



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

www.211Sacramento.org
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2-1-1 or 916-498-1000 or 800-500-4931

STATISTICS SUMMARY
January-18

CALL VOLUME

	<u>Jan.</u>	<u>'18</u>
Month of Jan.		14,048
Year to date - 2018		14,048

TYPE OF CALLS

Information	1,647
Referral	4,871
Total I&R calls	6,518
Follow-up	218
Advocacy	0
Crisis	3
Disaster	0
Total Calls with demographic info	6,739
Call Back	833
Silent/Static	1,049
Other	5,645

OUTREACH ACTIVITY

Month of Jan.	871
Year to date - 2018	871

CLIENT PROFILE

AGE RANGES OF CALLERS

	<u>Jan.</u>	<u>'18</u>	<u>% of</u>
	<u>Jan.</u>		<u>Jan.</u>
Less than 18	25	<1%	
18-20	67	1.0%	
21-29	513	7.6%	
30-39	750	11.1%	
40-49	612	9.1%	
50-59	903	13.4%	
Seniors - age 60+	2,637	39.1%	
Caller Declined	64	<1%	
Did not Ask	1,168	17.3%	

CALLER ETHNICITY

	<u>Jan.</u>	<u>'18</u>	<u>% of</u>
	<u>Jan.</u>		<u>Jan.</u>
1 Caucasian	1,480	22.0%	
2 African American/Black	1,048	15.6%	
3 Hispanic / Latino	519	7.7%	
4 Asian	133	2.0%	
5 Multi-ethnic	129	1.9%	
6 Other	56	<1%	
7 Native American	46	<1%	
8 Middle Eastern	41	<1%	
9 Pacific Islander / Native Hawaiian	30	<1%	
10 Russian / Slavic	19	<1%	
11 Caller Declined	260	3.9%	
12 Did not Ask	2,978	44.2%	



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CLIENT PROFILE (continued)

<u>CALLER GENDER</u>	<u>Jan. '18</u>	<u>% of Jan.</u>
Female	4,945	73.4%
Male	1,785	26.5%
Unknown	9	<1%

<u>NUMBER IN HOUSEHOLD</u>	<u>Jan. '18</u>	<u>% of Jan.</u>
1	2,573	38.2%
2	1,168	17.3%
3	439	6.5%
4	277	4.1%
5	139	2.1%
6+	99	1.5%
Unknown	2,044	30.3%

<u>APPROXIMATE MONTHLY INCOME</u>	<u>Jan. '18</u>	<u>% of Jan.</u>
Less than \$1,000	1,253	18.6%
\$1,001 - \$1,500	466	6.9%
\$1,501 - \$2,000	401	6.0%
\$2,001 - \$2,500	377	5.6%
\$2,501 - \$3,000	244	3.6%
\$3,001 - \$4,000	245	3.6%
\$4,001 - \$5,000	131	1.9%
More than \$5,000	67	1.0%
Unknown	3,555	52.8%

<u>TOP SOURCES OF INCOME</u>	<u>Jan. '18</u>	<u>% of Jan.</u>
1 Job	1,241	18.4%
2 Social Security	1,007	14.9%
3 SSI	881	13.1%
4 Pension	547	8.1%
5 TANF (CalWORKs)	378	5.6%
6 None	283	4.2%
7 SSD	230	3.4%
8 General Assistance	65	<1%
9 Unemployment	58	<1%
10 Self-Employed	43	<1%
11 Other	34	<1%
12 Family	22	<1%
13 SDI	15	<1%
14 Child Support	11	<1%
15 Workers Compensation	7	<1%
16 Student Financial Aid	4	<1%
17 Alimony	3	<1%
18 AB 12 Foster Care	1	<1%
19 Insurance	0	0.0%
20 Unknown	1,909	28.3%



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TOP ZIP CODES (Jan. '18) # of CALLS

1	95823	Sacramento	488
2	95608	Carmichael	322
3	95815	Sacramento	278
4	95821	Sacramento	268
5	95621	Citrus Heights	263
6	95670	Rancho Cordova	235
7	95660	North Highlands	223
8	95822	Sacramento	220
9	95826	Sacramento	216
10	95825	Sacramento	206

