

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-20

CALL VOLUME

April '20

Month of April	11,795
Year to date - 2020	60,423

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,349	5,479
Referral	2,580	16,028
Total I&R calls	3,929	21,507
Follow-up	748	1,564
Advocacy	3	18
Crisis	0	4
Disaster	2,354	4,460
Outreach	0	5
Voicemail	0	229
Total Calls with Demographic Info	7,034	27,787
Voicemail	342	1,278
Call Back	506	4,680
Silent/Static	361	1,220
Other	3,552	25,948

COURT OUTREACH ACTIVITY

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

CLIENT PROFILE

AGE RANGES OF CALLERS

April '20 % of

YTD % of YTD

Less than 18	15	<1%	61	<1%
18-20	51	<1%	221	<1%
21-29	323	4.6%	1,601	5.8%
30-39	505	7.2%	2,260	8.1%
40-49	506	7.2%	2,024	7.3%
50-59	661	9.4%	2,758	9.9%
Seniors - age 60+	2,281	32.4%	10,048	36.2%
Caller Declined	41	<1%	107	<1%
Did not Ask	2,651	37.7%	8,707	31.3%

CALLER ETHNICITY

April '20 % of

YTD % of YTD

1 Caucasian	1,082	15.4%	5,083	18.3%
2 African American/Black	807	11.5%	3,523	12.7%
3 Hispanic / Latino	460	6.5%	2,288	8.2%
4 Other	171	2.4%	631	2.3%

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5	Multi-ethnic	107	1.5%	519	1.9%
6	Asian	102	1.5%	529	1.9%
7	Native American	42	<1%	169	<1%
8	Middle Eastern	31	<1%	113	<1%
9	Pacific Islander / Native Hawaiian	27	<1%	135	<1%
10	Russian / Slavic	23	<1%	102	<1%
11	Caller declined to answer	87	1.2%	382	1.4%
12	Did not ask	4,095	58.2%	14,313	51.5%
	Military/Veterans	273	3.9%	1,455	5.2%
	First 5 Families/Children 0-5	441	6.3%	2,016	7.3%

CALLER GENDER

April '20 **% of**

YTD **% of YTD**

Female	3,462	49.2%	15,267	54.9%
Male	1,849	26.3%	6,872	24.7%
Unknown	44	<1%	224	<1%
Intersex	9	<1%	35	<1%
Non-binary	0	0.0%	14	<1%
Trans Female	1	<1%	7	<1%
Trans Male	2	<1%	6	<1%
Client declined	8	<1%	62	<1%
Did not ask	1,659	23.6%	5,300	19.1%

NUMBER IN HOUSEHOLD

April '20 **% of**

YTD **% of YTD**

1	1,602	22.8%	9,004	32.4%
2	646	9.2%	3,953	14.2%
3	207	2.9%	1,386	5.0%
4	150	2.1%	884	3.2%
5	57	<1%	453	1.6%
6+	65	<1%	380	1.4%
Unknown	4,307	61.2%	11,727	42.2%

APPROXIMATE MONTHLY INCOME

April '20 **% of**

YTD **% of YTD**

No Income	352	5.0%	685	2.5%
Less than \$1000	756	10.7%	3,321	12.0%
\$1,001 - \$1,500	319	4.5%	1,487	5.4%
\$1,501 - \$2,000	181	2.6%	1,412	5.1%
\$2,001 - \$2,500	87	1.2%	1,030	3.7%
\$2,501 - \$3,000	45	<1%	446	1.6%
\$3,001 - \$4,000	32	<1%	840	3.0%
\$4001 - \$5000	11	<1%	403	1.5%
More than \$5,000	8	<1%	250	<1%

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	April '20	% of	YTD	% of YTD
Unknown	5,243	74.5%	17,913	64.5%
TOP SOURCES OF INCOME				
1 SS	687	9.8%	2,947	10.6%
2 SSI	644	9.2%	1,853	6.7%
3 No current source of income	466	6.6%	1,323	4.8%
4 Job	393	5.6%	3,271	11.8%
5 Pension	192	2.7%	1,287	4.6%
6 TANF (CalWORKs)	164	2.3%	774	2.8%
7 SSD (SSDI)	161	2.3%	615	1.0%
8 General Assistance	119	1.7%	287	1.0%
9 Unemployment	67	<1%	188	<1%
10 Self-Employed	25	<1%	110	<1%
11 Other	24	<1%	155	<1%
12 SDI	20	<1%	93	<1%
13 Alimony	10	<1%	27	<1%
14 Child Support	6	<1%	41	<1%
15 Family	4	<1%	14	<1%
16 Student Financial Aid	3	<1%	19	<1%
17 Workers Comp	3	<1%	29	<1%
18 AB 12 Foster Care	1	<1%	5	<1%
19 Insurance	1	<1%	7	<1%
20 Unknown (caller declined + did not ask)	4,044	57.5%	14,742	53.1%

TOP ZIP CODES (April '20)			TOP ZIP CODES (YTD)		
		# of CALLS			# of CALLS
1	95823 Sacramento	361	1	95823 Sacramento	1,501
2	95815 Sacramento	202	2	95821 Sacramento	846
3	95822 Sacramento	202	3	95828 Sacramento	771
4	95821 Sacramento	196	4	95815 Sacramento	747
5	95828 Sacramento	192	5	95825 Sacramento	743
6	95825 Sacramento	186	6	95822 Sacramento	731
7	95838 Sacramento	153	7	95826 Sacramento	656
8	95820 Sacramento	149	8	95838 Sacramento	642
9	95660 North Highlands	141	9	95820 Sacramento	613
10	95814 Sacramento	140	10	95608 Carmichael	572

