



**2-1-1 sacramento**  
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**2-1-1 Sacramento**  
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**  
**June-19**

**CALL VOLUME**

**June '19**

Month of June	7,568
Year to date - 2019	66,892

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	726	7,451
Referral	2,457	24,822
Total I&R calls	3,183	32,273
Follow-up	199	4,817
Advocacy	0	1
Crisis	1	15
Disaster	0	1
Outreach	1	6
Total Calls with Demographic Info	3,384	37,113
Call Back	765	4,876
Silent/Static	185	2,477
Other	3,433	27,243

**COURT OUTREACH ACTIVITY**

Month of June	875
Year to date - 2019	5,765

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**June '19**

**% of**

**YTD**

**% of YTD**

Less than 18	26	<1%	166	<1%
18-20	54	1.6%	453	1.2%
21-29	356	10.5%	2,741	7.4%
30-39	461	13.6%	3,787	10.2%
40-49	352	10.4%	3,194	8.6%
50-59	423	12.5%	4,532	12.2%
Seniors - age 60+	869	25.7%	15,718	42.4%
Caller Declined	15	<1%	176	<1%
Did not Ask	828	24.5%	6,346	17.1%

**CALLER ETHNICITY**

**June '19**

**% of**

**YTD**

**% of YTD**

1 African American/Black	565	16.7%	4,689	12.6%
2 Caucasian	431	12.7%	5,544	14.9%
3 Hispanic / Latino	246	7.3%	2,796	7.5%
4 Multi-ethnic	108	3.2%	771	2.1%
5 Asian	41	1.2%	657	1.8%
6 Native American	28	<1%	164	<1%



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7 Other	26	<1%	217	<1%
8 Middle Eastern	15	<1%	195	<1%
9 Pacific Islander / Native Hawaiian	15	<1%	219	<1%
10 Russian / Slavic	3	<1%	70	<1%
11 Caller declined to answer	52	1.5%	738	2.0%
12 Did not ask	1854	54.8%	21,053	56.7%

<b>Military/Veterans</b>	150	4.4%	2,560	6.9%
<b>First 5 Families/Children 0-5</b>	483	14.3%	3,405	9.2%

**CALLER GENDER**

	<b><u>June '19</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
Female	2,384	70.4%	26,461	71.3%
Male	986	29.1%	10,572	28.5%
Unknown	14	<1%	80	<1%

**NUMBER IN HOUSEHOLD**

	<b><u>June '19</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	1,201	35.5%	14,669	39.5%
2	514	15.2%	5,436	14.6%
3	245	7.2%	2,054	5.5%
4	178	5.3%	1,333	3.6%
5	93	2.7%	712	1.9%
6+	69	2.0%	518	1.4%
Unknown	1,084	32.0%	12,391	33.4%

**APPROXIMATE MONTHLY INCOME**

	<b><u>June '19</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
Less than \$1,000	949	28.0%	6,336	17.1%
\$1,001 - \$1,500	240	7.1%	2,446	6.6%
\$1,501 - \$2,000	151	4.5%	1,950	5.3%
\$2,001 - \$2,500	73	2.2%	1,518	4.1%
\$2,501 - \$3,000	45	1.3%	1,101	3.0%
\$3,001 - \$4,000	47	1.4%	1,103	3.0%
\$4,001 - \$5,000	8	<1%	469	1.3%
More than \$5,000	10	<1%	322	<1%
Unknown	1,861	55.0%	21,868	58.9%

**TOP SOURCES OF INCOME**

	<b><u>June '19</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 SSI	693	20.5%	4,120	11.1%
2 Job	538	15.9%	7,437	20.0%
3 SS	283	8.4%	6,493	17.5%
4 None	262	7.7%	1,749	4.7%
5 TANF (CalWORKs)	200	5.9%	1,385	3.7%



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6	SSD (SSDI)	170	5.0%	1,203	3.2%
7	Pension	52	1.5%	2,981	8.0%
8	General Assistance	46	1.4%	351	<1%
9	Other	27	<1%	258	<1%
10	Unemployment	27	<1%	364	<1%
11	Self-Employed	22	<1%	233	<1%
12	Family	16	<1%	88	<1%
13	Child Support	14	<1%	81	<1%
14	SDI	10	<1%	111	<1%
15	Workers Compensation	7	<1%	41	<1%
16	AB 12 Foster Care	3	<1%	17	<1%
17	Alimony	3	<1%	30	<1%
18	Insurance	2	<1%	6	<1%
19	Student Financial Aid	1	<1%	44	<1%
20	Unknown	1,008	29.8%	10,121	27.3%

**TOP ZIP CODES (June '19) # of CALLS**

1	95823	Sacramento	323
2	95828	Sacramento	135
3	95821	Sacramento	131
4	95815	Sacramento	130
5	95820	Sacramento	117
6	95825	Sacramento	117
7	95838	Sacramento	116
8	95826	Sacramento	107
9	95660	North Highlands	100
10	95608	Carmichael	99

**TOP ZIP CODES (YTD) # of CALLS**

1	95823	Sacramento	2,626
2	95608	Carmichael	1,424
3	95821	Sacramento	1,362
4	95825	Sacramento	1,271
5	95828	Sacramento	1,219
6	95822	Sacramento	1,208
7	95670	Rancho Cordova	1,152
8	95815	Sacramento	1,152
9	95660	North Highlands	1,084
10	95621	Citrus Heights	1,064

