



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
July-19

CALL VOLUME

July '19

Month of July	8,202
Year to date - 2019	75,094

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	811	8,262
Referral	2,676	27,498
Total I&R calls	3,487	35,760
Follow-up	160	4,977
Voicemail	17	17
Advocacy	17	18
Crisis	0	15
Disaster	0	1
Outreach	4	10
Total Calls with Demographic Info	3,685	40,798
Call Back	666	5,542
Silent/Static	260	2,737
Other	3,751	30,994

COURT OUTREACH ACTIVITY

Month of July	1,128
Year to date - 2019	6,893

CLIENT PROFILE

AGE RANGES OF CALLERS

July '19

% of

YTD

% of YTD

Less than 18	21	<1%	187	<1%
18-20	54	1.5%	507	1.2%
21-29	362	9.8%	3,103	7.6%
30-39	503	13.6%	4,290	10.5%
40-49	388	10.5%	3,582	8.8%
50-59	463	12.6%	4,995	12.2%
Seniors - age 60+	863	23.4%	16,581	40.6%
Caller Declined	36	<1%	212	<1%
Did not Ask	995	27.0%	7,341	18.0%

CALLER ETHNICITY

July '19

% of

YTD

% of YTD

1 African American/Black	688	18.7%	5,377	13.2%
2 Caucasian	530	14.4%	6,074	14.9%
3 Hispanic / Latino	273	7.4%	3,069	7.5%
4 Multi-ethnic	123	3.3%	894	2.2%
5 Other	66	1.8%	283	<1%



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6 Asian	62	1.7%	719	1.8%
7 Native American	34	<1%	198	<1%
8 Pacific Islander / Native Hawaiian	23	<1%	242	<1%
9 Middle Eastern	14	<1%	209	<1%
10 Russian / Slavic	5	<1%	75	<1%
11 Caller declined to answer	73	2.0%	811	2.0%
12 Did not ask	1,794	48.7%	22,847	56.0%

Military/Veterans 146 4.0% 2,706 6.6%

First 5 Families/Children 0-5 532 14.4% 3,937 9.6%

CALLER GENDER	July '19	% of	YTD	% of YTD
Female	2,478	67.2%	28,939	70.9%
Male	973	26.4%	11,545	28.3%
Did not ask	194	5.3%	194	<1%
Caller Declined	26	<1%	26	<1%
Non-binary	1	<1%	1	<1%
Unknown	13	<1%	93	<1%

NUMBER IN HOUSEHOLD	July '19	% of	YTD	% of YTD
1	1,342	36.4%	16,011	39.2%
2	593	16.1%	6,029	14.8%
3	302	8.2%	2,356	5.8%
4	223	6.1%	1,556	3.8%
5	108	2.9%	820	2.0%
6+	67	1.8%	585	1.4%
Unknown	1,050	28.5%	13,441	32.9%

APPROXIMATE MONTHLY INCOME	July '19	% of	YTD	% of YTD
Less than \$1000	821	22.3%	7,157	17.5%
\$1,001 - \$1,500	234	6.4%	2,680	6.6%
\$1,501 - \$2,000	151	4.1%	2,101	5.1%
\$2,001 - \$2,500	87	2.4%	1,605	3.9%
\$2,501 - \$3,000	50	1.4%	1,151	2.8%
\$3,001 - \$4,000	29	<1%	1,132	2.8%
\$4001 - \$5000	19	<1%	488	1.2%
More than \$5,000	9	<1%	331	<1%
Unknown	2,285	62.0%	24,153	59.2%

TOP SOURCES OF INCOME	July '19	% of	YTD	% of YTD
1 SSI	649	17.6%	4,769	11.7%
2 Job	531	14.4%	7,968	19.5%



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3	SS	288	7.8%	6,781	16.6%
4	TANF (CalWORKs)	255	6.9%	1,640	4.0%
5	No current source of income	245	6.6%	1,994	4.9%
6	SSDI (SSD)	112	3.0%	1,315	3.2%
7	General Assistance	57	1.5%	408	1.0%
8	Unemployment	56	1.5%	420	1.0%
9	Pension	44	1.2%	3,025	7.4%
10	Other	37	1.0%	295	<1%
11	SDI	30	<1%	141	<1%
12	Self-Employed	24	<1%	257	<1%
13	Family	12	<1%	100	<1%
14	Child Support	9	<1%	90	<1%
15	Student Financial Aid	3	<1%	47	<1%
16	AB 12 Foster Care	2	<1%	19	<1%
17	Workers Compensation	2	<1%	43	<1%
18	Alimony	1	<1%	31	<1%
19	Insurance	1	<1%	7	<1%
20	Unknown	1,327	36.0%	11,448	28.1%

TOP ZIP CODES (July '19) # of CALLS

1	95823	Sacramento	257
2	95815	Sacramento	158
3	95821	Sacramento	142
4	95825	Sacramento	113
5	95608	Carmichael	112
6	95820	Sacramento	107
7	95824	Sacramento	103
8	95822	Sacramento	98
9	95828	Sacramento	95
10	95826	Sacramento	86

TOP ZIP CODES (YTD) # of CALLS

1	95823	Sacramento	2,883
2	95608	Carmichael	1,536
3	95821	Sacramento	1,504
4	95825	Sacramento	1,384
5	95828	Sacramento	1,314
6	95815	Sacramento	1,310
7	95822	Sacramento	1,306
8	95670	Rancho Cordova	1,231
9	95660	North Highlands	1,159
10	95838	Sacramento	1,119

