



2-1-1 sacramento
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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
March-19

CALL VOLUME

Mar. '19

| | |
|---------------------|--------|
| Month of March | 12,805 |
| Year to date - 2019 | 42,781 |

TYPE OF CALLS

YEAR TO DATE (YTD)

| | | |
|-----------------------------------|-------|--------|
| Information | 1,230 | 4,026 |
| Referral | 4,695 | 15,698 |
| Total I&R calls | 5,925 | 19,724 |
| Follow-up | 1,826 | 2,906 |
| Advocacy | 0 | 1 |
| Crisis | 6 | 0 |
| Disaster | 0 | 1 |
| Outreach | 0 | 2 |
| Total Calls with Demographic Info | 7,757 | 22,634 |
| Call Back | 1,140 | 2,936 |
| Silent/Static | 374 | 1,677 |
| Other | 5,360 | 18,431 |

COURT OUTREACH ACTIVITY

| | |
|---------------------|-------|
| Month of March | 943 |
| Year to date - 2019 | 2,819 |

CLIENT PROFILE

AGE RANGES OF CALLERS

Mar. '19

% of

YTD

% of YTD

| | | | | |
|-------------------|-------|-------|--------|-------|
| Less than 18 | 31 | <1% | 78 | <1% |
| 18-20 | 101 | 1.3% | 273 | 1.2% |
| 21-29 | 440 | 5.7% | 1,463 | 6.5% |
| 30-39 | 581 | 7.5% | 2,061 | 9.1% |
| 40-49 | 577 | 7.4% | 1,855 | 8.2% |
| 50-59 | 955 | 12.3% | 2,765 | 12.2% |
| Seniors - age 60+ | 4,060 | 52.3% | 10,910 | 48.2% |
| Caller Declined | 33 | <1% | 111 | <1% |
| Did not Ask | 979 | 12.6% | 3,127 | 13.8% |

CALLER ETHNICITY

Mar. '19

% of

YTD

% of YTD

| | | | | |
|--------------------------------------|-------|-------|-------|-------|
| 1 Caucasian | 1,234 | 15.9% | 3,473 | 15.3% |
| 2 African American/Black | 831 | 10.7% | 2,457 | 10.9% |
| 3 Hispanic / Latino | 607 | 7.8% | 1,733 | 7.7% |
| 4 Asian | 147 | 1.9% | 460 | 2.0% |
| 5 Multi-ethnic | 145 | 1.9% | 408 | 1.8% |
| 6 Pacific Islander / Native Hawaiian | 51 | <1% | 138 | <1% |



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|------------------------------|-------|-------|--------|-------|
| 7 Other | 47 | <1% | 129 | <1% |
| 8 Middle Eastern | 29 | <1% | 130 | <1% |
| 9 Native American | 21 | <1% | 68 | <1% |
| 10 Russian / Slavic | 16 | <1% | 48 | <1% |
| 11 Caller declined to answer | 111 | 1.4% | 532 | 2.4% |
| 12 Did not ask | 4,518 | 58.2% | 13,067 | 57.7% |

| | | | | |
|--------------------------------------|-----|------|-------|------|
| Military/Veterans | 645 | 8.3% | 1,807 | 8.0% |
| First 5 Families/Children 0-5 | 448 | 5.8% | 1,688 | 7.5% |

| CALLER GENDER | Mar. '19 | % of | YTD | % of YTD |
|----------------------|-----------------|-------------|------------|-----------------|
| Female | 5,591 | 72.1% | 16,239 | 71.7% |
| Male | 2,129 | 27.4% | 6,348 | 28.0% |
| Unknown | 37 | <1% | 56 | <1% |

| NUMBER IN HOUSEHOLD | Mar. '19 | % of | YTD | % of YTD |
|----------------------------|-----------------|-------------|------------|-----------------|
| 1 | 2,996 | 38.6% | 9,501 | 42.0% |
| 2 | 1,003 | 12.9% | 3,491 | 15.4% |
| 3 | 281 | 3.6% | 1,140 | 5.0% |
| 4 | 196 | 2.5% | 695 | 3.1% |
| 5 | 104 | 1.3% | 366 | 1.6% |
| 6+ | 73 | <1% | 270 | 1.2% |
| Unknown | 3,104 | 40.0% | 7,180 | 31.7% |

| APPROXIMATE MONTHLY INCOME | Mar. '19 | % of | YTD | % of YTD |
|-----------------------------------|-----------------|-------------|------------|-----------------|
| Less than \$1,000 | 1,006 | 13.0% | 3,114 | 13.8% |
| \$1,001 - \$1,500 | 491 | 6.3% | 1,495 | 6.6% |
| \$1,501 - \$2,000 | 414 | 5.3% | 1,277 | 5.6% |
| \$2,001 - \$2,500 | 315 | 4.1% | 1,152 | 5.1% |
| \$2,501 - \$3,000 | 219 | 2.8% | 853 | 3.8% |
| \$3,001 - \$4,000 | 243 | 3.1% | 848 | 3.7% |
| \$4,001 - \$5,000 | 115 | 1.5% | 402 | 1.8% |
| More than \$5,000 | 73 | <1% | 266 | 1.2% |
| Unknown | 4,881 | 62.9% | 13,236 | 58.5% |