**NEEDS AND RESOURCES**

**TOP NEEDS EXPRESSED<sup>1</sup>**

**June '19**

**% of <sup>3</sup>**

<b>1</b>	<b>Housing &amp; Shelter<sup>2</sup></b>	<b>2,350</b>	<b>69.4%</b>
	Low-Cost Housing/Moving Assistance	873	25.8%
	Rent Assistance/Motel Vouchers	622	18.4%
	Shelters	535	15.8%
	Landlord /Tenant Issues	176	5.2%
	Contact Information for Housing and Shelter Organizations	71	2.1%
	Home Repair/Maintenance	61	1.8%
<b>2</b>	<b>Government &amp; Legal<sup>2</sup></b>	<b>633</b>	<b>18.7%</b>
	Contact Information for Government & Legal Organizations	194	5.7%
	Child & Family Law	155	4.6%
	Legal Assistance - Counseling, Aid and/or Representation	144	4.3%



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Government/Law Enforcement/Judicial Services	135	4.0%
<b>3 Food/Meals<sup>2</sup></b>	<b>422</b>	<b>12.5%</b>
CalFresh and WIC	200	5.9%
Food Pantries	157	4.6%
Summer Meal Program	27	<1%
Meals - Soup Kitchens/Congregate Meals	21	<1%
Home-Delivered Meals	16	<1%
<b>4 Healthcare<sup>2</sup></b>	<b>383</b>	<b>11.3%</b>
Nursing Homes & Adult Care	112	3.3%
Health Insurance	85	2.5%
Medical Providers	52	1.5%
Health Services - Screening, Testing, Immunizations	43	1.3%
Dental Care	35	1.0%
Medical Equipment	21	<1%
Eye Care	11	<1%
<b>5 Mental Health &amp; Addictions<sup>2</sup></b>	<b>252</b>	<b>7.4%</b>
Mental Health Services - Assessment, Screening, Testing, Counseling	92	2.7%
Substance Abuse & Addictions	90	2.7%
Crisis Intervention & Suicide	42	1.2%
Mental Health Facilities	21	<1%
<b>6 Utilities<sup>2</sup></b>	<b>217</b>	<b>6.4%</b>
Utility Payment Assistance	176	5.2%
Phone Payment Assistance	21	<1%
Contact Information for Utility Organizations	12	<1%
<b>7 Employment &amp; Income<sup>2</sup></b>	<b>208</b>	<b>6.1%</b>
Job Search Assistance	77	2.3%
Tax Preparation	69	2.0%
Financial Assistance - Government & Other Assistance Programs	43	1.3%
<b>8 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>164</b>	<b>4.8%</b>
Clothing	51	1.5%
Furniture	50	1.5%
Appliances	35	1.0%
Personal/Grooming	22	<1%
<b>9 Transportation Assistance<sup>2</sup></b>	<b>106</b>	<b>3.1%</b>
Public Transportation	57	1.7%
Medical Transportation	40	1.2%
<b>9 Child Care &amp; Parenting</b>	<b>59</b>	<b>1.7%</b>
Child Care	39	1.2%
Parenting Education	20	<1%
<b>11 Disaster</b>	<b>27</b>	<b>&lt;1%</b>
<b>12 Education</b>	<b>15</b>	<b>&lt;1%</b>



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**June-19**

**TOP UNMET NEEDS**

**June '19**

1 Homeless Motel Vouchers	10
2 Rent Payment Assistance	5
3 Utility Service Payment Assistance	4
4 Non-Emergency Medical Transportation	3

**Most Frequently Referred Programs**

**June '19**

**% of**

1 Diversion Eligibility Assessment - Francis House Center	386	11.4%
2 Housing Assistance - Sacramento Self Help Housing	294	8.7%
3 Rental Assistance - The Salvation Army	281	8.3%
4 Family Assistance - Saint Vincent de Paul Society	247	7.3%
5 Rent Payment Assistance - Travelers Aid Emergency Assistance Agency	198	5.9%
6 Mutual Housing California	174	5.1%
7 CalFresh Application Assistance - 2-1-1 Sacramento	159	4.7%
8 Mercy Housing California	151	4.5%
9 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	117	3.5%
10 Legal Services of Northern California	114	3.4%
11 Community Housing Opportunities Corporation	103	3.0%
12 Motel Vouchers - The Salvation Army	94	2.8%
13 Sacramento County DHA - CalFresh	92	2.7%
14 Emergency Motel Vouchers - Francis House	91	2.7%
15 Utility Assistance - The Salvation Army	91	2.7%
16 Core Services - Resources for Independent Living	89	2.6%
17 Home Energy Assistance Program (HEAP)	87	2.6%
18 Motel Vouchers - Travelers Aid Emergency Assistance Agency	74	2.2%
19 Utility Bill Assistance - Travelers Aid Emergency Assistance Agency	72	2.1%
20 Housing Resource Access Points - Sacramento Steps Forward	67	2.0%
21 Shelter Services - The Salvation Army	65	1.9%
22 Anton Arcade Apartments	65	1.9%
23 Volunteer Income Tax Assistance Program (Off Season)	63	1.9%
24 SHRA - Housing Choice Voucher Program	62	1.8%
25 Energy Crisis Intervention Program - Community Resource Project	56	1.7%
26 City of Sacramento 311	53	1.6%
27 Senior Legal Hotline	49	1.4%
28 Sacramento County DHA - Medi-Cal	48	1.4%
29 Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	48	1.4%
30 REACH - Pacific Gas & Electric	47	1.4%
Other Referrals	3,642	
Total Referrals	7,179	



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### **STATISTICS SUMMARY**

**June-19**

#### **PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>June '19</u></b>	<b><u>YTD</u></b>
Unique Visitors	11,818	60,088
Directory Searches	12,158	106,770
Resource Page Views	33,850	212,969
Total Page Views	46,008	319,739

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

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

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