



**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**  
**October-17**

**CALL VOLUME**

	<u>Oct.</u>	<u>'17</u>
Month of Oct.	6,889	
Year to date - 2017	99,927	

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	1,378	18,780
Referral	4,030	38,142
Total I&R calls	5,408	56,922
Follow-up	356	6,108
Advocacy	0	1
Crisis	3	7
Disaster	12	154
Total Calls with demographic info	5,779	63,192
Call Back	76	4,092
Silent/Static	694	7,077
Other	772	28,505

**OUTREACH ACTIVITY**

Month of Oct.	1,065
Year to date - 2017	10,747

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

	<u>Oct.</u>	<u>'17</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Less than 18	48	<1%		360	<1%
18-20	53	<1%		736	1.2%
21-29	546	9.4%		5,542	8.8%
30-39	821	14.2%		7,654	12.1%
40-49	552	9.6%		6,025	9.5%
50-59	727	12.6%		8,041	12.7%
Seniors - age 60+	1,252	21.7%		18,595	29.4%
Caller Declined	90	1.6%		743	1.2%
Did not Ask	1,690	29.2%		15,496	24.5%

**CALLER ETHNICITY**

	<u>Oct.</u>	<u>'17</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American/Black	1,131	19.6%		12,183	19.3%
2 Caucasian	1,094	18.9%		13,102	20.7%
3 Hispanic / Latino	456	7.9%		5,771	9.1%
4 Multi-ethnic	151	2.6%		1,611	2.5%
5 Asian	102	1.8%		1,252	2.0%
6 Pacific Islander / Native Hawaiian	43	<1%		414	<1%
7 Other	42	<1%		569	<1%
8 Middle Eastern	37	<1%		464	<1%
9 Native American	28	<1%		467	<1%
10 Russian / Slavic	10	<1%		151	<1%
11 Caller Declined	114	2.0%		2,007	3.2%
12 Did not Ask	2,571	44.5%		25,201	39.9%



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**STATISTICS SUMMARY**  
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**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>Oct.</u></b>	<b><u>'17</u></b>		
Female	4,474	77.4%	46,668	73.9%
Male	1,294	22.4%	16,400	26.0%
Unknown	11	<1%	124	<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>Oct.</u></b>	<b><u>'17</u></b>		
1	1,525	26.4%	16,205	25.6%
2	627	10.8%	7,339	11.6%
3	482	8.3%	4,302	6.8%
4	287	5.0%	2,545	4.0%
5	171	3.0%	1,350	2.1%
6+	148	2.6%	1,038	1.6%
Unknown	2,539	43.9%	30,413	48.1%

<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>Oct.</u></b>	<b><u>'17</u></b>		
Less than \$1,000	1,370	23.7%	11,933	18.9%
\$1,001 - \$1,500	331	5.7%	3,008	4.8%
\$1,501 - \$2,000	161	2.8%	1,824	2.9%
\$2,001 - \$2,500	87	1.5%	1,110	1.8%
\$2,501 - \$3,000	54	<1%	656	1.0%
\$3,001 - \$4,000	49	<1%	660	1.0%
\$4,001 - \$5,000	11	<1%	266	<1%
More than \$5,000	5	<1%	262	<1%
Unknown	3,711	64.2%	43,473	68.8%

<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>Oct.</u></b>	<b><u>'17</u></b>		
1 SSI	1,135	19.6%	10,338	16.4%
2 TANF (CalWORKs)	695	12.0%	5,335	8.4%
3 Job	677	11.7%	10,294	16.3%
4 Social Security	496	8.6%	7,733	12.2%
5 None	266	4.6%	2,913	4.6%
6 Unemployment	174	<1%	732	1.2%
7 Pension	92	1.6%	2,627	4.2%
8 General Assistance	72	1.2%	938	1.5%
9 SSD	35	<1%	1,750	2.8%
10 Self-Employed	34	<1%	303	<1%
11 Family	31	<1%	266	<1%
12 Other	28	<1%	331	<1%
13 Child Support	19	<1%	159	<1%
14 SDI	17	<1%	177	<1%
15 Student Financial Aid	6	<1%	86	<1%
16 Alimony	6	<1%	59	<1%
17 Workers Compensation	5	<1%	77	<1%
18 AB 12 Foster Care	2	<1%	48	<1%
19 Insurance	0	0.0%	4	<1%
20 Unknown	1,989	34.4%	19,022	30.1%



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<b>TOP ZIP CODES (Oct. '17)</b>				<b>TOP ZIP CODES (YTD)</b>			
			<b># of CALLS</b>				<b># of CALLS</b>
1	95823	Sacramento	474	1	95823	Sacramento	5,061
2	95821	Sacramento	312	2	95821	Sacramento	2,954
3	95826	Sacramento	279	3	95815	Sacramento	2,740
4	95815	Sacramento	258	4	95608	Carmichael	2,356
5	95838	Sacramento	213	5	95828	Sacramento	2,265
6	95825	Sacramento	200	6	95838	Sacramento	2,228
7	95820	Sacramento	191	7	95826	Sacramento	2,223
8	95814	Sacramento	189	8	95820	Sacramento	2,197
9	95608	Carmichael	181	9	95670	Rancho Cordova	2,166
10	95670	Rancho Cordova	179	10	95825	Sacramento	2,088

