

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-20

CALL VOLUME

March '20

Month of March 16,369
Year to date - 2020 48,628

TYPE OF CALLS

YEAR TO DATE (YTD)

| | | |
|-----------------------------------|-------|--------|
| Information | 1,706 | 4,130 |
| Referral | 3,669 | 13,382 |
| Total I&R calls | 5,375 | 17,512 |
| Follow-up | 357 | 816 |
| Advocacy | 5 | 15 |
| Crisis | 3 | 4 |
| Disaster | 2,104 | 2,106 |
| Outreach | 1 | 5 |
| Total Calls with Demographic Info | 7,845 | 20,458 |
| Call Back | 841 | 4,174 |
| Silent/Static | 326 | 859 |
| Other | 6,650 | 22,396 |

COURT OUTREACH ACTIVITY

Month of March *Number Reflects Clients Served 62
Year to date - 2020 1,641

CLIENT PROFILE

AGE RANGES OF CALLERS

March '20

% of

YTD

% of YTD

| | | | | |
|-------------------|-------|-------|-------|-------|
| Less than 18 | 18 | <1% | 46 | <1% |
| 18-20 | 53 | <1% | 170 | <1% |
| 21-29 | 449 | 5.7% | 1,278 | 6.2% |
| 30-39 | 630 | 8.0% | 1,755 | 8.6% |
| 40-49 | 557 | 7.1% | 1,518 | 7.4% |
| 50-59 | 710 | 9.1% | 2,097 | 10.3% |
| Seniors - age 60+ | 2,190 | 27.9% | 7,767 | 38.0% |
| Caller Declined | 27 | <1% | 66 | <1% |
| Did not Ask | 3,277 | 41.8% | 6,056 | 29.6% |

CALLER ETHNICITY

March '20

% of

YTD

% of YTD

| | | | | |
|--------------------------|-----|-------|-------|-------|
| 1 Caucasian | 978 | 12.5% | 4,001 | 19.6% |
| 2 African American/Black | 789 | 10.1% | 2,716 | 13.3% |
| 3 Hispanic / Latino | 528 | 6.7% | 1,828 | 8.9% |
| 4 Other | 181 | 2.3% | 460 | 2.2% |
| 5 Multi-ethnic | 119 | 1.5% | 412 | 2.0% |

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|--------------------------------------|-------|-------|--------|-------|
| 6 Asian | 96 | 1.2% | 427 | 2.1% |
| 7 Native American | 38 | <1% | 127 | <1% |
| 8 Russian / Slavic | 35 | <1% | 79 | <1% |
| 9 Pacific Islander / Native Hawaiian | 31 | <1% | 108 | <1% |
| 10 Middle Eastern | 22 | <1% | 82 | <1% |
| 11 Caller declined to answer | 89 | 1.1% | 295 | 1.4% |
| 12 Did not ask | 5,005 | 63.8% | 10,218 | 49.9% |
| Military/Veterans | 314 | 4.0% | 1,182 | 5.8% |
| First 5 Families/Children 0-5 | 479 | 6.1% | 1,575 | 7.7% |

CALLER GENDER

March '20 **% of**

YTD **% of YTD**

| | | | | |
|-----------------|-------|-------|--------|-------|
| Female | 3,955 | 50.4% | 11,805 | 57.7% |
| Male | 1,904 | 24.3% | 5,023 | 24.6% |
| Unknown | 79 | 1.0% | 180 | <1% |
| Intersex | 11 | <1% | 26 | <1% |
| Trans Female | 3 | <1% | 14 | <1% |
| Trans Male | 1 | <1% | 6 | <1% |
| Non-binary | 0 | 0.0% | 4 | <1% |
| Caller Declined | 10 | <1% | 54 | <1% |
| Did not ask | 1,948 | 24.8% | 3,641 | 17.8% |

NUMBER IN HOUSEHOLD

March '20 **% of**

YTD **% of YTD**

| | | | | |
|---------|-------|-------|-------|-------|
| 1 | 2,337 | 29.8% | 7,402 | 36.2% |
| 2 | 1,035 | 13.2% | 3,307 | 16.2% |
| 3 | 350 | 4.5% | 1,179 | 5.8% |
| 4 | 231 | 2.9% | 734 | 3.6% |
| 5 | 121 | 1.5% | 396 | 1.9% |
| 6+ | 113 | 1.4% | 315 | 1.5% |
| Unknown | 3,724 | 47.5% | 7,420 | 36.3% |

APPROXIMATE MONTHLY INCOME

March '20 **% of**

YTD **% of YTD**

| | | | | |
|-------------------|-------|-------|--------|-------|
| No Income | 333 | 4.2% | 333 | 1.6% |
| Less than \$1000 | 783 | 10.0% | 2,565 | 12.5% |
| \$1,001 - \$1,500 | 332 | 4.2% | 1,168 | 5.7% |
| \$1,501 - \$2,000 | 283 | 3.6% | 1,231 | 6.0% |
| \$2,001 - \$2,500 | 182 | 2.3% | 943 | 4.6% |
| \$2,501 - \$3,000 | 134 | 1.7% | 401 | 2.0% |
| \$3,001 - \$4,000 | 132 | 1.7% | 808 | 3.9% |
| \$4001 - \$5000 | 74 | <1% | 392 | 1.9% |
| More than \$5,000 | 50 | <1% | 242 | 1.2% |
| Unknown | 5,608 | 71.5% | 12,670 | 61.9% |

