



**2-1-1 sacramento**  
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**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**  
**August-18**

**CALL VOLUME**

	<b>Aug. '18</b>
Month of August	6,979
Year to date - 2018	74,801

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	1,158	11,555
Referral	4,023	34,751
Total I&R calls	5,181	46,306
Follow-up	335	5,398
Advocacy	0	1
Crisis	1	9
Disaster	1	7
Outreach	5	16
Total Calls with demographic info	5,523	51,737
Call Back	125	3,478
Silent/Static	646	6,112
Other	1,020	18,872

**OUTREACH ACTIVITY**

Month of August	1,095
Year to date - 2018	7,757

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

	<b>Aug. '18</b>	<b>August</b>	<b>YTD</b>	<b>% of YTD</b>
Less than 18	38	<1%	291	<1%
18-20	74	1.3%	633	1.2%
21-29	589	10.7%	4,571	8.8%
30-39	831	15.0%	6,385	12.3%
40-49	637	11.5%	5,384	10.4%
50-59	839	15.2%	7,361	14.2%
Seniors - age 60+	1,207	21.9%	17,686	34.2%
Caller Declined	50	<1%	743	1.4%
Did not Ask	1,258	22.8%	8,683	16.8%

**CALLER ETHNICITY**

	<b>Aug. '18</b>	<b>August</b>	<b>YTD</b>	<b>% of YTD</b>
1 African American/Black	1,031	18.7%	8,267	16.0%
2 Caucasian	839	15.2%	8,868	17.1%
3 Hispanic / Latino	443	8.0%	4,202	8.1%
4 Multi-ethnic	151	2.7%	1,285	2.5%
5 Asian	93	1.7%	1,180	2.3%
6 Middle Eastern	46	<1%	420	<1%



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7	Pacific Islander / Native Hawaiian	45	<1%	302	<1%
8	Native American	39	<1%	321	<1%
10	Other	30	<1%	359	<1%
11	Russian / Slavic	18	<1%	146	<1%
12	Caller Declined	136	2.5%	1,737	3.4%
13	Did Not Ask	2,652	48.0%	24,650	47.6%

<b>Military/Veterans</b>	195	3.5%	2,991	5.8%
<b>First 5 Families/Children 0-5</b>	826	15.0%	5,676	11.0%

<b>CALLER GENDER</b>	<b>Aug. '18</b>	<b>August</b>	<b>YTD</b>	<b>% of YTD</b>
Female	4,097	74.2%	37,876	73.2%
Male	1,411	25.5%	13,769	26.6%
Unknown	15	<1%	92	<1%

<b>NUMBER IN HOUSEHOLD</b>	<b>Aug. '18</b>	<b>August</b>	<b>YTD</b>	<b>% of YTD</b>
1	1,814	32.8%	18,617	36.0%
2	772	14.0%	7,562	14.6%
3	465	8.4%	3,725	7.2%
4	334	6.0%	2,246	4.3%
5	148	2.7%	1,099	2.1%
6+	114	2.1%	735	1.4%
Unknown	1,876	34.0%	17,753	34.3%

<b>APPROXIMATE MONTHLY INCOME</b>	<b>Aug. '18</b>	<b>August</b>	<b>YTD</b>	<b>% of YTD</b>
Less than \$1,000	1,608	29.1%	10,723	20.7%
\$1,001 - \$1,500	348	6.3%	3,190	6.2%
\$1,501 - \$2,000	209	3.8%	2,366	4.6%
\$2,001 - \$2,500	111	2.0%	1,753	3.4%
\$2,501 - \$3,000	53	<1%	1,185	2.3%
\$3,001 - \$4,000	45	<1%	1,072	2.1%
\$4,001 - \$5,000	11	<1%	494	<1%
More than \$5,000	7	<1%	280	<1%
Unknown	3131	56.7%	30,674	59.3%

