



2-1-1 sacramento
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2-1-1 Sacramento
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
May-18

CALL VOLUME

May '18

Month of May	6,537
Year to date - 2018	55,318

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,382	7,800
Referral	3,573	23,405
Total I&R calls	4,955	31,205
Follow-up	364	4,419
Advocacy	0	1
Crisis	2	8
Disaster	0	0
Total Calls with demographic info	5,321	35,633
Call Back	97	3,210
Silent/Static	706	4,080
Other	777	16,814

OUTREACH ACTIVITY

Month of May	1,020
Year to date - 2018	4,734

CLIENT PROFILE

AGE RANGES OF CALLERS

May '18

May

YTD

% of YTD

Less than 18	39	<1%	154	<1%
18-20	78	1.5%	403	1.1%
21-29	529	9.9%	2,919	8.2%
30-39	772	14.5%	4,032	11.3%
40-49	633	11.9%	3,571	10.0%
50-59	751	14.1%	4,960	13.9%
Seniors - age 60+	1,266	23.8%	14,165	39.8%
Caller Declined	124	2.3%	488	1.4%
Did not Ask	1,129	21.2%	4,941	13.9%

CALLER ETHNICITY

May '18

May

YTD

% of YTD

1 African American/Black	1,020	19.2%	5,352	15.0%
2 Caucasian	781	14.7%	6,496	18.2%
3 Hispanic / Latino	394	7.4%	3,065	8.6%
4 Multi-ethnic	177	3.3%	805	2.3%
5 Asian	98	1.8%	890	2.5%
6 Middle Eastern	41	<1%	300	<1%
7 Native American	35	<1%	214	<1%



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8 Other	31	<1%	271	<1%
10 Pacific Islander / Native Hawaiian	25	<1%	206	<1%
11 Russian / Slavic	4	<1%	103	<1%
12 Caller Declined	204	3.8%	1,275	3.6%
13 Did Not Ask	2,511	47.2%	16,656	46.7%

Military/Veterans	233	4.4%	2,371	6.7%
First 5 Families Children 0-5	719	13.5%	3,368	9.5%

CALLER GENDER	May '18	May	YTD	% of YTD
Female	3,953	74.3%	25,900	72.7%
Male	1,360	25.6%	9,679	27.2%
Unknown	8	<1%	54	<1%

NUMBER IN HOUSEHOLD	May '18	May	YTD	% of YTD
1	1,757	33.0%	13,306	37.3%
2	784	14.7%	5,381	15.1%
3	477	9.0%	2,317	6.5%
4	293	5.5%	1,394	3.9%
5	136	2.6%	674	1.9%
6+	63	1.2%	430	1.2%
Unknown	1,811	34.0%	12,131	34.0%

APPROXIMATE MONTHLY INCOME	May '18	May	YTD	% of YTD
Less than \$1,000	1,233	23.2%	6,315	17.7%
\$1,001 - \$1,500	352	6.6%	2,271	6.4%
\$1,501 - \$2,000	191	3.6%	1,794	5.0%
\$2,001 - \$2,500	100	1.9%	1,457	4.1%
\$2,501 - \$3,000	54	1.0%	1,026	2.9%
\$3,001 - \$4,000	43	<1%	937	2.6%
\$4,001 - \$5,000	13	<1%	462	1.3%
More than \$5,000	7	<1%	249	<1%
Unknown	3,328	62.5%	21,122	59.3%

TOP SOURCES OF INCOME	May '18	May	YTD	% of YTD
1 SSI	1,006	18.9%	4,551	12.8%
2 Job	791	14.9%	7,614	21.4%
3 Social Security	454	8.5%	5,499	15.4%
4 TANF (CalWORKs)	444	8.3%	1,789	5.0%
5 None	289	5.4%	1,397	3.9%
6 SSD	236	4.4%	1,300	3.6%



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7	Pension	93	1.7%	2,824	7.9%
8	Unemployment	79	<1%	332	<1%
9	General Assistance	76	1.4%	396	1.1%
10	Self-Employed	33	<1%	199	<1%
11	Other	24	<1%	181	<1%
12	Family	22	<1%	134	<1%
13	SDI	21	<1%	100	<1%
14	Child Support	14	<1%	56	<1%
15	Alimony	7	<1%	31	<1%
16	Workers Compensation	6	<1%	29	<1%
17	Student Financial Aid	5	<1%	47	<1%
18	AB 12 Foster Care	3	<1%	9	<1%
19	Insurance	0	<1%	8	<1%
20	Unknown	1,718	32.3%	9,137	25.6%

TOP ZIP CODES (May '18) # of CALLS

1	95823 Sacramento	443
2	95821 Sacramento	339
3	95815 Sacramento	275
4	95838 Sacramento	200
5	95828 Carmichael	192
6	95820 Sacramento	184
7	95825 Sacramento	177
8	95608 Sacramento	175
9	95826 Rancho Cordova	164
10	95817 Sacramento	154

