



2-1-1 sacramento
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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

June-18

CALL VOLUME

	June '18
Month of June	6,124
Year to date - 2018	61,442

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,309	7,800
Referral	3,593	23,405
Total I&R calls	4,902	31,205
Follow-up	325	4,419
Advocacy	0	1
Crisis	0	8
Disaster	0	0
Total Calls with demographic info	5,227	35,633
Call Back	79	3,210
Silent/Static	649	4,080
Other	494	16,814

OUTREACH ACTIVITY

Month of June	931
Year to date - 2018	5,665

CLIENT PROFILE

AGE RANGES OF CALLERS

	June '18	June	YTD	% of YTD
Less than 18	44	<1%	154	<1%
18-20	75	1.4%	403	1.1%
21-29	555	10.6%	2,919	8.2%
30-39	717	13.7%	4,032	11.3%
40-49	612	11.7%	3,571	10.0%
50-59	760	14.5%	4,960	13.9%
Seniors - age 60+	1,187	22.7%	14,165	39.8%
Caller Declined	130	2.5%	488	1.4%
Did not Ask	1,147	21.9%	4,941	13.9%

CALLER ETHNICITY

	June '18	June	YTD	% of YTD
1 African American/Black	955	18.3%	5,352	15.0%
2 Caucasian	790	15.1%	6,496	18.2%
3 Hispanic / Latino	346	6.6%	3,065	8.6%
4 Multi-ethnic	163	3.1%	805	2.3%
5 Asian	93	1.8%	890	2.5%
6 Middle Eastern	35	<1%	300	<1%
7 Native American	35	<1%	214	<1%



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8 Other	33	<1%	271	<1%
10 Pacific Islander / Native Hawaiian	21	<1%	206	<1%
11 Russian / Slavic	11	<1%	103	<1%
12 Caller Declined	188	3.6%	1,275	3.6%
13 Did Not Ask	2,557	48.9%	16,656	46.7%

Military/Veterans

211 4.0% 2,582 7.2%

First 5 Families Children 0-5

730 14.0% 4,098 11.5%

CALLER GENDER

	<u>June '18</u>	<u>June</u>	<u>YTD</u>	<u>% of YTD</u>
Female	3,853	73.7%	25,900	72.7%
Male	1,359	26.0%	9,679	27.2%
Unknown	15	<1%	54	<1%

NUMBER IN HOUSEHOLD

	<u>June '18</u>	<u>June</u>	<u>YTD</u>	<u>% of YTD</u>
1	1737	33.2%	13,306	37.3%
2	706	13.5%	5,381	15.1%
3	462	8.8%	2,317	6.5%
4	265	5.1%	1,394	3.9%
5	136	2.6%	674	1.9%
6+	90	1.7%	430	1.2%
Unknown	1,831	35.0%	12,131	34.0%

APPROXIMATE MONTHLY INCOME

	<u>June '18</u>	<u>June</u>	<u>YTD</u>	<u>% of YTD</u>
Less than \$1,000	1271	24.3%	6,315	17.7%
\$1,001 - \$1,500	298	5.7%	2,271	6.4%
\$1,501 - \$2,000	193	3.7%	1,794	5.0%
\$2,001 - \$2,500	98	1.9%	1,457	4.1%
\$2,501 - \$3,000	49	<1%	1,026	2.9%
\$3,001 - \$4,000	47	<1%	937	2.6%
\$4,001 - \$5,000	9	<1%	462	1.3%
More than \$5,000	11	<1%	249	<1%
Unknown	3251	62.2%	21,122	59.3%

TOP SOURCES OF INCOME

	<u>June '18</u>	<u>June</u>	<u>YTD</u>	<u>% of YTD</u>
1 SSI	987	18.9%	4,551	12.8%
2 Job	746	14.3%	7,614	21.4%
3 TANF (CalWORKs)	426	8.1%	1,789	5.0%
4 Social Security	406	7.8%	5,499	15.4%
5 None	301	5.8%	1,397	3.9%
6 SSD	223	4.3%	1,300	3.6%
7 General Assistance	78	1.5%	396	1.1%



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8	Pension	77	1.5%	2,824	7.9%
9	Unemployment	70	1.3%	332	<1%
10	Other	39	<1%	181	<1%
11	Family	34	<1%	134	<1%
12	Self-Employed	23	<1%	199	<1%
13	Alimony	19	<1%	31	<1%
14	Student Financial Aid	12	<1%	47	<1%
15	SDI	9	<1%	100	<1%
16	Child Support	7	<1%	56	<1%
17	Workers Compensation	7	<1%	29	<1%
18	AB 12 Foster Care	4	<1%	9	<1%
19	Insurance	1	<1%	8	<1%
20	Unknown	1,758	33.6%	9,137	25.6%

TOP ZIP CODES (June '18)

of CALLS

TOP ZIP CODES (YTD)

of CALLS

TOP ZIP CODES (June '18)		# of CALLS	TOP ZIP CODES (YTD)		# of CALLS
1	95823 Sacramento	482	1	95823 Sacramento	3283
2	95815 Sacramento	298	2	95821 Sacramento	1855
3	95821 Sacramento	273	3	95815 Sacramento	1732
4	95838 Sacramento	230	4	95608 Carmichael	1603
5	95828 Sacramento	214	5	95822 Sacramento	1521
6	95825 Sacramento	200	6	95828 Sacramento	1432
7	95822 Sacramento	188	7	95670 Rancho Cordova	1413
8	95820 Sacramento	174	8	95838 Sacramento	1392
9	95826 Sacramento	157	9	95820 Sacramento	1325
10	95608 Carmichael	146	10	95825 Sacramento	1273