<b>TOP SOURCES OF INCOME</b>	<b>Aug. '18</b>	<b>August</b>	<b>YTD</b>	<b>% of YTD</b>
1 SSI	1,012	18.3%	7,514	14.5%
2 Job	802	14.5%	9,876	19.1%
3 TANF (CalWORKs)	565	10.2%	3,232	6.2%
4 Social Security	453	8.2%	6,753	13.1%
5 None	264	4.8%	2,238	4.3%
6 SSD	232	4.2%	1,930	3.7%



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**STATISTICS SUMMARY**  
**August-18**

7	General Assistance	100	1.8%	661	1.3%
8	Pension	99	1.8%	3,095	6.0%
9	Unemployment	43	<1%	502	<1%
10	Family	29	<1%	241	<1%
11	Self-Employed	28	<1%	287	<1%
12	Other	27	<1%	273	<1%
13	Child Support	24	<1%	99	<1%
14	SDI	16	<1%	153	<1%
15	Workers Compensation	12	<1%	51	<1%
16	Alimony	12	<1%	64	<1%
17	Student Financial Aid	9	<1%	75	<1%
18	AB 12 Foster Care	6	<1%	24	<1%
19	Insurance	0	0.0%	9	<1%
20	Unknown	1,790	32.4%	14,660	28.3%

**TOP ZIP CODES (August '18) # of CALLS**

1	95823 Sacramento	522
2	95825 Sacramento	304
3	95815 Sacramento	247
4	95821 Sacramento	246
5	95828 Sacramento	213
6	95838 Sacramento	206
7	95820 Sacramento	200
8	95670 Rancho Cordova	174
9	95822 Sacramento	174
10	95608 Carmichael	172

**TOP ZIP CODES (YTD) # of CALLS**

1	95823 Sacramento	4,281
2	95821 Sacramento	2,318
3	95815 Sacramento	2,292
4	95608 Carmichael	1,955
5	95825 Sacramento	1,865
6	95822 Sacramento	1,860
7	95828 Sacramento	1,802
8	95838 Sacramento	1,801
9	95670 Rancho Cordova	1,752
10	95820 Sacramento	1,714

**NEEDS AND RESOURCES**

**TOP NEEDS EXPRESSED \***

	<b>Aug. '18</b>	<b>August</b>
<b>1 Housing &amp; Shelter</b>	<b>3,705</b>	<b>67.1%</b>
Low-Cost Housing/Moving Assistance	1,538	27.8%
Shelters	968	17.5%
Rent Assistance/Motel Vouchers	625	11.3%
Landlord /Tenant Issues	339	6.1%
<b>2 Government &amp; Legal</b>	<b>1,221</b>	<b>22.1%</b>
Legal Assistance - Counseling, Aid and/or Representation	386	7.0%
Government/Law Enforcement/Judicial Services	318	5.8%
Child & Family Law	265	4.8%
Government/Legal Referrals	251	4.5%



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**STATISTICS SUMMARY**  
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<b>3 Healthcare</b>	<b>710</b>	<b>12.9%</b>
Nursing Homes & Adult Care	239	4.3%
Health Insurance	129	2.3%
Medical Providers	128	2.3%
Health Services - Screening, Testing, Immunizations	65	1.2%
Dental Care	58	1.1%
Medical Equipment	25	<1%
Contact Information for Healthcare Organizations	22	<1%
Eye Care	16	<1%
Funeral/Burial Assistance	11	<1%
<b>4 Mental Health &amp; Addictions</b>	<b>458</b>	<b>8.3%</b>
Mental Health Services - Assessment, Screening, Testing, Counseling	187	3.4%
Substance Abuse & Addictions	139	2.5%
Crisis Intervention & Suicide	89	1.6%
Mental Health Facilities	38	<1%
<b>5 Food/Meals</b>	<b>397</b>	<b>7.2%</b>
Food Pantries	257	4.7%
CalFresh and WIC	88	1.6%
Meals - Soup Kitchens/Congregate Meals	32	<1%
Home-Delivered Meals	16	<1%
<b>6 Utilities</b>	<b>370</b>	<b>6.7%</b>
Utility Payment Assistance	307	5.6%
Contact Information for Utility Organizations	23	<1%
Phone Payment Assistance	22	<1%
Water and Sewer Payments or Discounts	14	<1%
<b>Clothing/Personal/Household Needs</b>	<b>359</b>	<b>6.5%</b>
Clothing	149	2.7%
Furniture	115	2.1%
Personal/Grooming	45	<1%
Appliances	30	<1%
<b>7 Employment &amp; Income</b>	<b>296</b>	<b>5.4%</b>
Tax Preparation	71	1.3%
Financial Assistance - Government & Other Assistance Programs	71	1.3%
Job Search Assistance	70	1.3%
Money Management	36	<1%
<b>9 Transportation Assistance</b>	<b>153</b>	<b>2.8%</b>
Public Transportation	74	1.3%
Medical Transportation	50	<1%
Automobile Assistance	18	<1%
Emergency Out-of-Town Travel	11	<1%



