



**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**  
**March-18**

**CALL VOLUME**

	<b>March '18</b>
Month of Mar.	11,545
Year to date - 2018	40,514

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

	<b>March '18</b>	<b>YTD</b>
Information	1,641	4,602
Referral	5,217	15,740
Total I&R calls	6,858	20,342
Follow-up	1,807	3,073
Advocacy	0	1
Crisis	0	6
Disaster	0	0
Total Calls with demographic info	8,665	23,422
Call Back	739	2,865
Silent/Static	781	2,681
Other	3,167	14,619

**OUTREACH ACTIVITY**

Month of Mar.	921
Year to date - 2018	2,653

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>	<b>March '18</b>	<b>% of Mar.</b>	<b>YTD</b>	<b>% of YTD</b>
Less than 18	32	<1%	76	<1%
18-20	100	1.2%	247	1.1%
21-29	638	7.4%	1,765	7.5%
30-39	909	10.5%	2,419	10.3%
40-49	879	10.1%	2,259	9.6%
50-59	1,199	13.8%	3,181	13.6%
Seniors - age 60+	4,021	46.4%	10,547	45.0%
Caller Declined	85	<1%	220	<1%
Did not Ask	802	9.3%	2,708	11.6%

<b>CALLER ETHNICITY</b>	<b>March '18</b>	<b>% of Mar.</b>	<b>YTD</b>	<b>% of YTD</b>
1 Caucasian	1,658	19.1%	4,659	19.9%
2 African American/Black	1,153	13.3%	3,250	13.9%
3 Hispanic / Latino	785	9.1%	2,103	9.0%
4 Asian	259	3.0%	649	2.8%
5 Multi-ethnic	175	2.0%	457	2.0%
6 Middle Eastern	79	<1%	211	<1%
7 Other	71	<1%	193	<1%
8 Pacific Islander / Native Hawaiian	66	<1%	142	<1%
9 Native American	43	<1%	128	<1%
10 Russian / Slavic	37	<1%	85	<1%
11 Caller Declined	296	3.4%	836	3.6%
12 Did not Ask	4,043	46.7%	10,709	45.7%



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**STATISTICS SUMMARY**

**March-18**

**CLIENT PROFILE (continued)**

<b><u>CALLER GENDER</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>March</u></b>	<b><u>'18 Mar.</u></b>		
Female	6,321	72.9%	17,031	72.7%
Male	2,334	26.9%	6,358	27.1%
Unknown	10	<1%	33	<1%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>March</u></b>	<b><u>'18 Mar.</u></b>		
1	3,363	38.8%	9,065	38.7%
2	1,228	14.2%	3,705	15.8%
3	469	5.4%	1,377	5.9%
4	268	3.1%	836	3.6%
5	121	1.4%	382	1.6%
6+	91	1.1%	284	1.2%
Unknown	3,125	36.1%	7,773	33.2%

<b><u>APPROXIMATE MONTHLY INCOME</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>March</u></b>	<b><u>'18 Mar.</u></b>		
Less than \$1,000	1,400	16.2%	3,786	16.2%
\$1,001 - \$1,500	519	6.0%	1,564	6.7%
\$1,501 - \$2,000	416	4.8%	1,323	5.6%
\$2,001 - \$2,500	366	4.2%	1,165	5.0%
\$2,501 - \$3,000	273	3.2%	841	3.6%
\$3,001 - \$4,000	221	2.6%	780	3.3%
\$4,001 - \$5,000	108	1.2%	401	1.7%
More than \$5,000	67	<1%	220	<1%
Unknown	5,295	61.1%	13,342	57.0%