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹

July '19

% of ³

1	Housing & Shelter²	2,857	77.5%
	Transitional Housing/Shelters/Motel Vouchers	823	22.3%
	Housing Search and Information	710	19.3%
	Rent Assistance	501	13.6%
	Low Income/Subsidized Rental Housing	328	8.9%
	Landlord /Tenant Issues	184	5.0%
	Housing Related Coordinated Entry	127	3.4%
	Supportive Housing	92	2.5%



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Home Repair/Maintenance	24	<1%
2 Legal, Consumer, and Public Safety Services²	811	22.0%
Legal Counseling and Representation	266	7.2%
Family Law	105	2.8%
Law Enforcement Services	101	2.7%
Specialized Legal Services	99	2.7%
Lawyer Referral Services	45	1.2%
Consumer Complaints	42	1.1%
Records/Licenses/Permits	41	1.1%
Advocacy	32	<1%
Court Filing Offices	9	<1%
3 Information Services²	508	13.8%
Information & Referral	223	6.1%
Information Services	177	4.8%
Libraries/Printed Materials	65	1.8%
Electronic Information Resources	43	1.2%
4 Individual, Family, and Community Support²	399	10.8%
Case/Care Management	72	2.0%
Domestic Animal Services	52	1.4%
In-Home Assistance	44	1.2%
Family Support Centers	34	<1%
Protective Services	29	<1%
Support Groups	28	<1%
Parenting Education	22	<1%
Child Care	15	<1%
5 Food/Meals²	390	10.6%
Food Pantries	179	4.9%
CalFresh and WIC	155	4.2%
Meals - Soup Kitchens/Congregate Meals	24	<1%
Home-Delivered Meals	14	<1%
Summer Meals	9	<1%
6 Mental Health & Addictions²	356	9.7%
Counseling Services	177	4.8%
Substance Abuse Services	81	2.2%
Inpatient/Outpatient Mental Health Facilities	42	<1%
Mental Health Evaluation and Treatment	28	<1%
7 Healthcare²	277	7.5%
Health Insurance Information/Counseling	41	1.1%
Disease/Disability Specific Screening	40	<1%
Dental Care	27	<1%
Mother and Infant Care	27	<1%



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Medi-Cal/Public Medical Assistance Programs	23	<1%
Assistive Technology Equipment	22	<1%
Community Clinics	17	<1%
Health Care Referrals	16	<1%
Health Education	8	<1%
8 Utilities²	229	6.2%
Utility Payment Assistance	200	5.4%
Discounted Utility Services	24	<1%
9 Clothing/Personal/Household Needs²	227	6.2%
Clothing	100	2.7%
Household Goods	81	2.2%
Personal/Grooming	23	<1%
10 Income Support/Assistance²	208	5.6%
Tax Information/Assistance Programs	89	2.4%
General Relief/SSI/TANF	74	2.0%
Social Security Income Programs	29	<1%
Personal Financial Counseling	16	<1%
11 Transportation Assistance²	135	3.7%
Non-Emergency Transportation	75	2.0%
Public Transportation	48	1.3%
12 Employment²	114	<1%
13 Government/Economic Services	106	<1%

TOP UNMET NEEDS

July '19

1 Rent Payment Assistance	8
2 CalFresh	6
3 Homeless Motel Vouchers	6
4 Utility Service Payment Assistance	5
5 Low Income/Subsidized Rental Housing	3

Most Frequently Referred Programs

July '19

% of

1 Diversion Eligibility Assessment - Francis House Center	395	10.7%
2 Rental Assistance - The Salvation Army	332	9.0%
3 Housing Assistance - Sacramento Self Help Housing	330	9.0%
4 Saint Vincent de Paul Society	308	8.4%
5 Mutual Housing California	223	6.1%
6 Rent Payment Assistance - Travelers Aid Emergency Assistance Agency	211	5.7%
7 Mercy Housing California	194	5.3%
8 Community Housing Opportunities Corporation	130	3.5%
9 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	124	3.4%
10 Housing Resource Access Points - Sacramento Steps Forward	107	2.9%



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11	Legal Services of Northern California	103	2.8%
12	CalFresh Application Assistance - 2-1-1 Sacramento	99	2.7%
13	Emergency Motel Vouchers - Francis House	92	2.5%
14	Utility Assistance - The Salvation Army	87	2.4%
15	Home Energy Assistance Program (HEAP)	85	2.3%
16	Motel Vouchers - Travelers Aid Emergency Assistance Agency	85	2.3%
17	Core Services - Resources for Independent Living	83	2.3%
18	Utility Bill Assistance - Travelers Aid Emergency Assistance Agency	83	2.3%
19	Family Promise of Sacramento	79	2.1%
20	SHRA - Housing Choice Voucher Program	78	2.1%
21	Shelter Services - The Salvation Army	74	2.0%
22	Sacramento County DHA - CalFresh	72	2.0%
23	Volunteer Income Tax Assistance Program	70	1.9%
24	Anton Arcade Apartments	68	1.8%
25	Motel Vouchers - The Salvation Army	65	1.8%
26	City of Sacramento 311	57	1.5%
27	Saint John's Program for Real Change	56	1.5%
28	Lawyer Referral and Information Service	55	1.5%
29	Residential Family Shelter - VOA	55	1.5%
30	Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	54	1.5%
	Other Referrals	3,944	
	Total Referrals	7,798	

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>July '19</u>	<u>YTD</u>
Unique Visitors	13,175	68,332
Directory Searches	16,516	123,286
Resource Page Views	36,537	249,506
Total Page Views	53,053	372,792

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%.