



**2-1-1 sacramento**  
find help here

**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**  
**April-18**

**CALL VOLUME**

	<b>April '18</b>
Month of April	8,267
Year to date - 2018	48,781

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	1,816	6,418
Referral	4,092	19,832
Total I&R calls	5,908	26,250
Follow-up	982	4,055
Advocacy	0	1
Crisis	0	6
Disaster	0	0
Total Calls with demographic info	6,890	30,312
Call Back	248	3,113
Silent/Static	693	3,374
Other	1,418	16,037

**OUTREACH ACTIVITY**

Month of April	1,061
Year to date - 2018	3,714

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

	<b>April '18</b>	<b>April</b>	<b>YTD</b>	<b>% of YTD</b>
Less than 18	39	<1%	115	<1%
18-20	78	1.1%	325	1.1%
21-29	625	9.1%	2,390	7.9%
30-39	841	12.2%	3,260	10.8%
40-49	679	9.9%	2,938	9.7%
50-59	1,028	14.9%	4,209	13.9%
Seniors - age 60+	2,352	34.1%	12,899	42.6%
Caller Declined	144	2.1%	364	1.2%
Did not Ask	1,104	16.0%	3,812	12.6%

**CALLER ETHNICITY**

	<b>April '18</b>	<b>April</b>	<b>YTD</b>	<b>% of YTD</b>
1 African American/Black	1,082	15.7%	4,332	14.3%
2 Caucasian	1,056	15.3%	5,715	18.9%
3 Hispanic / Latino	568	8.2%	2,671	8.8%
4 Multi-ethnic	171	2.5%	628	2.1%
5 Asian	143	2.1%	792	2.6%
6 Native American	51	<1%	179	<1%
7 Middle Eastern	48	<1%	259	<1%
8 Other	47	<1%	240	<1%
10 Russian / Slavic	14	<1%	99	<1%
11 Pacific Islander / Native Hawaiian	39	<1%	181	<1%
12 Caller Declined	235	3.4%	1,071	3.5%
13 Did Not Ask	3,436	49.9%	14,145	46.7%



**2-1-1 sacramento**  
find help here

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**

**April-18**

**CLIENT PROFILE (continued)**

<b><u>CALLER GENDER</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>April</u></b>	<b><u>'18 April</u></b>		
Female	4,916	71.3%	21,947	72.4%
Male	1,961	28.5%	8,319	27.4%
Unknown	13	<1%	46	<1%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>April</u></b>	<b><u>'18 April</u></b>		
1	2,484	36.1%	11,549	38.1%
2	892	12.9%	4,597	15.2%
3	463	6.7%	1,840	6.1%
4	265	3.8%	1,101	3.6%
5	156	2.3%	538	1.8%
6+	83	1.2%	367	1.2%
Unknown	2,547	37.0%	10,320	34.0%

<b><u>APPROXIMATE MONTHLY INCOME</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>April</u></b>	<b><u>'18 April</u></b>		
Less than \$1,000	1,296	18.8%	5,082	16.8%
\$1,001 - \$1,500	355	5.2%	1,919	6.3%
\$1,501 - \$2,000	280	4.1%	1,603	5.3%
\$2,001 - \$2,500	192	2.8%	1,357	4.5%
\$2,501 - \$3,000	131	1.9%	972	3.2%
\$3,001 - \$4,000	114	1.7%	894	2.9%
\$4,001 - \$5,000	48	<1%	449	1.5%
More than \$5,000	22	<1%	242	<1%
Unknown	4,452	64.6%	17,794	58.7%

<b><u>TOP SOURCES OF INCOME</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>April</u></b>	<b><u>'18 April</u></b>		
1 Job	1,384	20.1%	6,823	22.5%
2 SSI	993	14.4%	3,545	11.7%
3 Social Security	909	13.2%	5,045	16.6%
4 TANF (CalWORKs)	452	6.6%	1,345	4.4%
5 Pension	448	6.5%	2,731	9.0%
6 None	290	4.2%	1,108	3.7%
7 SSD	275	4.0%	1,064	3.5%
8 General Assistance	96	1.4%	320	1.1%
9 Unemployment	54	<1%	253	<1%
10 Family	31	<1%	112	<1%
11 Self-Employed	30	<1%	166	<1%
12 Other	26	<1%	157	<1%
13 SDI	22	<1%	79	<1%
14 Child Support	12	<1%	42	<1%
15 Student Financial Aid	8	<1%	42	<1%
16 Workers Compensation	4	<1%	23	<1%
17 AB 12 Foster Care	3	<1%	6	<1%
18 Insurance	2	<1%	8	<1%
19 Alimony	1	<1%	24	<1%
20 Unknown	1,850	26.9%	7,419	24.5%



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**  
**April-18**

<b>TOP ZIP CODES (Apr '18)</b>			<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>			<b># of CALLS</b>
1	95823	Sacramento	636	1	95823	Sacramento	2,358
2	95815	Sacramento	338	2	95608	Carmichael	1,282
3	95821	Sacramento	284	3	95821	Sacramento	1,243
4	95828	Sacramento	284	4	95822	Sacramento	1,184
5	95608	Carmichael	258	5	95815	Sacramento	1,159
6	95838	Sacramento	253	6	95670	Rancho Cordova	1,121
7	95822	Sacramento	251	7	95828	Sacramento	1,026
8	95820	Sacramento	246	8	95621	Citrus Heights	995
9	95670	Rancho Cordova	214	9	95820	Sacramento	967
10	95825	Sacramento	211	10	95838	Sacramento	962

