

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

www.211Sacramento.org  
www.facebook.com/211Sacramento

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



**STATISTICS SUMMARY**  
**January-20**

**CALL VOLUME**

**Jan. '20**

Month of January 13,797  
Year to date - 2020 13,797

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	1,086	1,086
Referral	4,875	4,875
Total I&R calls	5,961	5,961
Follow-up	195	195
Advocacy	7	7
Crisis	1	1
Disaster	1	1
Outreach	4	4
Voicemail	121	121
Total Calls with Demographic Info	6,290	6,290
Call Back	1,216	1,216
Silent/Static	251	251
Other	6,235	6,235

**COURT OUTREACH ACTIVITY**

Month of January 914  
Year to date - 2020 914

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Jan. '20 % of**

**YTD % of YTD**

Less than 18	17	<1%	17	<1%
18-20	51	<1%	51	<1%
21-29	471	7.5%	471	7.5%
30-39	637	10.1%	637	10.1%
40-49	512	8.1%	512	8.1%
50-59	676	10.7%	676	10.7%
Seniors - age 60+	2,609	41.5%	2,609	41.5%
Caller Declined	20	<1%	20	<1%
Did not Ask	1,297	20.6%	1,297	20.6%

**CALLER ETHNICITY**

**Jan. '20 % of**

**YTD % of YTD**

1 Caucasian	1,734	27.6%	1,734	27.6%
2 African American/Black	1,143	18.2%	1,143	18.2%
3 Hispanic / Latino	622	9.9%	622	9.9%
4 Multi-ethnic	181	2.9%	181	2.9%
5 Asian	179	2.8%	179	2.8%

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6 Other	137	2.2%	137	2.2%
7 Native American	54	<1%	54	<1%
8 Pacific Islander / Native Hawaiian	46	<1%	46	<1%
9 Middle Eastern	30	<1%	30	<1%
10 Russian / Slavic	17	<1%	17	<1%
11 Caller declined to answer	121	1.9%	121	1.9%
12 Did not ask	2,026	32.2%	2,026	32.2%
<b>Military/Veterans</b>	408	6.5%	408	6.5%
<b>First 5 Families/Children 0-5</b>	640	10.2%	640	10.2%

**CALLER GENDER**

	<b><u>Jan. '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
Female	4,025	64.0%	4,025	64.0%
Male	1,526	24.3%	1,526	24.3%
Unknown	48	<1%	48	<1%
Non-binary	12	<1%	12	<1%
Caller Declined	19	<1%	19	<1%
Did not ask	660	10.5%	660	10.5%

**NUMBER IN HOUSEHOLD**

	<b><u>Jan. '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	2,537	40.3%	2,537	40.3%
2	1,179	18.7%	1,179	18.7%
3	458	7.3%	458	7.3%
4	292	4.6%	292	4.6%
5	150	2.4%	150	2.4%
6+	127	2.0%	127	2.0%
Unknown	1,547	24.6%	1,547	24.6%

**APPROXIMATE MONTHLY INCOME**

	<b><u>Jan. '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
Less than \$1000	998	15.9%	998	15.9%
\$1,001 - \$1,500	425	6.8%	425	6.8%
\$1,501 - \$2,000	461	7.3%	461	7.3%
\$2,001 - \$2,500	369	5.9%	369	5.9%
\$2,501 - \$3,000	25	<1%	25	<1%
\$3,001 - \$4,000	334	5.3%	334	5.3%
\$4001 - \$5000	167	2.7%	167	2.7%
More than \$5,000	86	1.4%	86	1.4%
Unknown	3,425	54.5%	3,425	54.5%