<b><u>TOP SOURCES OF INCOME</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>March</u></b>	<b><u>'18 Mar.</u></b>		
1 Job	2,096	24.2%	5,439	23.2%
2 Social Security	1,620	18.7%	4,136	17.7%
3 SSI	942	10.9%	2,552	10.9%
4 Pension	871	10.1%	2,283	9.7%
5 SSD	320	3.7%	789	3.4%
6 None	284	3.3%	818	3.5%
7 TANF (CalWORKs)	284	3.3%	893	3.8%
8 General Assistance	92	1.1%	224	<1%
9 Unemployment	82	<1%	199	<1%
10 Other	49	<1%	131	<1%
11 Self-Employed	48	<1%	136	<1%
12 Family	38	<1%	81	<1%
13 Student Financial Aid	22	<1%	34	<1%
14 SDI	21	<1%	57	<1%
15 Child Support	11	<1%	30	<1%
16 Alimony	8	<1%	23	<1%
17 Workers Compensation	7	<1%	19	<1%
18 Insurance	2	<1%	6	<1%
19 AB 12 Foster Care	2	<1%	3	<1%
20 Unknown	1,866	21.5%	5,569	23.8%



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<b>TOP ZIP CODES (Mar. '18)</b>			<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>			<b># of CALLS</b>
1	95823	Sacramento	665	1	95823	Sacramento	1722
2	95821	Sacramento	361	2	95608	Carmichael	1024
3	95822	Sacramento	358	3	95821	Sacramento	959
4	95608	Carmichael	346	4	95822	Sacramento	933
5	95670	Rancho Cordova	345	5	95670	Rancho Cordova	907
6	95820	Sacramento	317	6	95621	Citrus Heights	854
7	95815	Sacramento	289	7	95815	Sacramento	821
8	95621	Citrus Heights	287	8	95828	Sacramento	742
9	95828	Sacramento	282	9	95820	Sacramento	721
10	95838	Sacramento	270	10	95838	Sacramento	709

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>		<b>March '18</b>	<b>% of Mar.</b>
<b>1</b>	<b>Income Support/Assistance</b>	<b>2,897</b>	<b>33.4%</b>
	Tax Information/Assistance Programs	2,787	32.2%
	General Relief/SSI/TANF	43	<1%
	Social Insurance Programs	17	<1%
<b>2</b>	<b>Housing</b>	<b>2,846</b>	<b>32.8%</b>
	Emergency Shelter/Transitional Housing	891	10.3%
	Housing Search Assistance	634	7.3%
	Low Income/Subsidized Housing	611	7.1%
	Landlord/Tenant Assistance	275	3.2%
	Rent Payment/Rent Deposit Assistance	226	2.6%
	Supportive Housing	117	1.4%
<b>3</b>	<b>Legal, Consumer, and Public Safety Services</b>	<b>1,103</b>	<b>12.7%</b>
	Legal Counseling and Representation	245	2.8%
	Family Law	174	2.0%
	Legal Education and Information	118	1.4%
	Specialized Legal Services	116	1.3%
	Law Enforcement Services	94	1.1%
	Records/Licenses/Permits	81	<1%
	Consumer Complaints	49	<1%
	Lawyer Referral Services	45	<1%
	Specialized State Courts	43	<1%
	Advocacy	42	<1%
<b>4</b>	<b>Individual, Family, and Community Support</b>	<b>503</b>	<b>5.8%</b>
	Case/Care Management	88	1.0%
	In-Home Assistance	74	<1%
	Domestic Animal Services	60	<1%
	Family Support Centers	47	<1%
	Support Groups	38	<1%
	Parenting Education	36	<1%
	Companionship	21	<1%
	Protective Services	19	<1%
<b>5</b>	<b>Information Services</b>	<b>475</b>	<b>5.5%</b>
	Information & Referral	317	3.7%
	Libraries/Printed Materials	67	<1%
	Information Lines	66	<1%
	Electronic Information Resources	25	<1%



