



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

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

STATISTICS SUMMARY
April-19

CALL VOLUME

Apr. '19

Month of April	9,290
Year to date - 2019	52,071

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,700	5,726
Referral	3,579	19,277
Total I&R calls	5,279	25,003
Follow-up	1,550	4,456
Advocacy	0	1
Crisis	3	12
Disaster	0	1
Outreach	1	3
Total Calls with Demographic Info	6,833	29,476
Call Back	652	3,588
Silent/Static	351	2,028
Other	3,004	18,431

COURT OUTREACH ACTIVITY

Month of April	1,032
Year to date - 2019	3,851

CLIENT PROFILE

AGE RANGES OF CALLERS

Apr. '19 % of

YTD % of YTD

Less than 18	33	<1%	111	<1%
18-20	68	1.0%	341	1.2%
21-29	507	7.4%	1,970	6.7%
30-39	661	9.7%	2,722	9.2%
40-49	531	7.8%	2,386	8.1%
50-59	763	11.2%	3,528	12.0%
Seniors - age 60+	2,989	43.7%	13,899	47.2%
Caller Declined	34	<1%	145	<1%
Did not Ask	1,247	18.2%	4,374	14.8%

CALLER ETHNICITY

Apr. '19 % of

YTD % of YTD

1 Caucasian	1,053	15.4%	4,526	15.4%
2 African American/Black	947	13.9%	3,404	11.5%
3 Hispanic / Latino	510	7.5%	2,243	7.6%
4 Multi-ethnic	126	1.8%	534	1.8%
5 Asian	101	1.5%	561	1.9%
6 Other	43	<1%	172	<1%



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7	Pacific Islander / Native Hawaiian	42	<1%	180	<1%
8	Middle Eastern	32	<1%	162	<1%
9	Native American	27	<1%	95	<1%
10	Russian / Slavic	12	<1%	60	<1%
11	Caller declined to answer	89	1.3%	621	2.1%
12	Did not ask	3,851	56.4%	16,918	57.4%

<u>Military/Veterans</u>	424	6.2%	2,231	7.6%
<u>First 5 Families/Children 0-5</u>	641	9.4%	2,329	7.9%

<u>CALLER GENDER</u>	<u>Apr. '19</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Female	4,880	71.4%	21,119	71.6%
Male	1,953	28.6%	8,301	28.2%
Unknown	0	0.0%	56	<1%

<u>NUMBER IN HOUSEHOLD</u>	<u>Apr. '19</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	2,392	35.0%	11,893	40.3%
2	810	11.9%	4,301	14.6%
3	359	5.3%	1,499	5.1%
4	217	3.2%	912	3.1%
5	120	1.8%	486	1.6%
6+	97	1.4%	367	1.2%
Unknown	2,838	41.5%	10,018	34.0%

<u>APPROXIMATE MONTHLY INCOME</u>	<u>Apr. '19</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Less than \$1,000	1,152	16.9%	4,266	14.5%
\$1,001 - \$1,500	423	6.2%	1,918	6.5%
\$1,501 - \$2,000	296	4.3%	1,573	5.3%
\$2,001 - \$2,500	198	2.9%	1,350	4.6%
\$2,501 - \$3,000	138	2.0%	991	3.4%
\$3,001 - \$4,000	158	2.3%	1,006	3.4%
\$4,001 - \$5,000	51	<1%	453	1.5%
More than \$5,000	40	<1%	306	1.0%
Unknown	4,377	64.1%	17,613	59.8%

<u>TOP SOURCES OF INCOME</u>	<u>Apr. '19</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 SS	1,325	19.4%	5,876	19.9%
2 Job	1,273	18.6%	6,237	21.2%
3 SSI	721	10.6%	2,628	8.9%
4 Pension	514	7.5%	2,843	9.6%
5 None	336	4.9%	1,161	3.9%



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6	TANF (CalWORKs)	275	4.0%	924	3.1%
7	SSD (SSDI)	208	3.0%	883	3.0%
8	Unemployment	73	1.1%	269	<1%
9	Other	60	<1%	207	<1%
10	General Assistance	58	<1%	245	<1%
11	Self-Employed	52	<1%	198	<1%
12	SDI	26	<1%	78	<1%
13	Student Financial Aid	11	<1%	33	<1%
14	Family	10	<1%	68	<1%
15	Child Support	9	<1%	48	<1%
16	AB 12 Foster Care	3	<1%	9	<1%
17	Alimony	3	<1%	25	<1%
18	Workers Compensation	3	<1%	30	<1%
19	Insurance	2	<1%	4	<1%
20	Unknown	1,871	27.4%	7,710	26.2%

TOP ZIP CODES (Apr. '19)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	445	1	95823	Sacramento	1,973
2	95608	Carmichael	261	2	95608	Carmichael	1,208
3	95825	Sacramento	256	3	95821	Sacramento	1,096
4	95828	Sacramento	250	4	95825	Sacramento	1,012
5	95822	Sacramento	233	5	95822	Sacramento	993
6	95838	Sacramento	213	6	95670	Rancho Cordova	964
7	95821	Sacramento	206	7	95621	Citrus Heights	943
8	95815	Sacramento	201	8	95828	Sacramento	942
9	95621	Citrus Heights	193	9	95660	North Highlands	855
10	95670	Rancho Cordova	191	10	95815	Sacramento	816

