AND RESOURCES**

| <b>TOP NEEDS EXPRESSED<sup>1</sup></b>       | <b>May '20</b> | <b>% of <sup>3</sup></b> |
|--|----------------|--------------------------|
| 1 Housing & Shelter <sup>2</sup>             | 3,210          | 56.6%                    |
| Low Income/Subsidized Rental Housing         | 1,503          | 26.5%                    |
| Transitional Housing/Shelters/Motel Vouchers | 708            | 12.5%                    |
| Rent Assistance                              | 474            | 8.4%                     |

2-1-1 Sacramento  
 8001 Folsom Blvd. Suite 100, Sacramento, CA 95826  
[www.211Sacramento.org](http://www.211Sacramento.org)  
[www.facebook.com/211Sacramento](https://www.facebook.com/211Sacramento)  
 2-1-1 or 916-498-1000 or 800-500-4931



**STATISTICS SUMMARY**  
**May-20**

|  |              |              |
|--|--------------|--------------|
| Contact Information for Housing & Shelter Organizations  | 223          | 3.9%         |
| Landlord /Tenant Issues                                  | 212          | 3.7%         |
| Mortgage Assistance                                      | 14           | <1%          |
| <b>2 Healthcare<sup>2</sup></b>                          | <b>1,689</b> | <b>29.8%</b> |
| COVID-19   | 1,325        | 23.4%        |
| Nursing Homes & Adult Care                               | 149          | 2.6%         |
| Medical Providers  | 74           | 1.3%         |
| Health Insurance Information/Counseling                  | 51           | <1%          |
| Dental Care  | 29           | <1%          |
| Medical Equipment  | 21           | <1%          |
| Screening, Testing, Immunizations                        | 12           | <1%          |
| <b>3 Food/Meals<sup>2</sup></b>                          | <b>1,031</b> | <b>18.2%</b> |
| Home-delivered Meals                                     | 601          | 10.6%        |
| Food Pantries  | 242          | 4.3%         |
| CalFresh and WIC   | 164          | 2.9%         |
| Meals - Soup Kitchens/Congregate Meals                   | 22           | <1%          |
| <b>4 Government &amp; Legal</b>                          | <b>708</b>   | <b>12.5%</b> |
| Contact Information for Government & Legal Organizations | 267          | 4.7%         |
| Law Enforcement/Judicial Services                        | 233          | 4.1%         |
| Legal Assistance   | 135          | 2.4%         |
| Child & Family Law                                       | 66           | 1.2%         |
| Immigration Assistance                                   | 7            | <1%          |
| <b>5 Employment &amp; Income</b>                         | <b>472</b>   | <b>8.3%</b>  |
| Tax Preparation  | 219          | 3.9%         |
| Financial Assistance                                     | 183          | 3.2%         |
| Job Search   | 32           | <1%          |
| Unemployment Benefits                                    | 18           | <1%          |
| Contact Information for Employment Organizations         | 13           | <1%          |
| <b>6 Disaster</b>  | <b>383</b>   | <b>6.8%</b>  |
| <b>7 Mental Health &amp; Addictions<sup>2</sup></b>      | <b>315</b>   | <b>5.6%</b>  |
| Substance Abuse & Addictions                             | 98           | 1.7%         |
| Mental Health Evaluation and Treatment                   | 96           | 1.7%         |
| Crisis Intervention & Suicide                            | 82           | 1.4%         |
| Inpatient/Outpatient Mental Health Facilities            | 34           | <1%          |
| <b>8 Clothing/Personal/Household Needs<sup>2</sup></b>   | <b>178</b>   | <b>3.1%</b>  |
| Personal Hygiene Products                                | 44           | <1%          |
| Clothing   | 43           | <1%          |
| Home Furnishings   | 34           | <1%          |
| Other Clothing & Household                               | 24           | <1%          |
| Appliances   | 24           | <1%          |
| <b>9 Utilities<sup>2</sup></b>                           | <b>177</b>   | <b>3.1%</b>  |
| Utility Payment Assistance                               | 125          | 2.2%         |