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED	Jan. '18	% of Jan.
1 Housing	2,702	40.1%
Emergency Shelter/Transitional Housing	845	12.5%
Low Income/Subsidized Housing	524	7.8%
Housing Search Assistance	483	7.2%
Rent Payment/Rent Deposit Assistance	380	5.6%
Landlord/Tenant Assistance	260	3.9%
Supportive Housing	132	2.0%
2 Income Support/Assistance	2,591	38.4%
Tax Information/Assistance Programs	2,429	36.0%
General Relief/SSI/TANF	127	1.9%
Social Insurance Programs	27	<1%
3 Legal, Consumer, and Public Safety Services	1,053	15.6%
Legal Counseling and Representation	249	3.7%
Family Law	130	1.9%
Law Enforcement Services	126	1.9%
Specialized Legal Services	104	1.5%
Lawyer Referral Services	59	0.9%
Legal Education and Information	97	1.4%
Records/Licenses/Permits	65	<1%
Advocacy	56	<1%
Consumer Complaints	50	<1%
Specialized State Courts	43	<1%
4 Individual, Family, and Community Support	474	7.0%
In-Home Assistance	81	1.2%
Case/Care Management	58	<1%
Domestic Animal Services	56	<1%
Family Support Centers	53	<1%
Parenting Education	36	<1%
Support Groups	21	<1%
Protective Services	20	<1%
Child Care Providers	20	<1%
5 Health Care	449	6.7%
Health Insurance Information/Counseling	92	1.4%
Medi-Cal/Public Medical Assistance Programs	53	<1%
Dental Care	48	<1%
Community Clinics	36	<1%
Emergency Room Care/General Medical Care	29	<1%



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Disease/Disability Specific Screening	28	<1%
Assistive Technology Equipment	27	<1%
Mother and Infant Care	22	<1%
Health Care Referrals	17	<1%
Medical Equipment/Supplies	15	<1%
6 Information Services	428	6.4%
Information & Referral	236	3.5%
Information Lines	119	1.8%
Libraries/Printed Materials	57	<1%
Electronic Information Resources	16	<1%
7 Utility Assistance	390	5.8%
Utility Services Payment Assistance	336	5.0%
Discounted Utility Services	33	<1%
8 Mental Health/Addictions	363	5.4%
Counseling Services	154	2.3%
Substance Abuse Services	86	1.3%
Mental Health Evaluation and Treatment	36	<1%
Inpatient/Outpatient Mental Health Facilities	38	<1%
9 Food/Meals	301	4.5%
Emergency Food/Food Pantries	200	3.0%
CalFresh and WIC	60	<1%
Meals (Home Delivered/Soup Kitchens/Congregate Meals)	38	<1%
10 Clothing/Personal/Household Needs	203	3.0%
Clothing	68	1.0%
Furniture	61	<1%
Household Goods	27	<1%
Personal/Grooming	27	<1%
11 Disaster Services	168	2.5%
12 Transportation	151	2.2%
13 Other Government/Economic Services	120	1.8%

TOP UNMET NEEDS

Jan. '18

1 Rental Deposit Assistance	21
2 Homeless Motel Vouchers	13
3 Homeless Shelter	8
4 Gas Money	7
5 Water Service Payment Assistance	7
6 Rent Payment Assistance	5
7 Utility Services Payment Assistance	5



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<u>Most Frequently Referred Programs</u>	<u>Jan. '18</u>	<u>% of Jan.</u>
1 Tax Aide - AARP	1,411	20.9%
2 2-1-1 Appointments - Volunteer Income Tax Assistance Program (VITA)	648	9.6%
3 Rental Assistance - The Salvation Army	301	4.5%
4 Family Assistance - Saint Vincent de Paul	276	4.1%
5 Sacramento Self Help Housing	259	3.8%
6 Rent Payment Assistance - Traveler's Aid Emergency Assistance Agency	232	3.4%
7 Utility Assistance - The Salvation Army	231	3.4%
8 Home Energy Assistance Program (HEAP)	202	3.0%
9 Utility Bill Assistance - Traveler's Aid Emergency Assistance Agency	194	2.9%
10 Shelter Services - The Salvation Army	164	2.4%
11 Mutual Housing California	155	2.3%
12 Mercy Housing California	150	2.2%
13 Landlord Tenant Dispute Resolution (Renters Helpline)	146	2.2%
14 Francis House - A Program of Next Move	140	2.1%
15 Legal Services of Northern California	126	1.9%
16 Winter Sanctuary	118	1.8%
17 Community Housing Opportunities	116	1.7%
18 Resources for Independent Living	109	1.6%
19 Motel Vouchers - Traveler's Aid Emergency Assistance Agency	106	1.6%
20 Residential Family Shelter - Volunteers of America	104	1.5%
21 Medi-Cal	96	1.4%
22 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	90	1.3%
23 United States Internal Revenue Service - Tax Counseling for the Elderly	81	1.2%
24 Senior Legal Hotline	80	1.2%
25 Lawyer Referral and Information Service	73	1.1%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

Jan. '18

Number of Online Searches	20,158
Visits from Unique IP Addresses	13,352