| TOP SOURCES OF INCOME | Mar. '19 | % of | YTD | % of YTD |
|------------------------------|-----------------|-------------|------------|-----------------|
| 1 SS | 1,788 | 23.1% | 4,551 | 20.1% |
| 2 Job | 1,602 | 20.7% | 4,964 | 21.9% |
| 3 Pension | 863 | 11.1% | 2,329 | 10.3% |
| 4 SSI | 584 | 7.5% | 1,907 | 8.4% |
| 5 None | 292 | 3.8% | 825 | 3.6% |



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| 6 | SSD (SSDI) | 229 | 3.0% | 675 | 3.0% |
| 7 | TANF (CalWORKs) | 186 | 2.4% | 649 | 2.9% |
| 8 | Unemployment | 78 | 1.0% | 196 | <1% |
| 9 | General Assistance | 55 | <1% | 187 | <1% |
| 10 | Self-Employed | 49 | <1% | 146 | <1% |
| 11 | Other | 47 | <1% | 147 | <1% |
| 12 | SDI | 24 | <1% | 52 | <1% |
| 13 | Workers Compensation | 15 | <1% | 27 | <1% |
| 14 | Alimony | 11 | <1% | 22 | <1% |
| 15 | Child Support | 10 | <1% | 39 | <1% |
| 16 | Family | 10 | <1% | 58 | <1% |
| 17 | Student Financial Aid | 5 | <1% | 22 | <1% |
| 18 | AB 12 Foster Care | 2 | <1% | 6 | <1% |
| 19 | Insurance | 0 | 0.0% | 2 | <1% |
| 20 | Unknown | 1,907 | 24.6% | 5,839 | 25.8% |

| TOP ZIP CODES (Mar. '19) | | | # of CALLS | TOP ZIP CODES (YTD) | | | # of CALLS |
|---------------------------------|-------|-----------------|-------------------|----------------------------|-------|-----------------|-------------------|
| 1 | 95823 | Sacramento | 512 | 1 | 95823 | Sacramento | 1,528 |
| 2 | 95608 | Carmichael | 302 | 2 | 95608 | Carmichael | 947 |
| 3 | 95821 | Sacramento | 286 | 3 | 95821 | Sacramento | 890 |
| 4 | 95822 | Sacramento | 273 | 4 | 95670 | Rancho Cordova | 773 |
| 5 | 95828 | Sacramento | 269 | 5 | 95822 | Sacramento | 760 |
| 6 | 95670 | Rancho Cordova | 268 | 6 | 95825 | Sacramento | 756 |
| 7 | 95621 | Citrus Heights | 233 | 7 | 95621 | Citrus Heights | 750 |
| 8 | 95825 | Sacramento | 225 | 8 | 95828 | Sacramento | 692 |
| 9 | 95660 | North Highlands | 215 | 9 | 95660 | North Highlands | 670 |
| 10 | 95831 | Sacramento | 209 | 10 | 95815 | Sacramento | 615 |

NEEDS AND RESOURCES

| TOP NEEDS EXPRESSED¹ | Mar. '19 | % of ³ |
|---|-----------------|--------------------------|
| 1 Employment & Income² | 2,339 | 30.2% |
| Tax Preparation | 2,222 | 28.6% |
| Job Search Assistance | 66 | <1% |
| Financial Assistance - Government & Other Assistance Programs | 24 | <1% |
| Money Management | 15 | <1% |



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| 2 Housing & Shelter² | 1,665 | 21.5% |
| Low-Cost Housing/Moving Assistance | 628 | 8.1% |
| Shelters | 477 | 6.1% |
| Rent Assistance/Motel Vouchers | 320 | 4.1% |
| Landlord /Tenant Issues | 97 | 1.3% |
| Contact Information for Housing and Shelter Organizations | 89 | 1.1% |
| Home Repair/Maintenance | 41 | <1% |
| 3 Government & Legal² | 613 | 7.9% |
| Contact Information for Government & Legal Organizations | 193 | 2.5% |
| Legal Assistance - Counseling, Aid and/or Representation | 148 | 1.9% |
| Child & Family Law | 143 | 1.8% |
| Government/Law Enforcement/Judicial Services | 123 | 1.6% |
| 4 Healthcare² | 265 | 3.4% |
| Nursing Homes & Adult Care | 67 | <1% |
| Health Insurance | 55 | <1% |
| Medical Providers | 47 | <1% |
| Health Services - Screening, Testing, Immunizations | 27 | <1% |
| Medical Equipment | 22 | <1% |
| Dental Care | 19 | <1% |
| Eye Care | 12 | <1% |
| Contact Information for Healthcare Organizations | 7 | <1% |
| Reproductive Health | 5 | <1% |
| Prescription Assistance | 3 | <1% |
| Funeral/Burial Assistance | 1 | <1% |
| 5 Food/Meals² | 178 | 2.3% |
| Food Pantries | 107 | 1.4% |
| CalFresh and WIC | 56 | <1% |
| Home-Delivered Meals | 10 | <1% |
| Meals - Soup Kitchens/Congregate Meals | 5 | <1% |
| 6 Mental Health & Addictions² | 222 | 2.9% |
| Mental Health Services - Assessment, Screening, Testing, Counseling | 96 | 1.2% |
| Substance Abuse & Addictions | 68 | <1% |
| Crisis Intervention & Suicide | 30 | <1% |
| Mental Health Facilities | 23 | <1% |
| 7 Utilities² | 182 | 2.3% |
| Utility Payment Assistance | 160 | 2.1% |
| Contact Information for Utility Organizations | 8 | <1% |
| Phone Payment Assistance | 6 | <1% |