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**STATISTICS SUMMARY**  
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<b>Education</b>	<b>115</b>	<b>&lt;1%</b>
School Supplies	71	1.3%
Specialized Educational Programs	22	<1%
<b>10 Child Care &amp; Parenting</b>	<b>85</b>	<b>1.5%</b>
Child Care	44	<1%
Parenting Education	41	<1%

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

**TOP UNMET NEEDS**

**Aug. '18**

1 Homeless Motel Vouchers	25
2 Homeless Shelters	15
3 Water Service Payment Assistance	14
4 Utility Service Payment Assistance	13
5 Gas Money	12
6 Rent Payment Assistance	12
7 Rental Deposit Assistance	9

**Most Frequently Referred Programs**

**Aug. '18**

**August**

1 Diversion Eligibility Assessment - Francis House Center - A Program of Next Move	446	8.1%
2 Sacramento Self Help Housing	416	7.5%
3 Family Assistance - Saint Vincent de Paul Society	387	7.0%
4 Rental Assistance - The Salvation Army	238	4.3%
5 Rent Payment Assistance - Travelers Aid	222	4.0%
6 Mutual Housing California	200	3.6%
7 Shelter Services - The Salvation Army	200	3.6%
8 Landlord Tenant Dispute Resolution (Renters Helpline)	198	3.6%
9 Utility Assistance - The Salvation Army	196	3.5%
10 Utility Bill Assistance - Travelers Aid	170	3.1%
11 Community Housing Opportunities Corporation	160	2.9%
12 Mercy Housing California	159	2.9%
13 Resources for Independent Living	155	2.8%
14 Motel Vouchers - Travelers Aid	154	2.8%
15 Emergency Motel Vouchers - Francis House - A Program of Next Move	151	2.7%
16 Home Energy Assistance Program (HEAP)	126	2.3%
17 Legal Services of Northern California	121	2.2%
18 Energy Crisis Intervention Program - Community Resource Project	121	2.2%
19 Residential Family Shelter - Volunteers of America	111	2.0%
20 Senior Legal Hotline	102	1.8%
21 City of Sacramento 311	96	1.7%
22 Food - Produce for All - Sacramento Food Bank & Family Services	93	1.7%
23 Medi-Cal	92	1.7%
24 Family Shelter - Next Move	88	1.6%
25 Love in the Name of Christ	86	1.6%



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<b>26</b> Saint John's Program for Real Change	82	1.5%
<b>27</b> Lawyer Referral and Information Service	80	1.4%
<b>28</b> Men's Shelter Clothing and Showers - Union Gospel Mission	74	1.3%
<b>29</b> Men's Shelter - Volunteers of America	74	1.3%
<b>30</b> 3-1-1 Connect - Sacramento County	66	1.2%

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Aug. '18</u></b>	<b><u>YTD</u></b>
Unique Visitors	13,247	72,151
Directory Searches	20,618	153,320
Resource Page Views	31,030	245,924
Total Page Views	51,648	399,244