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	April '20	% of ³
1 Housing & Shelter ²	3,333	47.4%
Low Income/Subsidized Rental Housing	1,199	17.0%
Transitional Housing/Shelters/Motel Vouchers	916	13.0%
Rent Assistance	775	11.0%



STATISTICS SUMMARY
April-20

Landlord /Tenant Issues	228	3.2%
Contact Information for Housing & Shelter Organizations	142	2.0%
Home Repair/Maintenance	41	<1%
Mortgage Assistance	17	<1%
2 Healthcare²	1,964	27.9%
COVID-19	1,622	23.1%
Nursing Homes & Adult Care	137	1.9%
Medical Providers	82	1.2%
Health Insurance Information/Counseling	62	<1%
Dental Care	16	<1%
Screening, Testing, Immunizations	14	<1%
Medical Equipment	13	<1%
3 Food/Meals²	1,316	18.7%
Food Pantries	589	8.4%
Home-delivered Meals	438	6.2%
CalFresh and WIC	240	3.4%
Meals - Soup Kitchens/Congregate Meals	44	<1%
4 Government & Legal	730	10.4%
Contact Information for Government & Legal Organizations	239	3.4%
Law Enforcement/Judicial Services	212	3.0%
Child & Family Law	153	2.2%
Legal Assistance	118	1.7%
Immigration Assistance	8	<1%
5 Employment & Income	480	6.8%
Tax Preparation	218	3.1%
Financial Assistance	165	2.3%
Unemployment Benefits	63	<1%
Job Search	17	<1%
Money Management	13	<1%
6 Mental Health & Addictions²	315	4.5%
Crisis Intervention & Suicide	110	1.6%
Mental Health Evaluation and Treatment	94	1.3%
Substance Abuse & Addictions	72	<1%
Inpatient/Outpatient Mental Health Facilities	38	<1%
7 Disaster	293	4.2%
8 Utilities²	210	3.0%
Utility Payment Assistance	157	2.2%
Phone & Internet	25	<1%
Contacts Information for Utility Organizations	19	<1%

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9 Clothing/Personal/Household Needs²	178	2.5%
Personal Hygiene Products	54	<1%
Home Furnishings	36	<1%
Clothing	34	<1%
Other Clothing & Household	27	<1%
Appliances	25	<1%
10 Transportation	52	<1%
11 Child Care & Parenting	24	<1%
12 Education	10	<1%

TOP UNMET NEEDS

April '20

1 Homeless Motel Vouchers	283
2 Disaster Related Housing	109
3 COVID-19	67
4 Home Delivered Meals	65
5 Homeless Shelter	65
6 Tax Preparation Assistance	18
7 Grocery Ordering/Delivery	15

Most Frequently Referred Programs

April '20

% of

1 2-1-1 Sacramento Disaster Housing/Shelters Resources	795	11.3%
2 2-1-1 Sacramento General Disaster Resources	697	9.9%
3 2-1-1 Sacramento Disaster Food Resources	450	6.4%
4 Housing Assistance - Sacramento Self Help Housing	352	5.0%
5 Motel Vouchers - Travelers Aid	220	3.1%
6 CalFresh	196	2.8%
7 Family Assistance - Saint Vincent de Paul Society	194	2.8%
8 Sacramento County Senior and Adult Services Division - Adult Protective Services	160	2.3%
9 Home Delivered Meals Program - Meals on Wheels by ACC	157	2.2%
10 Rental Assistance - The Salvation Army	155	2.2%
11 Core Services - Resources for Independent Living	153	2.2%
12 Mutual Housing California	149	2.1%
13 Renters Helpline - Sacramento Self Help Housing	149	2.1%
14 United States Internal Revenue Service - Taxpayer Assistance Center	143	2.0%
15 Food Closet - The Salvation Army	142	2.0%
16 Rent Payment Assistance - Travelers Aid	130	1.8%
17 Mercy Housing California	128	1.8%
18 2-1-1 Sacramento Disaster Employer/Employee Resources	109	1.5%
19 River City Food Bank @ The Center at St. Matthew's	102	1.5%

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20 Meals/Grocery Delivery Service	99	1.4%
21 Legal Services of Northern California	96	1.4%
22 City of Sacramento 311	95	1.4%
23 North A Street Shelter - Volunteers of America	94	1.3%
24 California Employment Development Department - Unemployment Insurance	91	1.3%
25 Community Housing Opportunities Corporation	89	1.3%
26 Family Promise of Sacramento	84	1.2%
27 CalFresh Application Assistance - 2-1-1 Sacramento	79	1.1%
28 Choice Model Emergency Food Distribution: River City Food Bank	75	<1%
29 Diversion Eligibility Assessment - Francis House Center	73	<1%
30 Saint John's Program for Real Change	72	<1%
Other Referrals	4,584	65.2%
Total Referrals	10,112	

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>April '20</u>	<u>YTD</u>
Unique Visitors	11,600	39,351
Directory Searches	19,025	70,068
Resource Page Views	27,463	110,355
Total Page Views	46,488	180,423

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%.