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED *

June '18

June

TOP NEEDS EXPRESSED *		June '18	June
1	Housing & Shelter	3,326	63.6%
	Low-Cost Housing/Moving Assistance	1,480	28.3%
	Shelters	767	14.7%
	Rent Assistance/Motel Vouchers	537	10.3%
	Landlord /Tenant Issues	302	5.8%
2	Government & Legal	1,066	20.4%
	Legal Assistance - Counseling, Aid and/or Representation	365	7.0%
	Government/Law Enforcement/Judicial Services	267	5.1%
	Government/Legal Referrals	221	4.2%
	Child & Family Law	197	3.8%



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3 Healthcare	655	12.5%
Nursing Homes & Adult Care	172	3.3%
Health Insurance	161	3.1%
Medical Providers	121	2.3%
Dental Care	60	1.1%
Health Services - Screening, Testing, Immunizations	44	<1%
Medical Equipment	22	<1%
Funeral/Burial Assistance	22	<1%
Reproductive Health	20	<1%
Eye Care	17	<1%
4 Mental Health & Addictions	482	9.2%
Mental Health Services - Assessment, Screening, Testing, Counseling	191	3.7%
Substance Abuse & Addictions	179	3.4%
Crisis Intervention & Suicide	63	1.2%
Mental Health Facilities	39	<1%
5 Food/Meals	444	8.5%
Food Pantries	251	4.8%
CalFresh and WIC	111	2.1%
Summer/After School Meal Program	40	<1%
Meals - Soup Kitchens/Congregate Meals	25	<1%
Home-Delivered Meals	16	<1%
6 Utilities	372	7.1%
Utility Payment Assistance	316	6.0%
Phone Payment Assistance	24	<1%
Contact Information for Utility Organizations	14	<1%
Water Payment Assistance	13	<1%
7 Employment & Income	323	6.2%
Job Search Assistance	98	1.9%
Tax Preparation	80	1.5%
Financial Assistance - Government & Other Assistance Programs	79	1.5%
Money Management	21	<1%
8 Clothing/Personal/Household Needs	222	4.2%
Furniture	86	1.6%
Clothing	65	1.2%
Appliances	43	<1%
Personal/Grooming	24	<1%
9 Transportation Assistance	105	2.0%
Medical Transportation	49	<1%
Public Transportation	34	<1%
Emergency Out-of-Town Travel	13	<1%
Automobile Assistance	9	<1%



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10 Child Care & Parenting	89	1.7%
Child Care	53	1.0%
Parenting Education	36	<1%
11 Education	25	<1%

*Data sub-categories realigned 04/01/18

TOP UNMET NEEDS

June '18

1 Rent Payment Assistance	32
2 Homeless Motel Vouchers	25
3 Utility Service Payment Assistance	14
4 Homeless Shelter	12
5 Extreme Heat Cooling Centers	9
6 Gas Money	4
7 Landlord /Tenant Issues	4

Most Frequently Referred Programs

June '18

June

1 Sacramento Self Help Housing	397	7.6%
2 Family Assistance - Saint Vincent de Paul Society	347	6.6%
3 Rental Assistance - The Salvation Army	275	5.3%
4 Rent Payment Assistance - Travelers Aid	255	4.9%
5 Mutual Housing California	248	4.7%
6 Mercy Housing California	230	4.4%
7 Community Housing Opportunities	217	4.2%
8 Utility Assistance - The Salvantion Army	208	4.0%
9 Shelter Services - The Salvation Army	192	3.7%
10 Home Energy Assistance Program (HEAP)	178	3.4%
11 Utility Bill Assistance - Travelers Aid	174	3.3%
12 Landlord Tenant Dispute Resolution (Renters Helpline)	170	3.3%
13 Motel Vouchers - Travelers Aid	153	2.9%
14 Legal Servies of Northern California	146	2.8%
15 Emergency Motel Vouchers - Francis House - A Program of Next Move	145	2.8%
16 Resources for Independent Living	128	2.4%
17 Family Shelter - Next Move	96	1.8%
18 Lawyer Referral and Information Service	95	1.8%
19 Residential Family Shelter - Volnteers of America	95	1.8%
20 Medi-Cal	91	1.7%
21 Love in the Name of Christ	78	1.5%
22 Saint John's Program for Real Change	75	1.4%
23 Men's Shelter - Clothing and Showers - Union Gospel Mission	69	1.3%
24 Senior Legal Hotline	67	1.3%
25 City of Sacramento 311	65	1.2%
26 CalFresh	63	1.2%
27 Produce for All - Sacramento Food Bank & Family Services	63	1.2%



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28 Men's Shelter - Volunteers of America	63	1.2%
29 Pilgrimage Sacramento - First Step Communities	61	1.2%
30 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	59	1.1%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>June '18</u>	<u>YTD</u>
Number of Online Searches	18,160	112,591
Visits from Unique IP Addresses	13,205	56,278