



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
December-17

CALL VOLUME

	Dec. '17
Month of Dec.	6,509
Year to date - 2017	114,079

TYPE OF CALLS

		YEAR TO DATE (YTD)
Information	1,243	21,300
Referral	3,466	45,748
Total I&R calls	4,709	67,048
Follow-up	287	6,652
Advocacy	0	1
Crisis	1	9
Disaster	0	154
Total Calls with demographic info	4,997	73,864
Call Back	121	4,353
Silent/Static	799	8,595
Other	1,000	34,040

OUTREACH ACTIVITY

Month of Dec.	808
Year to date - 2017	12,708

CLIENT PROFILE

AGE RANGES OF CALLERS	Dec. '17	% of Dec.	YTD	% of YTD
Less than 18	46	<1%	443	<1%
18-20	62	1.2%	856	1.2%
21-29	484	9.7%	6,509	8.8%
30-39	680	13.6%	9,182	12.4%
40-49	520	10.4%	7,156	9.7%
50-59	690	13.8%	9,533	12.9%
Seniors - age 60+	1,163	23.3%	20,923	28.3%
Caller Declined	81	1.6%	909	1.2%
Did not Ask	1,271	25.4%	18,353	24.8%

CALLER ETHNICITY	Dec. '17	% of Dec.	YTD	% of YTD
1 African American/Black	1,100	22.0%	14,438	19.5%
2 Caucasian	1,006	20.1%	15,265	20.7%
3 Hispanic / Latino	375	7.5%	6,628	9.0%
4 Multi-ethnic	141	2.8%	1,916	2.6%
5 Asian	99	2.0%	1,441	2.0%
6 Middle Eastern	51	1.0%	552	<1%
7 Other	45	<1%	643	<1%
8 Pacific Islander / Native Hawaiian	43	<1%	489	<1%
9 Native American	39	<1%	560	<1%
10 Russian / Slavic	6	<1%	172	<1%
11 Caller Declined	154	3.1%	2,293	3.1%
12 Did not Ask	1,938	38.8%	29,467	39.9%



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December-17

CLIENT PROFILE (continued)

<u>CALLER GENDER</u>	<u>% of</u>		<u>YTD</u>	<u>% of YTD</u>
	<u>Dec.</u>	<u>'17</u>		
Female	3,708	74.2%	54,692	74.0%
Male	1,285	25.7%	19,032	25.8%
Unknown	4	<1%	140	<1%

<u>NUMBER IN HOUSEHOLD</u>	<u>% of</u>		<u>YTD</u>	<u>% of YTD</u>
	<u>Dec.</u>	<u>'17</u>		
1	1,476	29.5%	19,200	26.0%
2	644	12.9%	8,678	11.7%
3	389	7.8%	5,202	7.0%
4	257	5.1%	3,129	4.2%
5	159	3.2%	1,718	2.3%
6+	144	2.9%	1,414	1.9%
Unknown	1,928	38.6%	34,523	46.7%

<u>APPROXIMATE MONTHLY INCOME</u>	<u>% of</u>		<u>YTD</u>	<u>% of YTD</u>
	<u>Dec.</u>	<u>'17</u>		
Less than \$1,000	1,438	28.8%	14,856	20.1%
\$1,001 - \$1,500	279	5.6%	3,611	4.9%
\$1,501 - \$2,000	191	3.8%	2,222	3.0%
\$2,001 - \$2,500	94	1.9%	1,265	1.7%
\$2,501 - \$3,000	67	1.3%	773	1.0%
\$3,001 - \$4,000	31	<1%	730	<1%
\$4,001 - \$5,000	10	<1%	286	<1%
More than \$5,000	13	<1%	285	<1%
Unknown	2,874	57.5%	49,836	67.5%

<u>TOP SOURCES OF INCOME</u>	<u>% of</u>		<u>YTD</u>	<u>% of YTD</u>
	<u>Dec.</u>	<u>'17</u>		
1 SSI	1,080	21.6%	12,638	17.1%
2 Job	688	13.8%	11,701	15.8%
3 TANF (CalWORKs)	564	11.3%	6,650	9.0%
4 Social Security	439	8.8%	8,596	11.6%
5 None	321	6.4%	3,530	4.8%
6 SSD	150	3.0%	2,064	2.8%
7 Pension	110	2.2%	2,828	3.8%
8 General Assistance	61	1.2%	1,057	1.4%
9 Self-Employed	39	<1%	368	<1%
10 Family	37	<1%	332	<1%
11 Unemployment	34	<1%	812	1.1%
12 Other	22	<1%	374	<1%
13 Child Support	14	<1%	192	<1%
14 SDI	11	<1%	206	<1%
15 Student Financial Aid	10	<1%	108	<1%
16 Alimony	7	<1%	79	<1%
17 Workers Compensation	5	<1%	89	<1%
18 AB 12 Foster Care	2	<1%	51	<1%
19 Insurance	1	0.0%	5	<1%
20 Unknown	1,402	28.1%	22,184	30.0%



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TOP ZIP CODES (Dec. '17)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	452	1	95823	Sacramento	6,039
2	95815	Sacramento	223	2	95821	Sacramento	3,431
3	95821	Sacramento	214	3	95815	Sacramento	3,267
4	95825	Sacramento	198	4	95608	Carmichael	2,739
5	95608	Carmichael	195	5	95838	Sacramento	2,668
6	95820	Sacramento	194	6	95826	Sacramento	2,633
7	95826	Sacramento	188	7	95828	Sacramento	2,616
8	95838	Sacramento	186	8	95820	Sacramento	2,589
9	95824	Sacramento	175	9	95670	Rancho Cordova	2,529
10	95814	Sacramento	173	10	95825	Sacramento	2,520