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<b>TOP SOURCES OF INCOME</b>	<b>Jan. '20</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 Job	951	15.1%	951	15.1%
2 SS	792	12.6%	792	12.6%
3 Pension	383	6.1%	383	6.1%
4 None	280	4.5%	280	4.5%
5 TANF (CalWORKs)	261	4.1%	261	4.1%
6 SSD (SSDI)	154	2.4%	154	2.4%
7 SSI	154	2.4%	154	2.4%
8 General Assistance	56	<1%	56	<1%
9 Other	47	<1%	47	<1%
10 Unemployment	43	<1%	43	<1%
11 SDI	23	<1%	23	<1%
12 Self-Employed	19	<1%	19	<1%
13 Child Support	15	<1%	15	<1%
14 Alimony	10	<1%	10	<1%
15 Workers Comp	8	<1%	8	<1%
16 Student Financial Aid	3	<1%	3	<1%
17 AB 12 Foster Care	2	<1%	2	<1%
18 Insurance	2	<1%	2	<1%
19 Family	1	<1%	1	<1%
20 Unkown (caller declined + did not ask)	3,086	49.1%	3,086	49.1%

<b>TOP ZIP CODES (Jan. '20)</b>				<b>TOP ZIP CODES (YTD)</b>			
		<b># of CALLS</b>			<b># of CALLS</b>		
1	95823	Sacramento	408	1	95823	Sacramento	408
2	95821	Sacramento	197	2	95821	Sacramento	197
3	95826	Sacramento	187	3	95826	Sacramento	187
4	95828	Sacramento	184	4	95828	Sacramento	184
5	95825	Sacramento	181	5	95825	Sacramento	181
6	95815	Sacramento	175	6	95815	Sacramento	175
7	95822	Sacramento	164	7	95822	Sacramento	164
8	95838	Sacramento	142	8	95838	Sacramento	142
9	95820	Sacramento	140	9	95820	Sacramento	140
10	95608	Carmichael	131	10	95608	Carmichael	131

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Jan. '20</b>	<b>% of <sup>3</sup></b>
1 Employment & Income	2,641	42.0%
Tax Preparation	2,489	39.6%
Job Search	84	1.3%
Financial Assistance	42	<1%
Money Management	9	<1%

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<b>2 Housing &amp; Shelter<sup>2</sup></b>	<b>2,607</b>	<b>41.4%</b>
Low-Cost Housing	999	15.9%
Shelters	796	12.7%
Rent Assistance	528	8.4%
Landlord /Tenant Issues	168	2.7%
Contact Information for Housing & Shelter Organizations	75	1.2%
Home Repair/Maintenance	31	<1%
Other Housing & Shelter	5	<1%
Mortgage Assistance	5	<1%
<b>3 Government &amp; Legal<sup>2</sup></b>	<b>768</b>	<b>12.2%</b>
Contact Information for Government & Legal Organizations	216	3.4%
Child & Family Law	186	3.0%
Legal Assistance	182	2.9%
Government	175	2.8%
Immigration Assistance	9	<1%
<b>4 Food/Meals<sup>2</sup></b>	<b>373</b>	<b>5.9%</b>
CalFresh and WIC	169	2.7%
Food Pantries	161	2.6%
Meals - Soup Kitchens/Congregate Meals	31	<1%
Home-Delivered Meals	12	<1%
<b>5 Mental Health &amp; Addictions<sup>2</sup></b>	<b>340</b>	<b>5.4%</b>
Mental Health Services	133	2.1%
Crisis Intervention & Suicide	87	1.4%
Substance Abuse & Addictions	82	1.3%
Mental Health Facilities	32	<1%
<b>7 Healthcare<sup>2</sup></b>	<b>301</b>	<b>4.8%</b>
Nursing Homes & Adult Care	79	1.3%
Medical Providers	56	<1%
Health Insurance	51	<1%
Dental Care	20	<1%
Medical Equipment	19	<1%
Contact Information for Healthcare Organizations	13	<1%
Funeral/Burial Expense Assistance	10	<1%
Eye Care	9	<1%

