



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

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www.facebook.com/211Sacramento

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

**STATISTICS SUMMARY**  
**February-18**

**CALL VOLUME**

	<b>Feb. '18</b>
Month of Feb.	14,921
Year to date - 2018	28,969

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

	<b>Feb. '18</b>	<b>YTD</b>
Information	1,314	2,961
Referral	5,652	10,523
Total I&R calls	6,966	13,484
Follow-up	1,048	1,266
Advocacy	1	1
Crisis	3	6
Disaster	0	0
Total Calls with demographic info	8,018	14,757
Call Back	1,293	2,126
Silent/Static	851	1,900
Other	5,807	11,452

**OUTREACH ACTIVITY**

Month of Feb.	861
Year to date - 2018	1,732

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

	<b>Feb. '18</b>	<b>% of Feb.</b>	<b>YTD</b>	<b>% of YTD</b>
Less than 18	19	<1%	44	<1%
18-20	80	1.0%	147	1.0%
21-29	614	7.7%	1,127	7.6%
30-39	760	9.5%	1,510	10.2%
40-49	768	9.6%	1,380	9.4%
50-59	1,079	13.5%	1,982	13.4%
Seniors - age 60+	3,889	48.5%	6,526	44.2%
Caller Declined	71	<1%	135	<1%
Did not Ask	738	9.2%	1,906	12.9%

**CALLER ETHNICITY**

	<b>Feb. '18</b>	<b>% of Feb.</b>	<b>YTD</b>	<b>% of YTD</b>
1 Caucasian	1,521	19.0%	3,001	20.3%
2 African American/Black	1,049	13.1%	2,097	14.2%
3 Hispanic / Latino	799	10.0%	1,318	8.9%
4 Asian	257	3.2%	390	2.6%
5 Multi-ethnic	153	1.9%	282	1.9%
6 Middle Eastern	91	1.1%	132	<1%
7 Other	66	<1%	122	<1%
8 Pacific Islander / Native Hawaiian	46	<1%	76	<1%
9 Native American	39	<1%	85	<1%
10 Russian / Slavic	29	<1%	48	<1%
11 Caller Declined	280	3.5%	540	3.7%
12 Did not Ask	3,688	46.0%	6,666	45.2%



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**STATISTICS SUMMARY**

**February-18**

**CLIENT PROFILE (continued)**

<b><u>CALLER GENDER</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>Feb.</u></b>	<b><u>'18</u></b>		
Female	5,765	71.9%	10,710	72.6%
Male	2,239	27.9%	4,024	27.3%
Unknown	14	<1%	23	<1%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>Feb.</u></b>	<b><u>'18</u></b>		
1	3,129	39.0%	5,702	38.6%
2	1,309	16.3%	2,477	16.8%
3	469	5.8%	908	6.2%
4	291	3.6%	568	3.8%
5	122	1.5%	261	1.8%
6+	94	1.2%	193	1.3%
Unknown	2,604	32.5%	4,648	31.5%

<b><u>APPROXIMATE MONTHLY INCOME</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>Feb.</u></b>	<b><u>'18</u></b>		
Less than \$1,000	1,133	14.1%	2,386	16.2%
\$1,001 - \$1,500	579	7.2%	1,045	7.1%
\$1,501 - \$2,000	506	6.3%	907	6.1%
\$2,001 - \$2,500	422	5.3%	799	5.4%
\$2,501 - \$3,000	324	4.0%	568	3.8%
\$3,001 - \$4,000	314	3.9%	559	3.8%
\$4,001 - \$5,000	162	2.0%	293	2.0%
More than \$5,000	86	1.1%	153	1.0%
Unknown	4,492	56.0%	8,047	54.5%

