



2-1-1 sacramento
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2-1-1 Sacramento
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-18

CALL VOLUME

Dec. '18

Month of December	5,431
Year to date - 2018	99,637

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	953	15,498
Referral	3,161	49,110
Total I&R calls	4,114	64,608
Follow-up	187	6,459
Advocacy	0	2
Crisis	1	13
Disaster	5	50
Outreach	3	28
Total Calls with Demographic Info	4,310	71,160
Call Back	132	4,089
Silent/Static	501	8,019
Other	675	22,828

OUTREACH ACTIVITY

Month of December	802
Year to date - 2018	11,712

CLIENT PROFILE

AGE RANGES OF CALLERS

Dec. '18

% of

YTD

% of YTD

Less than 18	25	<1%	448	<1%
18-20	64	1.5%	919	1.3%
21-29	446	10.3%	6,584	9.3%
30-39	693	16.1%	9,321	13.1%
40-49	561	13.0%	7,745	10.9%
50-59	605	14.0%	10,135	14.2%
Seniors - age 60+	1,006	23.3%	22,298	31.3%
Caller Declined	17	<1%	849	1.2%
Did not Ask	893	20.7%	12,861	18.1%

CALLER ETHNICITY

Dec. '18

% of

YTD

% of YTD

1 African American/Black	722	16.8%	11,803	16.6%
2 Caucasian	613	14.2%	11,688	16.4%
3 Hispanic/Latino	316	7.3%	5,742	8.1%
4 Multi-ethnic	150	3.5%	1,936	2.7%
5 Asian	63	1.5%	1,480	2.1%
6 Pacific Islander/Native Hawaiian	49	1.1%	458	<1%



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7 Other	38	<1%	499	<1%
8 Native American	36	<1%	460	<1%
9 Middle Eastern	20	<1%	526	<1%
10 Russian/Slavic	9	<1%	179	<1%
11 Decline to answer	86	2.0%	2,146	3.0%
12 Did not Ask	2,208	51.2%	34,243	48.1%

Military/Veterans	178	4.1%	3,773	5.3%
First 5 Families/Children 0-5	735	17.1%	8,833	12.4%

CALLER GENDER	Dec. '18	% of	YTD	% of YTD
Female	3,122	72.4%	52,075	73.2%
Male	1,178	27.3%	18,964	26.6%
Unknown	10	<1%	121	<1%

NUMBER IN HOUSEHOLD	Dec. '18	% of	YTD	% of YTD
1	1,607	37.3%	25,647	36.0%
2	690	16.0%	10,477	14.7%
3	388	9.0%	5,508	7.7%
4	251	5.8%	3,407	4.8%
5	172	4.0%	1,792	2.5%
6+	137	3.2%	1,306	1.8%
Unknown	1,065	24.7%	23,023	32.4%

APPROXIMATE MONTHLY INCOME	Dec. '18	% of	YTD	% of YTD
Less than \$1,000	1,258	29.2%	16,379	23.0%
\$1,001 - \$1,500	267	6.2%	4,443	6.2%
\$1,501 - \$2,000	156	3.6%	3,121	4.4%
\$2,001 - \$2,500	81	1.9%	2,149	3.0%
\$2,501 - \$3,000	53	1.2%	1,426	2.0%
\$3,001 - \$4,000	40	<1%	1,255	1.8%
\$4,001 - \$5,000	14	<1%	553	<1%
More than \$5,000	4	<1%	319	<1%
Unknown	2,437	56.5%	41,515	58.3%

TOP SOURCES OF INCOME	Dec. '18	% of	YTD	% of YTD
1 SSI	820	19.0%	11,370	16.0%
2 Job	621	14.4%	12,677	17.8%
3 TANF (CalWORKs)	415	9.6%	4,994	7.0%
4 None	331	7.7%	3,445	4.8%
5 SS	326	7.6%	8,269	11.6%



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6	SSD (SSDI)	221	5.1%	2,779	3.9%
7	General Assistance	106	2.5%	1,084	1.5%
8	Pension	67	1.6%	3,440	4.8%
9	Other	54	1.3%	461	<1%
10	Unemployment	39	<1%	682	<1%
11	Self-Employed	23	<1%	412	<1%
12	Family	17	<1%	379	<1%
13	Child Support	16	<1%	169	<1%
14	SDI	14	<1%	218	<1%
15	Alimony	7	<1%	86	<1%
16	Workers Comp	6	<1%	76	<1%
17	AB 12 Foster Care	2	<1%	39	<1%
18	Student Financial Aid	1	<1%	96	<1%
19	Insurance	0	0.0%	12	<1%
20	Unknown	1,224	28.4%	20,472	28.8%

TOP ZIP CODES (Dec '18)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	408	1	95823	Sacramento	5,963
2	95815	Sacramento	176	2	95815	Sacramento	3,253
3	95821	Sacramento	175	3	95821	Sacramento	3,207
4	95822	Sacramento	163	4	95825	Sacramento	2,681
5	95828	Sacramento	159	5	95822	Sacramento	2,604
6	95838	Sacramento	140	6	95608	Carmichael	2,526
7	95820	Sacramento	128	7	95838	Sacramento	2,474
8	95608	Carmichael	126	8	95828	Sacramento	2,466
9	95811	Sacramento	125	9	95820	Sacramento	2,421
10	95814	Sacramento	125	10	95670	Rancho Cordova	2,349

