



**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**  
**September-18**

**CALL VOLUME**

**Sept. '18**

Month of September	5,993
Year to date - 2018	80,794

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	914	12,469
Referral	3,502	38,253
Total I&R calls	4,416	50,722
Follow-up	355	5,753
Advocacy	1	2
Crisis	2	11
Disaster	1	8
Outreach	0	16
Total Calls with demographic info	4,775	56,512
Call Back	156	3,634
Silent/Static	408	6,520
Other	1,009	19,881

**OUTREACH ACTIVITY**

Month of September	879
Year to date - 2018	8,636

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Sept. '18 % of**

**YTD % of YTD**

Less than 18	40	<1%	331	<1%
18-20	82	1.7%	715	1.3%
21-29	510	10.7%	5,081	9.0%
30-39	740	15.5%	7,125	12.6%
40-49	563	11.8%	5,947	10.5%
50-59	652	13.7%	8,013	14.2%
Seniors - age 60+	1,164	24.4%	18,850	33.4%
Caller Declined	40	<1%	783	1.4%
Did not Ask	984	20.6%	9,667	17.1%

**CALLER ETHNICITY**

**Sept. '18 % of**

**YTD % of YTD**

1 African American/Black	921	19.3%	9,188	16.3%
2 Caucasian	744	15.6%	9,612	17.0%
3 Hispanic / Latino	367	7.7%	4,569	8.1%
4 Multi-ethnic	139	2.9%	1,424	2.5%
5 Asian	86	1.8%	1,266	2.2%
6 Native American	38	<1%	359	<1%



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7 Other	38	<1%	397	<1%
8 Pacific Islander / Native Hawaiian	34	<1%	336	<1%
10 Middle Eastern	33	<1%	453	<1%
11 Russian / Slavic	7	<1%	153	<1%
12 Caller Declined	112	2.3%	1,849	3.3%
13 Did Not Ask	2,256	47.2%	26,906	47.6%

<b><u>Military/Veterans</u></b>	199	4.2%	3,190	5.6%
<b><u>First 5 Families/Children 0-5</u></b>	681	14.3%	6,357	11.2%

<b><u>CALLER GENDER</u></b>	<b><u>Sept. '18</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
Female	3,495	73.2%	41,371	73.2%
Male	1,273	26.7%	15,042	26.6%
Unknown	7	<1%	99	<1%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>Sept. '18</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	1,761	36.9%	20,378	36.1%
2	672	14.1%	8,234	14.6%
3	427	8.9%	4,152	7.3%
4	253	5.3%	2,499	4.4%
5	145	3.0%	1,244	2.2%
6+	93	1.9%	828	1.5%
Unknown	1,424	29.8%	19,177	33.9%

<b><u>APPROXIMATE MONTHLY INCOME</u></b>	<b><u>Sept. '18</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
Less than \$1,000	1,402	29.4%	12,125	21.5%
\$1,001 - \$1,500	295	6.2%	3,485	6.2%
\$1,501 - \$2,000	203	4.3%	2,569	4.5%
\$2,001 - \$2,500	109	2.3%	1,862	3.3%
\$2,501 - \$3,000	63	1.3%	1,248	2.2%
\$3,001 - \$4,000	36	<1%	1,108	2.0%
\$4,001 - \$5,000	14	<1%	508	<1%
More than \$5,000	12	<1%	292	<1%
Unknown	2,641	55.3%	33,315	59.0%

<b><u>TOP SOURCES OF INCOME</u></b>	<b><u>Sept. '18</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 SSI	902	18.9%	8,416	14.9%
2 Job	679	14.2%	10,555	18.7%
3 TANF (CalWORKs)	432	9.0%	3,664	6.5%
4 Social Security	401	8.4%	7,154	12.7%
5 None	272	5.7%	2,510	4.4%