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<b>9 Utilities<sup>2</sup></b>	<b>264</b>	<b>4.2%</b>
Utility Payment Assistance	234	3.7%
Contacts Information for Utility Organizations	11	<1%
Phone Payment Assistance	11	<1%
Trash Collection Payment Assistance	5	<1%
<b>10 Clothing &amp; Household<sup>2</sup></b>	<b>145</b>	<b>2.3%</b>
Clothing	56	<1%
Home Furnishing	40	<1%
Personal Hygiene Products	28	<1%
Appliances	12	<1%
<b>11 Transportation Assistance<sup>2</sup></b>	<b>91</b>	<b>1.4%</b>
Public Transportation	50	<1%
Medical Transportation	30	<1%
Automobile Assistance	6	<1%
Long-Distance Assistance	5	<1%
<b>12 Child Care &amp; Parenting<sup>2</sup></b>	<b>62</b>	<b>1.0%</b>
Child Care	35	<1%
Parenting Education	27	<1%
<b>13 Education</b>	<b>25</b>	<b>&lt;1%</b>
<b>14 Disaster</b>	<b>5</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**Jan. '20**

1 Tax Information/ Preparation Assistance	9
2 Emergency Shelter	8
3 Homeless Motel Vouchers	6
4 Rent Payment Assistance	5
5 Gas Money	4
6 Utility Service Payment Assistance	4

**Most Frequently Referred Programs**

**Jan. '20**

**% of**

1 Tax-Aide - AARP	1,658	26.4%
2 2-1-1 Appointments - Volunteer Income Tax Assistance Program	654	10.4%
3 Housing Assistance - Sacramento Self Help Housing	291	4.6%
4 Rental Assistance - The Salvation Army	270	4.3%
5 Diversion Eligibility Assessment - Francis House Center	257	4.1%
6 Family Assistance - Saint Vincent de Paul Society	242	3.8%
7 Rent Payment Assistance - Travelers Aid	220	3.5%
8 Mutual Housing California	170	2.7%
9 Core Services - Resources for Independent Living	142	2.3%
10 Mercy Housing California	140	2.2%

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11	CalFresh Application Assistance - 2-1-1 Sacramento	126	2.0%
12	Renters Helpline - Sacramento Self Help Housing	122	1.9%
13	Utility Assistance - The Salvation Army	112	1.8%
14	Community Housing Opportunities Corporation	108	1.7%
15	Home Energy Assistance Program (HEAP) - Community Resource Project	94	1.5%
16	Utility Bill Assistance - Travelers Aid	92	1.5%
17	Temporary Shelter - Volunteers of America	81	1.3%
18	Legal Services of Northern California	77	1.2%
19	Motel Vouchers - Travelers Aid	76	1.2%
20	CalFresh	73	1.2%
21	Motel Vouchers - The Salvation Army	72	1.1%
22	Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	71	1.1%
23	Family Promise of Sacramento	69	1.1%
24	Superior Court of California - Family Law Facilitator / Self Help Center	58	<1%
25	Housing Choice Voucher Program - SHRA	55	<1%
26	Energy Crisis Intervention Program - Community Resource Project	55	<1%
27	Parking Lot Sanctuary - North Sacramento HART	54	<1%
28	Saint John's Program for Real Change	51	<1%
29	Pilgrimage Sacramento - First Step Communities	50	<1%
30	Senior Legal Hotline - Legal Services of Northern California	49	<1%
	Other Referrals	4,062	64.6%
	Total Referrals	9,651	

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Jan. '20</u></b>	<b><u>YTD</u></b>
Unique Visitors	13,108	13,108
Directory Searches	16,816	16,816
Resource Page Views	44,945	44,945
Total Page Views	28,129	28,129

<sup>1</sup>Data sub-categories realigned 04/01/18

<sup>2</sup>Primary category may be greater than subtotals as low volume need categories may not be included.

<sup>3</sup>Need % reflects calls with stated presenting need, not the % of overall needs. As such, total % will exceed 100%.