



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-19

CALL VOLUME

May '19

Month of May	7,253
Year to date - 2019	59,324

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	999	6,725
Referral	3,088	22,365
Total I&R calls	4,087	29,090
Follow-up	162	4,618
Advocacy	0	1
Crisis	2	14
Disaster	0	1
Outreach	2	5
Total Calls with Demographic Info	4,253	33,729
Call Back	523	4,111
Silent/Static	264	2,292
Other	2,375	20,806

COURT OUTREACH ACTIVITY

Month of May	1,039
Year to date - 2019	4,890

CLIENT PROFILE

AGE RANGES OF CALLERS

May '19 **% of**

YTD **% of YTD**

Less than 18	29	<1%	140	<1%
18-20	58	1.4%	399	1.2%
21-29	415	9.8%	2,385	7.1%
30-39	604	14.2%	3,326	9.9%
40-49	456	10.7%	2,842	8.4%
50-59	581	13.7%	4,109	12.2%
Seniors - age 60+	950	22.3%	14,849	44.0%
Caller Declined	16	<1%	161	<1%
Did not Ask	1,144	26.9%	5,518	16.4%

CALLER ETHNICITY

May '19 **% of**

YTD **% of YTD**

1 African American/Black	720	16.9%	4,124	12.2%
2 Caucasian	587	13.8%	5,113	15.2%
3 Hispanic / Latino	307	7.2%	2,550	7.6%
4 Multi-ethnic	129	3.0%	663	2.0%
5 Asian	55	1.3%	616	1.8%
6 Native American	41	<1%	136	<1%



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7 Pacific Islander / Native Hawaiian	24	<1%	204	<1%
8 Other	19	<1%	191	<1%
9 Middle Eastern	18	<1%	180	<1%
10 Russian / Slavic	7	<1%	67	<1%
11 Caller declined to answer	65	1.5%	686	2.0%
12 Did not ask	2,281	53.6%	19,199	56.9%

Military/Veterans	179	4.2%	2,410	7.1%
First 5 Families/Children 0-5	593	13.9%	2,922	8.7%

CALLER GENDER	May '19	% of	YTD	% of YTD
Female	2,958	69.6%	24,077	71.4%
Male	1,285	30.2%	9,586	28.4%
Unknown	10	<1%	66	<1%

NUMBER IN HOUSEHOLD	May '19	% of	YTD	% of YTD
1	1,575	37.0%	13,468	39.9%
2	621	14.6%	4,922	14.6%
3	310	7.3%	1,809	5.4%
4	243	5.7%	1,155	3.4%
5	133	3.1%	619	1.8%
6+	82	1.9%	449	1.3%
Unknown	1,289	30.3%	11,307	33.5%

APPROXIMATE MONTHLY INCOME	May '19	% of	YTD	% of YTD
Less than \$1,000	1,121	26.4%	5,387	16.0%
\$1,001 - \$1,500	288	6.8%	2,206	6.5%
\$1,501 - \$2,000	226	5.3%	1,799	5.3%
\$2,001 - \$2,500	95	2.2%	1,445	4.3%
\$2,501 - \$3,000	65	1.5%	1,056	3.1%
\$3,001 - \$4,000	50	1.2%	1,056	3.1%
\$4,001 - \$5,000	8	<1%	461	1.4%
More than \$5,000	6	<1%	312	<1%
Unknown	2,394	56.3%	20,007	59.3%

TOP SOURCES OF INCOME	May '19	% of	YTD	% of YTD
1 SSI	799	18.8%	3,427	10.2%
2 Job	662	15.6%	6,899	20.5%
3 SS	334	7.9%	6,210	18.4%
4 None	326	7.7%	1,487	4.4%
5 TANF (CalWORKs)	261	6.1%	1,185	3.5%



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6	SSD (SSDI)	150	3.5%	1,033	3.1%
7	Pension	86	2.0%	2,929	8.7%
8	Unemployment	68	1.6%	337	1.0%
9	General Assistance	60	1.4%	305	<1%
10	Other	24	<1%	231	<1%
11	SDI	23	<1%	101	<1%
12	Child Support	19	<1%	67	<1%
13	Self-Employed	13	<1%	211	<1%
14	Student Financial Aid	10	<1%	43	<1%
15	AB 12 Foster Care	5	<1%	14	<1%
16	Family	4	<1%	72	<1%
17	Workers Compensation	4	<1%	34	<1%
18	Alimony	2	<1%	27	<1%
19	Insurance	0	0.0%	4	<1%
20	Unknown	1,403	33.0%	9,113	27.0%

TOP ZIP CODES (May '19)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	330	1	95823	Sacramento	2,303
2	95815	Sacramento	206	2	95608	Carmichael	1,325
3	95825	Sacramento	142	3	95821	Sacramento	1,231
4	95828	Sacramento	142	4	95825	Sacramento	1,154
5	95821	Sacramento	135	5	95822	Sacramento	1,127
6	95822	Sacramento	134	6	95828	Sacramento	1,084
7	95838	Sacramento	131	7	95670	Rancho Cordova	1,070
8	95660	North Highlands	129	8	95815	Sacramento	1,022
9	95820	Sacramento	120	9	95621	Citrus Heights	1,020
10	95814	Sacramento	118	10	95660	North Highlands	984