<b><u>TOP SOURCES OF INCOME</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>Feb.</u></b>	<b><u>'18</u></b>		
1 Job	2,102	26.2%	3,343	22.7%
2 Social Security	1,509	18.8%	2,516	17.0%
3 Pension	865	10.8%	1,412	9.6%
4 SSI	729	9.1%	1,610	10.9%
5 None	251	3.1%	534	3.6%
6 SSD	239	3.0%	469	3.2%
7 TANF (CalWORKs)	231	2.9%	609	4.1%
8 General Assistance	67	<1%	132	<1%
9 Unemployment	59	<1%	117	<1%
10 Other	48	<1%	82	<1%
11 Self-Employed	45	<1%	88	<1%
12 Family	21	<1%	43	<1%
13 SDI	21	<1%	36	<1%
14 Alimony	12	<1%	15	<1%
15 Child Support	8	<1%	19	<1%
16 Student Financial Aid	8	<1%	12	<1%
17 Workers Compensation	5	<1%	12	<1%
18 Insurance	4	<1%	4	<1%
19 AB 12 Foster Care	0	0.0%	1	<1%
20 Unknown	1,794	22.4%	3,703	25.1%



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**STATISTICS SUMMARY**  
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<b>TOP ZIP CODES (Feb. '18)</b>				<b>TOP ZIP CODES (YTD)</b>			
			<b># of CALLS</b>				<b># of CALLS</b>
1	95823	Sacramento	569	1	95823	Sacramento	1,057
2	95608	Carmichael	355	2	95608	Carmichael	678
3	95822	Sacramento	355	3	95821	Sacramento	598
4	95821	Sacramento	330	4	95822	Sacramento	575
5	95670	Rancho Cordova	327	5	95621	Citrus Heights	567
6	95621	Citrus Heights	304	6	95670	Rancho Cordova	562
7	95828	Sacramento	270	7	95815	Sacramento	532
8	95815	Sacramento	254	8	95828	Sacramento	460
9	95838	Sacramento	237	9	95660	North Highlands	454
10	95660	North Highlands	231	10	95838	Sacramento	439

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>	<b>Feb. '18</b>	<b>% of Feb.</b>
<b>1 Income Support/Assistance</b>	<b>3,898</b>	<b>48.6%</b>
Tax Information/Assistance Programs	3,792	47.3%
General Relief/SSI/TANF	88	1.1%
Social Insurance Programs	18	<1%
<b>2 Housing</b>	<b>1,862</b>	<b>23.2%</b>
Emergency Shelter/Transitional Housing	536	6.7%
Housing Search Assistance	399	5.0%
Low Income/Subsidized Housing	390	4.9%
Rent Payment/Rent Deposit Assistance	210	2.6%
Landlord/Tenant Assistance	172	2.1%
Supportive Housing	98	1.2%
<b>3 Legal, Consumer, and Public Safety Services</b>	<b>942</b>	<b>11.7%</b>
Legal Counseling and Representation	248	3.1%
Family Law	144	1.8%
Specialized Legal Services	128	1.6%
Legal Education and Information	89	1.1%
Law Enforcement Services	86	1.1%
Records/Licenses/Permits	47	<1%
Advocacy	43	<1%
Lawyer Referral Services	39	<1%
Consumer Complaints	32	<1%
Specialized State Courts	28	<1%
<b>4 Information Services</b>	<b>370</b>	<b>4.6%</b>
Information & Referral	223	2.8%
Information Lines	77	<1%
Libraries/Printed Materials	51	<1%
Electronic Information Resources	19	<1%
<b>5 Individual, Family, and Community Support</b>	<b>322</b>	<b>4.0%</b>
In-Home Assistance	62	<1%
Domestic Animal Services	53	<1%
Case/Care Management	43	<1%
Family Support Centers	33	<1%
Protective Services	18	<1%
Parenting Education	14	<1%
Companionship	13	<1%
Support Groups	13	<1%