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED	Dec. '17	% of Dec.
1 Housing	2,788	55.8%
Emergency Shelter/Transitional Housing	975	19.5%
Housing Search Assistance	537	10.7%
Low Income/Subsidized Housing	498	10.0%
Rent Payment/Rent Deposit Assistance	427	8.5%
Landlord/Tenant Assistance	277	5.5%
Supportive Housing	122	2.4%
2 Legal, Consumer, and Public Safety Services	1,004	20.1%
Lawyer Referral Services	150	3.0%
Legal Counseling and Representation	135	2.7%
Law Enforcement Services	134	2.7%
Specialized Legal Services	115	2.3%
Family Law	98	2.0%
Records/Licenses/Permits	88	1.8%
Legal Education and Information	73	1.5%
Consumer Complaints	54	1.1%
Advocacy	33	<1%
Specialized State Courts	24	<1%
3 Individual, Family, and Community Support	689	13.8%
Holiday Assistance	200	4.0%
Family Support Centers	88	1.8%
In-Home Assistance	68	1.4%
Domestic Animal Services	65	1.3%
Case/Care Management	51	1.0%
Protective Services	35	<1%
Parenting Education	30	<1%
Support Groups	28	<1%
4 Information Services	528	10.6%
Information & Referral	326	6.5%
Information Lines	106	2.1%
Libraries/Printed Materials	73	1.5%
Electronic Information Resources	22	<1%
5 Food/Meals	502	10.0%
Emergency Food/Food Pantries	345	6.9%
CalFresh and WIC	97	1.9%
Meals (Home Delivered/Soup Kitchens/Congregate Meals)	50	<1%
6 Health Care	490	9.8%



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Health Insurance Information/Counseling	117	2.3%
Medi-Cal/Public Medical Assistance Programs	62	1.2%
Dental Care	49	<1%
Community Clinics	36	<1%
Disease/Disability Specific Screening	32	<1%
Health Care Referrals	27	<1%
Assistive Technology Equipment	24	<1%
Emergency Room Care/General Medical Care	20	<1%
Mother and Infant Care	18	<1%
Health Education	16	<1%
7 Utility Assistance	406	8.1%
Utility Services Payment Assistance	341	6.8%
Discounted Utility Services	37	<1%
8 Mental Health/Addictions	374	7.5%
Counseling Services	145	2.9%
Substance Abuse Services	127	2.5%
Mental Health Evaluation and Treatment	48	<1%
Inpatient/Outpatient Mental Health Facilities	27	<1%
9 Clothing/Personal/Household Needs	290	5.8%
Clothing	118	2.4%
Furniture	63	1.3%
Household Goods	47	<1%
Personal/Grooming	36	<1%
10 Income Support/Assistance	258	5.2%
General Relief/SSI/TANF	172	3.4%
Tax Information/Assistance Programs	64	1.3%
Social Insurance Programs	22	<1%
11 Disaster Services	205	4.1%
12 Other Government/Economic Services	180	3.6%
13 Transportation	139	2.8%

TOP UNMET NEEDS

Dec. '17

1	Holiday Gifts/Toys	54
2	Christmas Baskets	25
3	Rental Deposit Assistance	22
4	Rent Payment Assistance	10
5	Homeless Motel Vouchers	9
6	Homeless Shelter	9
7	Utility Services Payment Assistance	9
8	Furniture	7



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Most Frequently Referred Programs	Dec. '17	% of Dec.
1 Rental Assistance - The Salvation Army	314	6.3%
2 Sacramento Self Help Housing	291	5.8%
3 Family Assistance - Saint Vincent de Paul Society	280	5.6%
4 Rent Payment Assistance - Travelers Aid Emergency Assistance Agency	255	5.1%
5 Utility Assistance - The Salvation Army	226	4.5%
6 Home Energy Assistance Program (HEAP)	204	4.1%
7 Utility Bill Assistance - Travelers Aid Emergency Assistance Agency	186	3.7%
8 Mercy Housing California	178	3.6%
9 Winter Sanctuary	165	3.3%
10 Shelter Services - The Salvation Army	164	3.3%
11 Mutual Housing California	157	3.1%
12 Landlord Tenant Dispute Resolution (Renters Helpline) - Sacramento Self Help Housing	155	3.1%
13 Francis House - A Program of Next Move	140	2.8%
14 Legal Services of Northern California	132	2.6%
15 Medi-Cal - Sacramento County Department of Human Services	131	2.6%
16 Community Housing Opportunities	125	2.5%
17 Produce For All - Sacramento Food Bank & Family Services	99	2.0%
18 Motel Vouchers - Travelers Aid Emergency Assistance Agency	95	1.9%
19 Resources for Independent Living	89	1.8%
20 Warming Center - Union Gospel Mission	86	1.7%
21 Residential Family Shelter - Volunteers of America	80	1.6%
22 Men's Shelter - Clothing and Showers - Union Gospel Mission	74	1.5%
23 Senior Legal Hotline	71	1.4%
24 Food Distribution - River City Food Bank	70	1.4%
25 CalFresh - Sacramento County Department of Human Services	69	1.4%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	Dec. '17	YTD
Number of Online Searches	14,425	174,483
Visits from Unique IP Addresses	11,122	110,726