



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

January-17

CALL VOLUME		Jan. '17
Month of Jan.		13,665
Year to date - 2017		13,665
TYPE OF CALLS		
Information		2,364
Referral		5,261
Total I&R calls		7,625
Follow-up		422
Advocacy		0
Crisis		1
Disaster		0
Total Calls with demographic info		8,048
Call Back		392
Silent/Static		777
Other		4,448
OUTREACH ACTIVITY		
Month of Jan.		1,000
Year to date - 2017		1,000

CLIENT PROFILE

AGE RANGES OF CALLERS		Jan. '17	% of Jan.
Less than 18		37	<1%
18-20		111	1.4%
21-29		748	9.3%
30-39		1,013	12.6%
40-49		847	10.5%
50-59		1,078	13.4%
Seniors - age 60+		2,545	31.6%
Caller Declined		101	1.3%
Did not Ask		1,568	19.5%
CALLER ETHNICITY		Jan. '17	% of Jan.
1	Caucasian	1,724	21.4%
2	African American/Black	1,687	21.0%
3	Hispanic / Latino	762	9.5%
4	Multi-ethnic	266	3.3%
5	Asian	165	2.1%
6	Other	107	1.3%
7	Native American	71	<1%
8	Middle Eastern	58	<1%
9	Pacific Islander / Native Hawaiian	57	<1%
10	Russian / Slavic	24	<1%
11	Caller Declined	377	4.7%
12	Did not Ask	2,750	34.2%



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CLIENT PROFILE (continued)

CALLER GENDER		Jan. '17	% of Jan.
Female		5,860	72.8%
Male		2,165	26.9%
Unknown		23	<1%
NUMBER IN HOUSEHOLD		Jan. '17	% of Jan.
1		2,448	30.4%
2		1,121	13.9%
3		607	7.5%
4		362	4.5%
5		203	2.5%
6+		143	1.8%
Unknown		3,164	39.3%
APPROXIMATE MONTHLY INCOME		Jan. '17	% of Jan.
Less than \$1,000		1,869	23.2%
\$1,001 - \$1,500		370	4.6%
\$1,501 - \$2,000		277	3.4%
\$2,001 - \$2,500		191	2.4%
\$2,501 - \$3,000		136	1.7%
\$3,001 - \$4,000		141	1.8%
\$4,001 - \$5,000		64	<1%
More than \$5,000		40	<1%
Unknown		4,960	61.6%
TOP SOURCES OF INCOME		Jan. '17	% of Jan.
1	Job	1,437	17.9%
2	SSI	1,359	16.9%
3	Social Security	1,086	13.5%
4	TANF (CalWORKs)	641	8.0%
5	None	424	5.3%
6	Pension	341	4.2%
7	SSD	272	3.4%
8	General Assistance	121	1.5%
9	Unemployment	86	1.1%
10	Other	57	<1%
11	Self-Employed	42	<1%
12	Family	36	<1%
13	SDI	21	<1%
14	Child Support	18	<1%
15	Student Financial Aid	16	<1%
16	Workers Compensation	8	<1%
17	Alimony	5	<1%
18	AB 12 Foster Care	3	<1%
19	Insurance	0	0.0%
20	Unknown	2,075	25.8%



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TOP ZIP CODES (Jan. '17)			# of CALLS							
1	95823	Sacramento	672							
2	95821	Sacramento	382							
3	95815	Sacramento	355							
4	95608	Carmichael	342							
5	95838	Sacramento	314							
6	95828	Sacramento	297							
7	95825	Sacramento	291							
8	95670	Rancho Cordova	290							
9	95820	Sacramento	282							
10	95660	North Highlands	277							