TOP ZIP CODES (YTD) # of CALLS

1	95823 Sacramento	2801
2	95821 Carmichael	1582
3	95608 Sacramento	1457
4	95815 Sacramento	1434
5	95822 Sacramento	1333
6	95670 Rancho Cordova	1270
7	95828 Sacramento	1218
8	95838 Citrus Heights	1162
9	95820 Sacramento	1151
10	95621 Sacramento	1078

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED *

May '18

May

1	Housing & Shelter	3,239	60.9%
	Low-Cost Housing/Moving Assistance	1,415	26.6%
	Shelters	780	14.7%
	Rent Assistance/Motel Vouchers	546	10.3%
	Landlord /Tenant Issues	329	6.2%
2	Government & Legal	1,088	20.4%
	Legal Assistance - Counseling, Aid and/or Representation	367	6.9%
	Government/Law Enforcement/Judicial Services	308	5.8%
	Child & Family Law	235	4.4%
	Government/Legal Referrals	171	3.2%



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3 Healthcare	579	10.9%
Nursing Homes & Adult Care	142	2.7%
Health Insurance	136	2.6%
Medical Providers	103	1.9%
Health Services - Screening, Testing, Immunizations	67	1.3%
Dental Care	32	<1%
Medical Equipment	28	<1%
Eye Care	21	<1%
Funeral/Burial Assistance	17	<1%
4 Mental Health & Addictions	410	7.7%
Mental Health Services - Assessment, Screening, Testing, Counseling	179	3.4%
Substance Abuse & Addictions	128	2.4%
Crisis Intervention & Suicide	56	1.1%
Mental Health Facilities	39	<1%
5 Food/Meals	337	6.3%
Food Pantries	215	4.0%
CalFresh and WIC	82	1.5%
Meals - Soup Kitchens/Congregate Meals	25	<1%
Home-Delivered Meals	12	<1%
6 Utilities	331	6.2%
Utility Payment Assistance	283	5.3%
Contact Information for Utility Organizations	25	<1%
Phone Payment Assistance	15	<1%
7 Employment & Income	310	5.8%
Tax Preparation	103	1.9%
Financial Assistance - Government & Other Assistance Programs	78	1.5%
Job Search Assistance	75	1.4%
Money Management	26	<1%
8 Clothing/Personal/Household Needs	201	3.8%
Furniture	81	1.5%
Clothing	63	1.2%
Appliances	31	<1%
Personal/Grooming	23	<1%
9 Transportation Assistance	118	2.2%
Medical Transportation	59	1.1%
Public Transportation	43	<1%
Automobile Assistance	12	<1%



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10 Child Care & Parenting	79	1.5%
Child Care	42	<1%
Parenting Education	37	<1%
11 Education	43	<1%

*Data sub-categories realigned 04/01/18

TOP UNMET NEEDS

May '18

1 Homeless Shelter	23
2 Homeless Motel Vouchers	22
3 Rent Payment Assistance	14
4 Utility Service Payment Assistance	12
5 Rental Deposit Assistance	10
6 Gas Money	9
7 Tax Information/Assistance Programs	7
8 Food Pantries	7

Most Frequently Referred Programs

May '18

May

1 Family Assistance - Saint Vincent de Paul Society	339	6.4%
2 Rent Payment Assistance - Travelers Aid Emergency Assistance	231	4.3%
3 Mutual Housing California	216	4.1%
4 Utility Assistance - The Salvation Army	214	4.0%
5 Mercy Housing California	210	3.9%
6 Shelter Services - The Salvation Army	186	3.5%
7 Home Energy Assistance Program (HEAP)	179	3.4%
8 Legal Services of Northern California	151	2.8%
9 Emergency Motel Vouchers - Francis House - A Program of Next Move	144	2.7%
10 Resources for Independent Living	132	2.5%
11 Lawyer Referral and Information Service	99	1.9%
12 Residential Family Shelter - Volunteers of America	98	1.8%
13 Medi-Cal	93	1.7%
14 Family Shelter - Next Move	87	1.6%
15 Senior Legal Hotline	83	1.6%
16 Men's Shelter Clothing and Showers - Union Gospel Mission	77	1.4%
17 CalFresh	75	1.4%
18 Love in the Name of Christ	68	1.3%
19 Superior Court of California - Family Law Facilitator/Self Help Center	64	1.2%
20 Saint John's Program for Real Change	63	1.2%
21 Sacramento Housing and Redevelopment Agency - Choice Voucher Program	63	1.2%
22 Produce For All - Sacramento Food Bank & Family Services	58	1.1%
23 Sacramento County Behavioral Health Services - Access Team	58	1.1%
24 Men's Shelter - Volunteers of America	57	1.1%
25 United States Department of Housing and Urban Development - HUD	53	1.0%



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26	City of Sacramento Police Department - Dispatch & Command	52	<1%
27	3-1-1 Connect - Sacramento County	51	<1%
28	United States Internal Revenue Service - Volunteer Income Tax Assistance Program	51	<1%
29	River City Food Bank - Choice Model Emergency Food	47	<1%
30	Sacramento County Senior and Adult Services - Adult Protective Services	39	<1%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>May '18</u>	<u>YTD</u>
Number of Online Searches	17,931	94,431
Visits from Unique IP Addresses	13,037	47,904