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	May '19	% of ³
1 Housing & Shelter²	2,669	62.8%
Low-Cost Housing/Moving Assistance	880	20.7%
Shelters	725	17.0%
Rent Assistance/Motel Vouchers	657	15.4%
Landlord /Tenant Issues	193	4.5%
Contact Information for Housing and Shelter Organizations	145	3.4%
Home Repair/Maintenance	59	1.4%
2 Government & Legal²	778	18.3%
Contact Information for Government & Legal Organizations	251	5.9%
Child & Family Law	187	4.4%
Government/Law Enforcement/Judicial Services	175	4.1%



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Legal Assistance - Counseling, Aid and/or Representation	156	3.7%
Immigration Assistance	10	<1%
3 Food/Meals²	418	9.8%
Food Pantries	214	5.0%
CalFresh and WIC	172	4.0%
Meals - Soup Kitchens/Congregate Meals	20	<1%
Home-Delivered Meals	12	<1%
4 Healthcare²	397	9.3%
Nursing Homes & Adult Care	141	3.3%
Health Insurance	70	1.6%
Medical Providers	52	1.2%
Dental Care	42	<1%
Health Services - Screening, Testing, Immunizations	39	<1%
Medical Equipment	19	<1%
Reproductive Health	8	<1%
Eye Care	8	<1%
Prescription Assistance	6	<1%
Contact Information for Healthcare Organizations	5	<1%
Funeral/Burial Assistance	4	<1%
5 Mental Health & Addictions²	295	6.9%
Mental Health Services - Assessment, Screening, Testing, Counseling	121	2.8%
Substance Abuse & Addictions	93	2.2%
Mental Health Facilities	39	<1%
Crisis Intervention & Suicide	35	<1%
6 Utilities²	276	6.5%
Utility Payment Assistance	239	5.6%
Phone Payment Assistance	15	<1%
Contact Information for Utility Organizations	11	<1%
Trash Payment Assistance	4	<1%
7 Employment & Income²	271	6.4%
Tax Preparation	99	2.3%
Job Search Assistance	82	1.9%
Financial Assistance - Government & Other Assistance Programs	52	1.2%
Money Management	21	<1%
Contact Information for Employment Organizations	10	<1%



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8 Clothing/Personal/Household Needs²	174	4.1%
Furniture	55	1.3%
Clothing	54	1.3%
Personal/Grooming	34	<1%
Appliances	24	<1%
9 Transportation Assistance²	127	3.0%
Public Transportation	65	1.5%
Medical Transportation	49	1.2%
Automobile Assistance	9	<1%
Emergency Out-of-Town Travel	4	<1%
10 Child Care & Parenting²	57	<1%
Child Care	32	<1%
Parenting Education	25	<1%
11 Education	20	<1%
12 Disaster	5	<1%

TOP UNMET NEEDS

May '19

1 Homeless Motel Vouchers	22
2 Rent Payment Assistance	6
3 Food Stamps/SNAP Applications	4
4 Bus Fare	4
5 Homeless Shelter	4
6 Utility Service Payment Assistance	3
7 Soup Kitchens	3

Most Frequently Referred Programs

May '19

% of

1 Diversion Eligibility Assessment - Francis House Center	491	11.5%
2 Rental Assistance - The Salvation Army	333	7.8%
3 Housing Assistance - Sacramento Self Help Housing	312	7.3%
4 Family Assistance - Saint Vincent de Paul Society	262	6.2%
5 Rent Payment Assistance - Travelers Aid	223	5.2%
6 Home Energy Assistance Program (HEAP) - Community Resource Project	158	3.7%
7 CalFresh Application Assistance - 2-1-1 Sacramento	153	3.6%
8 Utility Bill Assistance - Travelers Aid	150	3.5%
9 Utility Assistance - The Salvation Army	142	3.3%
10 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	129	3.0%
11 Housing Resource Access Points - Sacramento Steps Forward	127	3.0%
12 Core Services - Resources for Independent Living	125	2.9%
13 Mutual Housing California	122	2.9%
14 Relief for Energy Assistance through Community Help (REACH) - Pacific Gas & Electric	119	2.8%
15 3-1-1 Connect - Sacramento County	115	2.7%



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16	Mercy Housing California	109	2.6%
17	Shelter Services - The Salvation Army	108	2.5%
18	Emergency Motel Vouchers - Francis House	107	2.5%
19	Legal Services of Northern California	106	2.5%
20	Internal Revenue Service - Volunteer Income Tax Assistance Program	105	2.5%
21	Motel Vouchers - Travelers Aid Emergency Assistance Agency	105	2.5%
22	Community Housing Opportunities Corporation	79	1.9%
23	Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	73	1.7%
24	CalFresh	67	1.6%
25	Motel Vouchers - The Salvation Army	66	<1%
26	Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	64	<1%
27	Men's Shelter - Volunteers of America	61	<1%
28	Residential Family Shelter - Volunteers of America	60	<1%
29	Energy Crisis Intervention Program - Community Resource Project	58	<1%
30	Family Promise of Sacramento	53	<1%
31	Food - Produce for All - Sacramento Food Bank & Family Services	53	<1%
	Other Referrals	4,009	
	Total Referrals	8,244	

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>May '19</u>	<u>YTD</u>
Unique Visitors	11,759	53,097
Directory Searches	13,828	94,612
Resource Page Views	35,653	179,119
Total Page Views	49,481	273,731

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%.