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED						Jan. '17		% of Jan.
1	Housing					3,670		45.6%
	Emergency Shelter/Transitional Housing					1,129		14.0%
	Housing Search Assistance					815		10.1%
	Low Income/Subsidized Housing					743		9.2%
	Rent Payment/Rent Deposit Assistance					487		6.1%
	Landlord/Tenant Assistance					309		3.8%
	Supportive Housing					106		1.3%
2	Income Support/Assistance					2,067		25.7%
	Tax Information/Assistance Programs					1,846		22.9%
	General Relief/SSI/TANF					77		<1%
	Household Related Public Assistance Programs					61		<1%
	Social Insurance Programs					40		<1%
3	Legal, Consumer, and Public Safety Services					1,204		15.0%
	Legal Counseling and Representation					243		3.0%
	Family Law					150		1.9%
	Specialized Legal Services					146		1.8%
	Legal Education and Information					132		1.6%
	Law Enforcement Services					118		1.5%
	Records/Licenses/Permits					86		1.1%
	Lawyer Referral Services					71		<1%
	Consumer Complaints					57		<1%
	Advocacy					48		<1%
4	Information Services					702		8.7%
	Information & Referral					586		7.3%
	Libraries/Printed Materials					74		<1%
	Electronic Information Resources					42		<1%
5	Individual, Family, and Community Support					570		7.1%
	Domestic Animal Services					110		1.4%
	Family Support Centers					97		1.2%
	In Home Assistance					81		1.0%
	Case/Care Management					39		<1%
	Protective Services					39		<1%
	Community Action/Social Advocacy Groups					36		<1%
	Parenting Education					32		<1%
	Support Groups					25		<1%



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6	Disaster Services							554		6.9%	
	Extreme Cold Warming Centers							267		3.3%	
	Sandbags							117		1.5%	
	Extreme Cold Weather Shelters							115		1.4%	
	Flood Preparedness Information							43		<1%	
7	Utility Assistance							519		6.4%	
	Utility Services Payment Assistance							483		6.0%	
8	Health Care							439		5.5%	
	Health Insurance Information/Counseling							75		<1%	
	Community Clinics							54		<1%	
	Medi-Cal/Public Medical Assistance Programs							50		<1%	
	Dental Care							39		<1%	
	Health Care Referrals							27		<1%	
	Hospitals							24		<1%	
	Assistive Technology							23		<1%	
	Emergency Room Care/ General Medical Care							22		<1%	
	Disease/Disability Specific Screening/Diagnosis							21		<1%	
9	Food/Meals							438		5.4%	
	Food Pantries							262		3.3%	
	CalFresh and WIC							142		1.8%	
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)							33		<1%	
10	Mental Health/Addictions							410		5.1%	
	Counseling Services							158		2.0%	
	Substance Abuse Services							130		1.6%	
	Mental Health Evaluation and Treatment							43		<1%	
	Inpatient/Outpatient Mental Health Facilities							34		<1%	
11	Clothing/Personal/Household Needs							247		3.1%	
	Clothing							108		1.3%	
	Furniture							69		<1%	
	Household Goods							45		<1%	
12	Other Government/Economic Services							245		3.0%	
13	Transportation							137		1.7%	
14	Employment							97		1.2%	
TOP UNMET NEEDS								Jan. '17			
1	Rental Deposit Assistance							16			
2	Tax Assistance							12			
3	Sandbags							7			
4	Transportation							6			
5	Rent Payment Assistance							5			
6	Homeless Shelter							4			



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Most Frequently Referred Programs		Jan. '17	% of Jan.
1	Tax-Aide - AARP	1,052	13.1%
2	Volunteer Income Tax Assistance Program (VITA)	675	8.4%
3	Rental Assistance and Motel Vouchers - The Salvation Army	618	7.7%
4	Travelers Aid Emergency Assistance Agency	615	7.6%
5	Sacramento Self Help Housing	542	6.7%
6	Utility Assistance - The Salvation Army	355	4.4%
7	Mercy Housing California	322	4.0%
8	Home Energy Assistance Program (HEAP)	303	3.8%
9	Mutual Housing California	292	3.6%
10	Family Assistance - Saint Vincent de Paul Society	245	3.0%
11	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing	220	2.7%
12	Weather Refuge Center - Southside Park - City and County of Sacramento	202	2.5%
13	Legal Services of Northern California	174	2.2%
14	Shelter Services - The Salvation Army	169	2.1%
15	Francis House - A Program of Next Move	165	2.1%
16	Warming Center - Union Gospel Mission	133	1.7%
17	Resources for Independent Living	128	1.6%
18	City of Sacramento 311	128	1.6%
19	Residential Family Shelter - Volunteers of America	124	1.5%
20	Community Housing Opportunities Corporation	115	1.4%
21	Family Shelter - Next Move	114	1.4%
22	Winter Sanctuary - Sacramento	107	1.3%
23	Choice Model Emergency Food Distribution- River City Food Bank	99	1.2%
24	CalFresh	97	1.2%
25	Medi-Cal	89	1.1%
26	3-1-1 Connect - Sacramento County	87	1.1%
27	Sacramento County Department of Water Resources - Drainage Division	85	1.1%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	Jan. '17
Number of Online Searches	14,035
Visits from Unique IP Addresses	15,002