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Apr. '19	% of ³
1 Housing & Shelter²	2,449	35.8%
Low-Cost Housing/Moving Assistance	918	13.4%
Shelters	707	10.3%
Rent Assistance/Motel Vouchers	524	7.7%
Landlord /Tenant Issues	132	1.9%
Contact Information for Housing and Shelter Organizations	95	1.4%
Home Repair/Maintenance	54	<1%
2 Employment & Income²	1,760	25.8%
Tax Preparation	1,587	23.2%
Job Search Assistance	98	1.4%
Financial Assistance - Government & Other Assistance Programs	49	<1%



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Contact Information for Employment Organizations	13	<1%
Money Management	9	<1%
3 Government & Legal²	845	12.4%
Contact Information for Government & Legal Organizations	250	3.7%
Child & Family Law	238	3.5%
Government/Law Enforcement/Judicial Services	194	2.8%
Legal Assistance - Counseling, Aid and/or Representation	156	2.3%
4 Healthcare²	475	7.0%
Nursing Homes & Adult Care	126	1.8%
Medical Providers	89	1.3%
Health Insurance	77	1.1%
Dental Care	56	<1%
Health Services - Screening, Testing, Immunizations	50	<1%
Medical Equipment	22	<1%
Prescription Assistance	15	<1%
Contact Information for Healthcare Organizations	13	<1%
Reproductive Health	13	<1%
Eye Care	7	<1%
Funeral/Burial Assistance	7	<1%
5 Food/Meals²	342	5.0%
Food Pantries	226	3.3%
CalFresh and WIC	74	1.1%
Meals - Soup Kitchens/Congregate Meals	20	<1%
Home-Delivered Meals	18	<1%
6 Mental Health & Addictions²	330	4.8%
Mental Health Services - Assessment, Screening, Testing, Counseling	143	2.1%
Substance Abuse & Addictions	109	1.6%
Crisis Intervention & Suicide	43	<1%
Mental Health Facilities	32	<1%
7 Utilities²	295	4.3%
Utility Payment Assistance	260	3.8%
Phone Payment Assistance	13	<1%
Contact Information for Utility Organizations	10	<1%
Trash Payment Assistance	6	<1%



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8 Clothing/Personal/Household Needs²	157	2.3%
Clothing	64	<1%
Furniture	44	<1%
Personal/Grooming	25	<1%
Appliances	17	<1%
9 Transportation Assistance²	143	2.1%
Public Transportation	63	<1%
Medical Transportation	56	<1%
Automobile Assistance	18	<1%
Emergency Out-of-Town Travel	6	<1%
10 Child Care & Parenting²	61	<1%
Child Care	34	<1%
Parenting Education	27	<1%
11 Education	28	<1%
12 Disaster	7	<1%

TOP UNMET NEEDS

Apr. '19

1 Homeless Motel Vouchers	13
2 Rent Payment Assistance	13
3 Tax Assistance	9
4 Rental Deposit Assistance	9
5 Bus Fare	6
6 Certificates/Forms Assistance	5
7 Home Delivered Meals	4

Most Frequently Referred Programs

Apr. '19

% of

1 2-1-1 Appointments - Volunteer Income Tax Assistance Program	538	7.9%
2 Housing Assistance - Sacramento Self Help Housing	312	4.6%
3 Family Assistance - Saint Vincent de Paul Society	265	3.9%
4 Rental Assistance - The Salvation Army	248	3.6%
5 Tax-Aide - AARP	237	3.5%
6 Rent Payment Assistance - Travelers Aid	182	2.7%
7 Diversion Eligibility Assessment - Francis House Center	182	2.7%
8 Utility Assistance - The Salvation Army	149	2.2%
9 Core Services - Resources for Independent Living	140	2.0%
10 Mutual Housing California	135	2.0%
11 Home Energy Assistance Program (HEAP) - Community Resource Project	133	1.9%
12 Utility Bill Assistance - Travelers Aid	129	1.9%
13 Mercy Housing California	116	1.7%
14 Housing Resource Access Points - Sacramento Steps Forward	107	1.6%
15 Community Housing Opportunities Corporation	102	1.5%



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16	Relief for Energy Assistance through Community Help (REACH) - Pacific Gas & Electric	95	1.4%
17	United States Internal Revenue Service - Taxpayer Assistance Center	94	1.4%
18	Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	87	1.3%
19	3-1-1 Connect - Sacramento County	85	1.2%
20	Emergency Motel Vouchers - Francis House	84	1.2%
21	Motel Vouchers - Travelers Aid	84	1.2%
22	Legal Services of Northern California	81	1.2%
23	Shelter Services - The Salvation Army	80	1.2%
24	Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	69	1.0%
25	City of Sacramento 311	67	<1%
26	Medi-Cal	65	<1%
27	Internal Revenue Service - Volunteer Income Tax Assistance Program	64	<1%
28	Energy Crisis Intervention Program - Community Resource Project	63	<1%
29	Men's Shelter - Volunteers of America	62	<1%
30	Food - Produce for All - Sacramento Food Bank & Family Services	58	<1%
31	Housing Choice Voucher Program - SHRA	58	<1%
	Other Referrals	4,696	
	Total Referrals	8,867	

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Apr. '19</u>	<u>YTD</u>
Unique Visitors	13,339	46,109
Directory Searches	17,389	80,784
Resource Page Views	33,611	143,466
Total Page Views	51,000	224,250

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%.