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| 8 Clothing/Personal/Household Needs² | 116 | 1.5% |
| Clothing | 35 | <1% |
| Furniture | 31 | <1% |
| Personal/Grooming | 25 | <1% |
| Appliances | 14 | <1% |
| 9 Transportation Assistance² | 96 | 1.2% |
| Public Transportation | 41 | <1% |
| Medical Transportation | 33 | <1% |
| Emergency Out-of-Town Travel | 14 | <1% |
| Automobile Assistance | 8 | <1% |
| 10 Child Care & Parenting² | 42 | <1% |
| Child Care | 25 | <1% |
| Parenting Education | 17 | <1% |
| 11 Education | 13 | <1% |
| 12 Disaster | 10 | <1% |

TOP UNMET NEEDS

Mar. '19

| | |
|--|----|
| 1 Homeless Motel Vouchers | 13 |
| 2 Long Distance Bus Passenger Services | 8 |
| 3 Tax Assistance | 5 |
| 4 Food Stamps/SNAP Applications | 3 |
| 6 Housing Related Coordinated Entry | 3 |
| 7 Rental Deposit Assistance | 3 |
| 8 Utility Service Payment Assistance | 3 |

Most Frequently Referred Programs

Mar. '19

% of

| | | |
|---|-------|-------|
| 1 2-1-1 Appointments - Volunteer Income Tax Assistance Program | 1,535 | 19.8% |
| 2 Tax-Aide - AARP - Site: Tax-Aide - AARP | 921 | 11.9% |
| 3 Sacramento Self Help Housing | 265 | 3.4% |
| 4 Family Assistance - Saint Vincent de Paul Society | 192 | 2.5% |
| 5 Rental Assistance - The Salvation Army | 179 | 2.3% |
| 6 Diversion Eligibility Assessment - Francis House Center | 118 | 1.5% |
| 7 Core Services - Resources for Independent Living | 108 | 1.4% |
| 8 Rent Payment Assistance - Travelers Aid | 100 | 1.3% |
| 9 Housing Resource Access Points - Sacramento Steps Forward | 93 | 1.2% |
| 10 Home Energy Assistance Program - Community Resource Project | 90 | 1.2% |
| 11 Mutual Housing California | 88 | 1.1% |
| 12 Mercy Housing California | 84 | 1.1% |
| 13 Utility Assistance - The Salvation Army | 84 | 1.1% |
| 14 Landlord Tenant Dispute Resolution (Renters Helpline) - SHRA | 79 | 1.0% |
| 15 Community Housing Opportunities Corporation | 76 | <1% |



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March-19

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|----|--|-------|-----|
| 16 | Legal Services of Northern California | 74 | <1% |
| 17 | Shelter Services - The Salvation Army | 72 | <1% |
| 18 | Utility Bill Assistance - Travelers Aid | 69 | <1% |
| 19 | Winter Sanctuary Program | 66 | <1% |
| 20 | Housing Choice Voucher Program - SHRA | 50 | <1% |
| 21 | Energy Crisis Intervention Program - Community Resource Project | 50 | <1% |
| 22 | Lawyer Referral and Information Service | 48 | <1% |
| 23 | Men's Shelter - Volunteers of America | 48 | <1% |
| 24 | Emergency Motel Vouchers - Francis House - A Program of Next Move | 46 | <1% |
| 25 | Family Shelter - Next Move | 44 | <1% |
| 26 | Motel Vouchers - Travelers Aid | 44 | <1% |
| 27 | Family Promise of Sacramento | 43 | <1% |
| 28 | Medi-Cal | 43 | <1% |
| 29 | Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento | 43 | <1% |
| 30 | Residential Family Shelter - Volunteers of America | 42 | <1% |
| | Other Referrals | 3,315 | |
| | Total Referrals | 8,109 | |

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

| | <u>Mar. '19</u> | <u>YTD</u> |
|---------------------|------------------------|-------------------|
| Unique Visitors | 14,726 | 37,536 |
| Directory Searches | 21,039 | 63,395 |
| Resource Page Views | 36,339 | 109,855 |
| Total Page Views | 57,378 | 173,250 |

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%.