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| TOP SOURCES OF INCOME | March '20 | % of | YTD | % of YTD |
|--------------------------------------------|------------------|-------------|------------|-----------------|
| 1 Job | 871 | 11.1% | 2,878 | 14.1% |
| 2 SS | 642 | 8.2% | 2,260 | 11.0% |
| 3 SSI | 557 | 7.1% | 1,209 | 5.9% |
| 4 None | 378 | 4.8% | 857 | 4.2% |
| 5 Pension | 212 | 2.7% | 1,095 | 5.4% |
| 6 TANF (CalWORKs) | 191 | 2.4% | 610 | 3.0% |
| 7 SSD (SSDI) | 154 | 2.0% | 454 | 2.2% |
| 8 General Assistance | 69 | <1% | 168 | <1% |
| 9 Self-Employed | 49 | <1% | 85 | <1% |
| 10 Unemployment | 48 | <1% | 121 | <1% |
| 11 Other | 27 | <1% | 131 | <1% |
| 12 SDI | 19 | <1% | 73 | <1% |
| 13 Child Support | 15 | <1% | 35 | <1% |
| 14 Workers Comp | 11 | <1% | 26 | <1% |
| 15 Student Financial Aid | 9 | <1% | 16 | <1% |
| 16 Family | 5 | <1% | 10 | <1% |
| 17 Alimony | 4 | <1% | 17 | <1% |
| 18 AB 12 Foster Care | 2 | <1% | 4 | <1% |
| 19 Insurance | 2 | <1% | 6 | <1% |
| 20 Unknown (caller declined + did not ask) | 4,646 | 59.2% | 10,698 | 52.3% |

| TOP ZIP CODES (March '20) | | | | TOP ZIP CODES (YTD) | | | |
|-----------------------------------|-------|----------------|-------------------|----------------------------|-------|------------|-------------------|
| | | | # of CALLS | | | | # of CALLS |
| 1 | 95823 | Sacramento | 366 | 1 | 95823 | Sacramento | 1,138 |
| 2 | 95821 | Sacramento | 235 | 2 | 95821 | Sacramento | 649 |
| 3 | 95815 | Sacramento | 223 | 3 | 95828 | Sacramento | 579 |
| 4 | 95820 | Sacramento | 183 | 4 | 95825 | Sacramento | 557 |
| 5 | 95828 | Sacramento | 183 | 5 | 95815 | Sacramento | 545 |
| 6 | 95825 | Sacramento | 182 | 6 | 95822 | Sacramento | 529 |
| 7 | 95838 | Sacramento | 182 | 7 | 95826 | Sacramento | 529 |
| 8 | 95822 | Sacramento | 180 | 8 | 95838 | Sacramento | 488 |
| 9 | 95826 | Sacramento | 168 | 9 | 95820 | Sacramento | 464 |
| 10 | 95670 | Rancho Cordova | 161 | 10 | 95608 | Carmichael | 432 |

NEEDS AND RESOURCES

| TOP NEEDS EXPRESSED¹ | March '20 | % of ³ |
|----------------------------------------------|------------------|--------------------------|
| 1 Housing & Shelter ² | 3,236 | 41.2% |
| Low Income/Subsidized Rental Housing | 990 | 12.6% |
| Transitional Housing/Shelters/Motel Vouchers | 955 | 12.2% |
| Rent Assistance | 934 | 11.9% |
| Landlord /Tenant Issues | 197 | 2.5% |