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<b>6 Utility Assistance</b>	<b>281</b>	<b>3.5%</b>
Utility Services Payment Assistance	251	3.1%
Discounted Utility Services	14	<1%
<b>7 Health Care</b>	<b>272</b>	<b>3.4%</b>
Health Insurance Information/Counseling	47	<1%
Medi-Cal/Public Medical Assistance Programs	29	<1%
Dental Care	25	<1%
Disease/Disability Specific Screening	22	<1%
Health Care Referrals	22	<1%
Assistive Technology Equipment	21	<1%
Emergency Room Care/General Medical Care	19	<1%
Community Clinics	16	<1%
Mother and Infant Care	8	<1%
Medical Equipment/Supplies	8	<1%
<b>8 Mental Health/Addictions</b>	<b>262</b>	<b>3.3%</b>
Counseling Services	96	1.2%
Substance Abuse Services	86	1.1%
Mental Health Evaluation and Treatment	28	<1%
Inpatient/Outpatient Mental Health Facilities	27	<1%
<b>9 Food/Meals</b>	<b>253</b>	<b>3.2%</b>
Emergency Food/Food Pantries	150	1.9%
CalFresh and WIC	77	<1%
Meals (Home Delivered/Soup Kitchens/Congregate Meals)	23	<1%
<b>10 Clothing/Personal/Household Needs</b>	<b>142</b>	<b>1.8%</b>
Clothing	44	<1%
Furniture	31	<1%
Household Goods	28	<1%
Personal/Grooming	25	<1%
<b>11 Disaster Services</b>	<b>129</b>	<b>1.6%</b>
<b>12 Transportation</b>	<b>98</b>	<b>1.2%</b>
<b>13 Other Government/Economic Services</b>	<b>92</b>	<b>1.1%</b>

**TOP UNMET NEEDS**

**Feb. '18**

1 Homeless Motel Vouchers	10
2 Rental Deposit Assistance	9
3 Utility Service Payment Assistance	6
4 Homeless Shelter	5
5 Rent Payment Assistance	4
6 Water Service Payment Assistance	4
7 Gas Money	3



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<b>Most Frequently Referred Programs</b>	<b>Feb. '18</b>	<b>% of Feb.</b>
1 2-1-1 Appointments - Volunteer Income Tax Assistance Program - VITA	1,771	22.1%
2 Tax-Aide - AARP	1,732	21.6%
3 Sacramento Self Help Housing	208	2.6%
4 Family Assistance - Saint Vincent de Paul Society	183	2.3%
5 Utility Assistance - The Salvation Army	173	2.2%
6 Home Energy Assistance Program (HEAP)	155	1.9%
7 Rental Assistance - The Salvation Army	153	1.9%
8 Utility Bill Assistance - Travelers Aid Emergency Assistance	146	1.8%
9 Mutual Housing California	117	1.5%
10 Mercy Housing California	109	1.4%
11 Shelter Services - The Salvation Army	108	1.3%
12 Rent Payment Assistance - Travelers Aid Emergency Assistance	105	1.3%
13 Landlord Tenant Dispute Resolution - Renters Helpline	93	1.2%
14 Winter Sanctuary	91	1.1%
15 Legal Services of Northern California	89	1.1%
16 Community Housing Opportunities	85	1.1%
17 Resources for Independent Living	82	1.0%
18 Francis House - A Program of Next Move	77	<1%
19 Contact Site for Appointment - Volunteer Income Tax Assistance - VITA	67	<1%
20 Senior Legal Hotline	64	<1%
21 Diversion Eligibility Assessment - Francis House Center	61	<1%
22 Motel Vouchers - Travelers Aid Emergency Assistance	60	<1%
23 Produce For All - Sacramento Food Bank & Family Services	57	<1%
24 Medi-Cal	55	<1%
25 Superior Court of California - Family Law Facilitator/Self Help Center	50	<1%
26 CalFresh Application Assistance - 2-1-1 Sacramento	50	<1%

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b>Feb. '18</b>	<b>YTD</b>
Number of Online Searches	16,704	36,862
Visits from Unique IP Addresses	12,172	22,521