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>	<b>Oct. '17</b>	<b>% of Oct.</b>
<b>1 Housing</b>	<b>3,148</b>	<b>54.5%</b>
Emergency Shelter/Transitional Housing	939	16.2%
Housing Search Assistance	684	11.8%
Low Income/Subsidized Housing	568	9.8%
Rent Payment/Rent Deposit Assistance	433	7.5%
Landlord/Tenant Assistance	328	5.7%
Supportive Housing	132	2.3%
<b>2 Legal, Consumer, and Public Safety Services</b>	<b>1,240</b>	<b>21.5%</b>
Lawyer Referral Services	187	3.2%
Legal Counseling and Representation	162	2.8%
Family Law	158	2.7%
Law Enforcement Services	141	2.4%
Specialized Legal Services	136	2.4%
Legal Education and Information	116	2.0%
Records/Licenses/Permits	75	1.3%
Consumer Complaints	52	<1%
Advocacy	49	<1%
<b>3 Individual, Family, and Community Support</b>	<b>1,053</b>	<b>18.2%</b>
Holiday Assistance	446	7.7%
In Home Assistance	106	1.8%
Family Support Centers	86	1.5%
Domestic Animal Services	77	1.3%
Case/Care Management	71	<1%
Parenting Education	51	<1%
Protective Services	47	<1%
Support Groups	19	<1%
Parental Visitation Facilitation	16	<1%
<b>4 Information Services</b>	<b>632</b>	<b>10.9%</b>
Information & Referral	373	6.5%
Electronic Information Resources	140	<1%
Libraries/Printed Materials	93	1.6%
<b>5 Utility Assistance</b>	<b>597</b>	<b>10.3%</b>
Utility Services Payment Assistance	533	9.2%
<b>6 Health Care</b>	<b>553</b>	<b>9.6%</b>
Health Insurance Information/Counseling	108	1.9%
Community Clinics	70	1.2%
Dental Care	62	1.1%



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Medi-Cal/Public Medical Assistance Programs	50	<1%
Health Care Referrals	38	<1%
Disease/Disability Specific Screening	27	<1%
Assistive Technology Equipment	26	<1%
Mother and Infant Care	20	<1%
Emergency Room Care/General Medical Care	18	<1%
Immunizations	9	<1%
<b>7 Food/Meals</b>	<b>487</b>	<b>8.4%</b>
Emergency Food/Food Pantries	313	5.4%
CalFresh and WIC	106	1.8%
Meals (Home Delivered/Soup Kitchens/Congregate Meals)	64	1.1%
<b>8 Mental Health/Addictions</b>	<b>359</b>	<b>6.2%</b>
Substance Abuse Services	128	2.2%
Counseling Services	117	2.0%
Mental Health Evaluation and Treatment	50	<1%
Inpatient/Outpatient Mental Health Facilities	31	<1%
<b>9 Income Support/Assistance</b>	<b>338</b>	<b>5.8%</b>
General Relief/SSI/TANF	101	1.7%
Household Related Public Assistance Programs	65	1.1%
Social Insurance Programs	53	<1%
Tax Information/Assistance Programs	45	<1%
<b>10 Clothing/Personal/Household Needs</b>	<b>293</b>	<b>5.1%</b>
Clothing	139	2.4%
Furniture	76	1.3%
Household Goods	33	<1%
Personal/Grooming	22	<1%
<b>11 Other Government/Economic Services</b>	<b>219</b>	<b>3.8%</b>
<b>12 Transportation</b>	<b>169</b>	<b>2.9%</b>
<b>13 Employment</b>	<b>81</b>	<b>1.4%</b>
<b>TOP UNMET NEEDS</b>	<b>Oct. '17</b>	
1 Homeless Motel Vouchers	25	
2 Rental Deposit Assistance	24	
3 Transportation	15	
4 Utility Services Payment Assistance	15	
5 Rent Payment Assistance	9	
6 Homeless Shelter	8	
7 Water Service Payment Assistance	6	
8 Furniture	5	



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<b><u>Most Frequently Referred Programs</u></b>	<b><u>Oct. '17</u></b>	<b><u>% of Oct.</u></b>
1 Travelers Aid Emergency Assistance Agency	632	10.9%
2 Utility Assistance - The Salvation Army	359	6.2%
3 Rental Assistance and Motel Vouchers - The Salvation Army	356	6.2%
4 Family Assistance - Saint Vincent de Paul Society	351	6.1%
5 Sacramento Self Help Housing	350	6.1%
6 Home Energy Assistance Program (HEAP)	333	5.8%
7 Angel Tree Christmas Assistance Program - The Salvation Army	226	3.9%
8 Landlord Tenant Dispute Resolution - Sacramento Self Help Housing	194	3.4%
9 Francis House - A Program of Next Move	163	2.8%
10 Mutual Housing California	163	2.8%
11 Legal Services of Northern California	153	2.6%
12 Shelter Services - The Salvation Army	146	2.5%
13 Mercy Housing California	141	2.4%
14 Community Housing Opportunities	132	2.3%
15 Family Shelter - Next Move	131	2.3%
16 Residential Family Shelter - Volunteers of America	121	2.1%
17 Resources for Independent Living	116	2.0%
18 Medi-Cal	106	1.8%
19 Senior Legal Hotline	97	1.7%
20 CalFresh	96	1.7%
21 Food - River City Food Bank	85	1.5%
22 Produce For All - Sacramento Food Bank & Family Services	85	1.5%
23 Lawyer Referral and Information Service	78	1.3%
24 Superior Court of California - Family Law Facilitator	73	1.3%
25 Sacramento Housing and Redevelopment - Housing Choice Voucher Program	66	1.1%

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Oct. '17</u></b>	<b><u>YTD</u></b>
Number of Online Searches	14,532	142,197
Visits from Unique IP Addresses	13,524	96,817