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|----------------------------------------------------------|--------------|---------------|
| Contact Information for Housing & Shelter Organizations | 98 | 1.2% |
| Home Repair/Maintenance | 35 | <1% |
| Mortgage Assistance | 19 | <1% |
| 2 Disaster/COVID-19 | 2,762 | 35.2% |
| 3 Employment & Income | 1,551 | 19.8% |
| Tax Preparation | 1,369 | 17.5% |
| Financial Assistance | 69 | <1% |
| Job Search Assistance | 60 | <1% |
| Unemployment Benefits | 40 | <1% |
| 4 Food/Meals² | 999 | 12.7% |
| Food Pantries | 626 | 8.0% |
| CalFresh and WIC | 208 | 2.7% |
| Home Delivered Meals | 116 | 1.5% |
| Meals - Soup Kitchens/Congregate Meals | 44 | <1% |
| 5 Government & Legal | 653 | 8.3% |
| Contact Information for Government & Legal Organizations | 193 | 2.5% |
| Law Enforcement/Judicial Services | 181 | 2.3% |
| Child Care & Parenting | 153 | 2.0% |
| Legal Assistance | 120 | 1.5% |
| Immigration Assistance | 6 | <1% |
| 6 Healthcare² | 335 | 4.3% |
| Medical Providers | 126 | 1.6% |
| Nursing Hoems & Adult Care | 65 | <1% |
| Health Insurance Information/Counseling | 50 | <1% |
| Disease/Disability Specific Screening | 31 | <1% |
| Dental Care | 20 | <1% |
| Contact Information for Healthcare Organizations | 13 | <1% |
| Assistive Technology Equipment | 12 | <1% |
| 7 Utilities² | 289 | 3.7% |
| Utility Payment Assistance | 253 | 3.2% |
| Contact Information for Utilities Organizations | 20 | <1% |
| Phone & Internet Payment Assistance | 10 | <1% |
| 8 Mental Health & Addictions² | 255 | 3.3% |
| Crisis Intervention & Suicide | 92 | 1.2% |
| Mental Health Evaluation and Treatment | 86 | 1.1% |
| Substance Abuse Services | 38 | <1% |
| Inpatient/Outpatient Mental Health Facilities | 36 | <1% |
| 9 Clothing/Personal/Household Needs² | 119 | 1.5% |
| Clothing | 38 | <1% |
| Household Goods | 31 | <1% |
| Personal/Grooming | 32 | <1% |
| 10 Transportation Assistance² | 65 | <1% |
| Public Transportation | 42 | <1% |
| Medical Transportation | 14 | <1% |

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| Automobile Assistance | 7 | <1% |
| 11 Education | 26 | <1% |
| 12 Child Care & Parenting | 30 | <1% |

TOP UNMET NEEDS

March '20

| | |
|------------------------------|----|
| 1 Homeless Motel Vouchers | 99 |
| 2 Tax Preparation Assistance | 22 |
| 3 Homeless/Emergency Shelter | 22 |
| 4 Food Pantries | 11 |
| 5 Rent Payment Assistance | 11 |
| 6 Grocery Ordering/Delivery | 11 |

Most Frequently Referred Programs

March '20

% of

| | | |
|-------------------------------------------------------------------------------------|-------|-------|
| 1 2-1-1 Sacramento Disaster Resources | 1,257 | 16.0% |
| 2 2-1-1 Appointments - Volunteer Income Tax Assistance Program | 715 | 9.1% |
| 3 Tax-Aide - AARP | 465 | 5.9% |
| 4 Housing Assistance - Sacramento Self Help Housing | 337 | 4.3% |
| 5 Rental Assistance - The Salvation Army | 299 | 3.8% |
| 6 Family Assistance - Saint Vincent de Paul Society | 285 | 3.6% |
| 7 North A Street Shelter - Volunteers of America | 220 | 2.8% |
| 8 Rent Payment Assistance - Travelers Aid | 218 | 2.8% |
| 9 Motel Vouchers - Travelers Aid | 200 | 2.5% |
| 10 Motel Vouchers - The Salvation Army | 170 | 2.2% |
| 11 Diversion Eligibility Assessment - Francis House Center | 168 | 2.1% |
| 12 Core Services - Resources for Independent Living | 163 | 2.1% |
| 13 Food - Produce for All - Sacramento Food Bank & Family Services | 130 | 1.7% |
| 14 Renters Helpline - Sacramento Self Help Housing | 129 | 1.6% |
| 15 CalFresh | 124 | 1.6% |
| 16 Mutual Housing California | 108 | 1.4% |
| 17 Choice Model Emergency Food Distribution: River City Food Bank | 105 | 1.3% |
| 18 Home Energy Assistance Program (HEAP) - Community Resource Project | 102 | 1.3% |
| 19 Mercy Housing California | 101 | 1.3% |
| 20 Home Delivered Meals Program - Meals on Wheels by ACC | 101 | 1.3% |
| 21 River City Food Bank @ The Center at St. Matthew's | 99 | 1.3% |
| 22 Food Closet - The Salvation Army | 91 | 1.2% |
| 23 Sacramento County Senior and Adult Services Division - Adult Protective Services | 87 | 1.1% |
| 24 Legal Services of Northern California | 82 | 1.0% |
| 25 Utility Assistance - The Salvation Army | 82 | 1.0% |
| 26 United States Internal Revenue Service - Taxpayer Assistance Center | 80 | 1.0% |
| 27 Community Housing Opportunities Corporation | 80 | 1.0% |
| 28 CalFresh Application Assistance - 2-1-1 Sacramento | 78 | 1.0% |
| 29 Utility Bill Assistance - Travelers Aid | 78 | 1.0% |
| 30 Housing Resource Access Points - Sacramento Steps Forward | 78 | 1.0% |
| Other Referrals | 4,749 | 60.5% |

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Total Referrals 10,981

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

| | <u>March '20</u> | <u>YTD</u> |
|---------------------|-------------------------|-------------------|
| Unique Visitors | 11,721 | 31,371 |
| Directory Searches | 18,262 | 51,043 |
| Resource Page Views | 27,265 | 82,892 |
| Total Page Views | 45,527 | 133,935 |

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%.