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Dec. '18	% of ³
1 Housing & Shelter²	2,549	59.1%
Low-Cost Housing/Moving Assistance	808	18.7%
Shelters	797	18.5%
Rent Assistance/Motel Vouchers	569	13.2%
Landlord /Tenant Issues	179	4.2%
Contact Information for Housing and Shelter Organizations	126	2.9%
Home Repair/Maintenance	55	1.3%
2 Government & Legal²	755	17.5%
Contact Information for Government & Legal Organizations	199	4.6%
Government/Law Enforcement/Judicial Services	196	4.5%
Legal Assistance - Counseling, Aid and/or Representation	194	4.5%



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Child & Family Law	166	3.9%
3 Food/Meals²	514	11.9%
Food Pantries	246	5.7%
Holiday Meals	137	3.2%
CalFresh and WIC	86	2.0%
Meals - Soup Kitchens/Congregate Meals	28	<1%
Home-Delivered Meals	16	<1%
4 Healthcare²	507	11.8%
Health Insurance	134	3.1%
Nursing Homes & Adult Care	119	2.8%
Medical Providers	90	2.1%
Health Services - Screening, Testing, Immunizations	54	1.3%
Dental Care	39	<1%
Medical Equipment	27	<1%
Contact Information for Healthcare Organizations	10	<1%
Eye Care	10	<1%
Funeral/Burial Assistance	9	<1%
Prescription Assistance	7	<1%
Reproductive Health	7	<1%
5 Clothing/Personal/Household Needs²	374	8.7%
Seasonal/Holiday	156	3.6%
Clothing	84	1.9%
Furniture	63	1.5%
Personal/Grooming	42	<1%
Appliances	20	<1%
6 Utilities²	321	7.4%
Utility Payment Assistance	283	6.6%
Phone Payment Assistance	20	<1%
Contact Information for Utility Organizations	7	<1%
Water and Sewer Payments or Discounts	7	<1%
7 Mental Health & Addictions²	310	7.2%
Substance Abuse & Addictions	121	2.8%
Mental Health Services - Assessment, Screening, Testing, Counseling	105	2.4%
Crisis Intervention & Suicide	50	1.2%
Mental Health Facilities	31	<1%
8 Employment & Income²	184	4.3%
Financial Assistance - Government & Other Assistance Programs	61	1.4%
Job Search Assistance	50	1.2%
Tax Preparation	28	<1%
Other Employment & Income	22	<1%
Money Management	12	<1%



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9 Transportation Assistance²	118	2.7%
Public Transportation	52	1.2%
Medical Transportation	50	1.2%
Automobile Assistance	11	<1%
Emergency Out-of-Town Travel	5	<1%
10 Child Care & Parenting²	65	<1%
Child Care	37	<1%
Parenting Education	28	<1%

TOP UNMET NEEDS

Dec. '18

1 Holiday Gifts/Toys	31
2 Homeless Motel Vouchers	22
3 Homeless Shelter	20
4 Rent Payment Assistance	9
5 Gas Money	9
6 Utility Service Payment Assistance	7

Most Frequently Referred Programs

Dec. '18

% of

1 Sacramento Self Help Housing	292	6.8%
2 Family Assistance - Saint Vincent de Paul Society	261	6.1%
3 Rent Payment Assistance - Travelers Aid	223	5.2%
4 Mutual Housing California	153	3.5%
5 Utility Assistance - The Salvation Army	150	3.5%
6 Mercy Housing California	136	3.2%
7 Shelter Services - The Salvation Army	111	2.6%
8 Medi-Cal	95	2.2%
9 Legal Services of Northern California	89	2.1%
10 Men's Shelter - Volunteers of America	88	2.0%
11 Core Services - Resources for Independent Living	84	1.9%
12 Residential Family Shelter - Volunteers of America	84	1.9%
13 Emergency Motel Vouchers - Francis House	81	1.9%
14 Family Shelter - Next Move	80	1.9%
15 Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	79	1.8%
16 Food - Produce for All - Sacramento Food Bank & Family Services	66	1.5%
17 Family Promise of Sacramento	65	1.4%
18 Lawyer Referral and Information Service	60	1.3%
19 Choice Model Emergency Food Distribution: River City Food Bank	58	1.3%
20 3-1-1 Connect - Sacramento County	55	1.2%



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21 Senior Legal Hotline	50	1.1%
22 Saint John's Program for Real Change	46	1.0%
23 Home Energy Assistance Program (HEAP) - Community Resource Project	45	1.0%
24 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	43	1.0%
25 Love in the Name of Christ	38	<1%
26 Mercy Clinic - Loaves & Fishes	38	<1%
27 United States Social Security Administration - Field Offices	38	<1%
28 WEAVE	38	<1%
29 Daughters of Zion Enterpryz	36	<1%
30 CalFresh	35	<1%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Dec. '18</u>	<u>YTD</u>
Unique Visitors	13,557	105,315
Directory Searches	17,524	236,452
Resource Page Views	33,645	388,421
Total Page Views	51,169	624,873

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%.