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**  
**May-20**

|  |           |               |
|--|-----------|---------------|
| Phone & Internet                               | 19        | <1%           |
| Contacts Information for Utility Organizations | 27        | <1%           |
| <b>10 Transportation</b>                       | <b>70</b> | <b>&lt;1%</b> |
| <b>11 Child Care &amp; Parenting</b>           | <b>31</b> | <b>&lt;1%</b> |
| <b>12 Education</b>                            | <b>9</b>  | <b>&lt;1%</b> |

**TOP UNMET NEEDS**

**May '20**

|                                |    |
|--------------------------------|----|
| 1 Home Delivered Meals         | 97 |
| 2 Homeless Motel Vouchers      | 68 |
| 3 COVID-19 Control             | 66 |
| 4 General Disaster Information | 37 |
| 5 Tax Preparation Assistance   | 24 |
| 6 Rent Payment Assistance      | 15 |
| 7 Homeless Shelter             | 14 |

**Most Frequently Referred Programs**

**May '20**

**% of**

|  |     |       |
|--|-----|-------|
| 1 2-1-1 Sacramento Disaster Housing/Shelters Resources - Community Link        | 586 | 10.3% |
| 2 2-1-1 Sacramento General Disaster Resources - Community Link                 | 514 | 9.1%  |
| 3 Housing Assistance - Sacramento Self Help Housing                            | 462 | 8.2%  |
| 4 City of Sacramento Community Development Department - Great Plates Delivered | 307 | 5.4%  |
| 5 2-1-1 Sacramento Disaster Food Resources - Community Link                    | 242 | 4.3%  |
| 6 Mercy Housing California   | 182 | 3.2%  |
| 7 Mutual Housing California  | 181 | 3.2%  |
| 8 Core Services - Resources for Independent Living                             | 176 | 3.1%  |
| 9 Sacramento County Department of Human Assistance - CalFresh                  | 153 | 2.7%  |
| 10 Rental Assistance - The Salvation Army                                      | 152 | 2.7%  |
| 11 Motel Vouchers - Travelers Aid  | 130 | 2.3%  |
| 12 Renters Helpline - Sacramento Self Help Housing                             | 126 | 2.2%  |
| 13 SHRA - Affordable Housing Options Program                                   | 118 | 2.1%  |
| 14 United States Internal Revenue Service - Taxpayer Assistance Center         | 110 | 1.9%  |
| 15 City of Sacramento 311  | 109 | 1.9%  |
| 16 Community Housing Opportunities Corporation                                 | 96  | 1.7%  |
| 17 Rent Payment Assistance - Travelers Aid                                     | 96  | 1.7%  |
| 18 Diversion Eligibility Assessment - Francis House Center                     | 91  | 1.6%  |
| 19 SHRA - Housing Choice Voucher Program                                       | 91  | 1.6%  |
| 20 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services | 89  | 1.6%  |
| 21 Legal Services of Northern California                                       | 84  | 1.5%  |
| 22 2-1-1 Sacramento Disaster Employer/Employee Resources                       | 82  | 1.4%  |
| 23 Family Assistance - Saint Vincent de Paul Society - SVdP                    | 79  | 1.4%  |
| 24 3-1-1 Connect - Sacramento County   | 76  | 1.3%  |
| 25 CalFresh Application Assistance - 2-1-1 Sacramento                          | 76  | 1.3%  |
| 26 Meals/Grocery Delivery Service  | 73  | 1.3%  |

**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**  
**May-20**

|           |   |       |       |
|-----------|---|-------|-------|
| <b>27</b> | Food Pantry Delivery - Bayside Church/Shaper Hands    | 57    | 1.0%  |
| <b>28</b> | Home Delivered Meals Program - Meals on Wheels by ACC | 57    | 1.0%  |
| <b>29</b> | Family Promise of Sacramento                          | 56    | <1%   |
| <b>30</b> | Saint John's Program for Real Change                  | 55    | <1%   |
|           |   | 3,932 | 69.4% |
|           |   | 8,638 |       |

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

|                     | <b><u>May '20</u></b> | <b><u>YTD</u></b> |
|---------------------|-----------------------|-------------------|
| Unique Visitors     | 11,561                | 47,270            |
| Directory Searches  | 12,625                | 82,693            |
| Resource Page Views | 24,610                | 134,965           |
| Total Page Views    | 37,235                | 217,658           |

<sup>1</sup>Data sub-categories realigned 04/01/18

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

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