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**March-18**

<b>6 Health Care</b>	<b>358</b>	<b>4.1%</b>
Health Insurance Information/Counseling	48	<1%
Medi-Cal/Public Medical Assistance Programs	41	<1%
Dental Care	39	<1%
Disease/Disability Specific Screening	23	<1%
Health Care Referrals	25	<1%
Assistive Technology Equipment	27	<1%
Emergency Room Care/General Medical Care	18	<1%
Community Clinics	32	<1%
Health Education	17	<1%
Mother and Infant Care	15	<1%
<b>7 Mental Health/Addictions</b>	<b>356</b>	<b>4.1%</b>
Substance Abuse Services	127	1.5%
Counseling Services	125	1.4%
Mental Health Evaluation and Treatment	38	<1%
Inpatient/Outpatient Mental Health Facilities	35	<1%
<b>8 Utility Assistance</b>	<b>335</b>	<b>3.9%</b>
Utility Services Payment Assistance	303	3.5%
Discounted Utility Services	23	<1%
<b>9 Food/Meals</b>	<b>261</b>	<b>3.0%</b>
Emergency Food/Food Pantries	167	1.9%
CalFresh and WIC	53	<1%
Meals (Home Delivered/Soup Kitchens/Congregate Meals)	41	<1%
<b>10 Clothing/Personal/Household Needs</b>	<b>160</b>	<b>1.8%</b>
Furniture	46	<1%
Clothing	40	<1%
Household Goods	34	<1%
Personal/Grooming	21	<1%
<b>11 Transportation</b>	<b>126</b>	<b>1.5%</b>
<b>12 Other Government/Economic Services</b>	<b>114</b>	<b>1.3%</b>
<b>13 Disaster Services</b>	<b>109</b>	<b>1.3%</b>

**TOP UNMET NEEDS**

**March '18**

<b>1</b> Homeless Motel Vouchers	25
<b>2</b> Tax Information/Assistance Programs	14
<b>3</b> Gas Money	11
<b>4</b> Homeless Shelter	9
<b>5</b> Rental Deposit Assistance	7
<b>6</b> Utility Service Payment Assistance	7
<b>7</b> Rent Payment Assistance	4
<b>8</b> In-Home Assistance	4



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**March-18**

<b>Most Frequently Referred Programs</b>	<b>March '18</b>	<b>% of Mar.</b>
1 2-1-1 Appointments - Volunteer Income Tax Assistance (VITA)	1,490	17.2%
2 Tax-Aide - AARP	901	10.4%
3 Sacramento Self Help Housing	327	3.8%
4 Family Assistance - Saint Vincent de Paul Society	216	2.5%
5 Utility Assistance - The Salvation Army	203	2.3%
6 Mercy Housing California	198	2.3%
7 Mutual Housing California	192	2.2%
8 Utility Bill Assistance - Travelers Aid	187	2.2%
9 Home Energy Assistance Program (HEAP)	180	2.1%
10 Community Housing Opportunities Corporation	169	2.0%
11 Rental Assistance - The Salvation Army	168	1.9%
12 Shelter Services - The Salvation Army	158	1.8%
13 Landlord Tenant Dispute Resolution - (Renters Helpline)	154	1.8%
14 Emergency Motel Vouchers - Francis House - A Program of Next Move	136	1.6%
15 Legal Services of Northern California	131	1.5%
16 Winter Sanctuary	129	1.5%
17 Rent Payment Assistance - Travelers Aid Emergency Assistance	121	1.4%
18 Resources for Independent Living	114	1.3%
19 Motel Vouchers - Travelers Aid	95	1.1%
20 Residential Family Shelter - Volunteers of America	87	1.0%
21 Diversion Eligibility Assessment - Francis House - A Program of Next Move	78	<1%
22 Men's Shelter - Volunteers of America	75	<1%
23 Superior Court of California - Family Law Facilitator/Self Help Center	73	<1%
24 Family Shelter - Next Move	72	<1%
25 Senior Legal Hotline	68	<1%
26 Men's Shelter, Clothing and Showers - Union Gospel Mission	63	<1%
27 Lawyer Referral and Information Service	60	<1%
28 Produce For All - Sacramento Food Bank & Family Services	56	<1%
29 Love in the Name of Christ	53	<1%
30 Medi-Cal	52	<1%

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b>March '18</b>	<b>YTD</b>
Number of Online Searches	21,334	58,196
Visits from Unique IP Addresses	12,885	31,435