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED *</b>	<b>April '18</b>	<b>% of April</b>
<b>1 Housing &amp; Shelter</b>	<b>3,396</b>	<b>49.3%</b>
Low-Cost Housing/Moving Assistance	1,482	21.5%
Shelters	887	12.9%
Rent Assistance/Motel Vouchers	535	7.8%
Landlord /Tenant Issues	282	4.1%
<b>2 Employment &amp; Income</b>	<b>1,249</b>	<b>18.1%</b>
Tax Preparation	1,024	14.9%
Job Search Assistance	97	1.4%
Financial Assistance - Government & Other Assistance Programs	71	1.0%
<b>3 Government &amp; Legal</b>	<b>1,034</b>	<b>15.0%</b>
Legal Assistance - Counseling, Aid and/or Representation	363	5.3%
Government/Law Enforcement/Judicial Services	261	3.8%
Child & Family Law	198	2.9%
Government/Legal Referrals	196	2.8%
<b>4 Healthcare</b>	<b>566</b>	<b>8.2%</b>
Nursing Homes & Adult Care	175	2.5%
Health Insurance	131	1.9%
Medical Providers	118	1.7%
Health Services - Screening, Testing, Immunizations	51	<1%
Dental Care	36	<1%
Medical Equipment	14	<1%
Funeral/Burial Assistance	13	<1%
<b>5 Mental Health &amp; Addictions</b>	<b>444</b>	<b>6.4%</b>
Mental Health Services - Assessment, Screening, Testing, Counseling	186	2.7%
Substance Abuse & Addictions	149	2.2%
Crisis Intervention & Suicide	73	1.1%
Mental Health Facilities	31	<1%



**2-1-1 sacramento**  
find help here

**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**

**April-18**

<b>6 Utilities</b>	<b>379</b>	<b>5.5%</b>
Utility Payment Assistance	325	4.7%
Phone Payment Assistance	17	<1%
Water Payment Assistance	15	<1%
<b>7 Food/Meals</b>	<b>316</b>	<b>4.6%</b>
Food Pantries	209	3.0%
CalFresh and WIC	70	1.0%
Meals - Soup Kitchens/Congregate Meals	21	<1%
Home-Delivered Meals	15	<1%
<b>8 Clothing/Personal/Household Needs</b>	<b>208</b>	<b>3.0%</b>
Furniture	84	1.2%
Clothing	71	1.0%
Personal/Grooming	24	<1%
Appliances	21	<1%
<b>9 Transportation Assistance</b>	<b>136</b>	<b>2.0%</b>
Medical Transportation	62	<1%
Public Transportation	53	<1%
Automobile Assistance	16	<1%
<b>10 Child Care &amp; Parenting</b>	<b>135</b>	<b>2.0%</b>
Parenting Education	71	1.0%
Child Care	64	<1%
<b>11 Education</b>	<b>30</b>	<b>&lt;1%</b>

\*Data sub-categories realigned 04/01/18

**TOP UNMET NEEDS**

**April '18**

<b>1</b> Homeless Motel Vouchers	23
<b>2</b> Homeless Shelter	20
<b>3</b> Tax Information/Assistance Programs	19
<b>4</b> Utility Service Payment Assistance	12
<b>5</b> Rental Deposit Assistance	10
<b>6</b> Gas Money	10
<b>7</b> Rent Payment Assistance	6
<b>8</b> Food Pantries	4



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**  
**April-18**

<b>Most Frequently Referred Programs</b>	<b>April '18</b>	<b>% of April</b>
1 Sacramento Self Help Housing	380	5.5%
2 Family Assistance - Saint Vincent de Paul Society	279	4.0%
3 Utility Assistance - The Salvation Army	213	3.1%
4 Mercy Housing California	194	2.8%
5 Shelter Services - The Salvation Army	194	2.8%
6 Rent Payment Assistance - Travelers Aid Emergency Assistance	190	2.8%
7 Mutual Housing California	189	2.7%
8 Home Energy Assistance Program (HEAP)	164	2.4%
9 Emergency Motel Vouchers - Francis House - A Program of Next Move	144	2.1%
10 Resources for Independent Living	140	2.0%
11 Legal Services of Northern California	128	1.9%
12 Residential Family Shelter - Volunteers of America	109	1.6%
13 Medi-Cal	95	1.4%
14 Family Shelter - Next Move	90	1.3%
15 Senior Legal Hotline	78	1.1%
16 Men's Shelter - Volunteers of America	77	1.1%
17 Lawyer Referral and Information Service	72	1.0%
18 Saint John's Program for Real Change	72	1.0%
19 Men's Shelter Clothing and Showers - Union Gospel Mission	72	1.0%
20 Superior Court of California - Family Law Facilitator/Self Help Center	71	1.0%
21 Love in the Name of Christ	58	<1%
22 Produce For All - Sacramento Food Bank & Family Services	58	<1%
23 3-1-1 Connect - Sacramento County	57	<1%
24 United States Internal Revenue Service - Taxpayer Assistance Center	53	<1%
25 CalFresh	51	<1%
26 Sister Nora's Place - Loaves & Fishes	48	<1%
27 River City Food Bank - Choice Model Emergency Food	43	<1%
28 Sacramento Housing and Redevelopment Agency - Choice Voucher Program	42	<1%
29 United States Department of Housing and Urban Development - HUD	39	<1%
30 Sacramento County Behavioral Health Services - Access Team	39	<1%

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b>April '18</b>	<b>YTD</b>
Number of Online Searches	18,304	76,500
Visits from Unique IP Addresses	12,457	39,642