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6	SSD	217	4.5%	2,147	3.8%
7	Pension	118	2.5%	3,213	5.7%
8	General Assistance	97	2.0%	758	1.3%
9	Family	44	<1%	285	<1%
10	Self-Employed	43	<1%	330	<1%
11	Other	38	<1%	311	<1%
12	Unemployment	32	<1%	534	<1%
13	SDI	16	<1%	169	<1%
14	Child Support	13	<1%	112	<1%
15	Student Financial Aid	9	<1%	84	<1%
16	Alimony	5	<1%	69	<1%
17	Workers Compensation	4	<1%	55	<1%
18	AB 12 Foster Care	3	<1%	27	<1%
19	Insurance	0	0.0%	9	<1%
20	Unknown	1,450	30.4%	16,110	28.5%

<b>TOP ZIP CODES (Sept '18)</b>				<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>				<b># of CALLS</b>
1	95823	Sacramento	398	1	95823	Sacramento	4,679		
2	95825	Sacramento	271	2	95821	Sacramento	2,558		
3	95821	Sacramento	240	3	95815	Sacramento	2,520		
4	95815	Sacramento	228	4	95825	Sacramento	2,136		
5	95838	Sacramento	183	5	95608	Carmichael	2,108		
6	95670	Rancho Cordova	179	6	95822	Sacramento	2,021		
7	95828	Sacramento	177	7	95838	Sacramento	1,984		
8	95820	Sacramento	172	8	95828	Sacramento	1,979		
9	95822	Sacramento	161	9	95670	Rancho Cordova	1,931		
10	95824	Sacramento	154	10	95820	Sacramento	1,886		

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Sept. '18</b>	<b>% of <sup>3</sup></b>
<b>1 Housing &amp; Shelter<sup>2</sup></b>	<b>3,124</b>	<b>65.4%</b>
Low-Cost Housing/Moving Assistance	1,331	27.9%
Shelters	759	15.9%
Rent Assistance/Motel Vouchers	521	10.9%
Landlord /Tenant Issues	280	5.9%
<b>2 Government &amp; Legal<sup>2</sup></b>	<b>946</b>	<b>19.8%</b>
Government/Law Enforcement/Judicial Services	325	6.8%
Legal Assistance - Counseling, Aid and/or Representation	231	4.8%
Government/Legal Referrals	206	4.3%
Child & Family Law	183	3.8%



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<b>3 Healthcare<sup>2</sup></b>	<b>615</b>	<b>12.9%</b>
Nursing Homes & Adult Care	208	4.4%
Health Insurance	120	2.5%
Medical Providers	106	2.2%
Health Services - Screening, Testing, Immunizations	63	1.3%
Dental Care	37	<1%
Medical Equipment	27	<1%
Eye Care	17	<1%
Contact Information for Healthcare Organizations	14	<1%
Reproductive Health	10	<1%
<b>4 Mental Health &amp; Addictions<sup>2</sup></b>	<b>462</b>	<b>9.7%</b>
Mental Health Services - Assessment, Screening, Testing, Counseling	198	4.1%
Substance Abuse & Addictions	152	3.2%
Crisis Intervention & Suicide	75	1.6%
Mental Health Facilities	33	<1%
<b>5 Utilities<sup>2</sup></b>	<b>425</b>	<b>8.9%</b>
Utility Payment Assistance	360	7.5%
Phone Payment Assistance	21	<1%
Water and Sewer Payments or Discounts	16	<1%
Contact Information for Utility Organizations	15	<1%
<b>6 Food/Meals<sup>2</sup></b>	<b>352</b>	<b>7.4%</b>
Food Pantries	222	4.6%
CalFresh and WIC	82	1.7%
Meals - Soup Kitchens/Congregate Meals	23	<1%
Home-Delivered Meals	22	<1%
<b>7 Employment &amp; Income<sup>2</sup></b>	<b>244</b>	<b>5.1%</b>
Financial Assistance - Government & Other Assistance Programs	65	1.4%
Tax Preparation	57	1.2%
Job Search Assistance	55	1.2%
Money Management	29	<1%
<b>8 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>160</b>	<b>3.4%</b>
Clothing	65	1.4%
Furniture	52	1.1%
Personal/Grooming	22	<1%
Appliances	13	<1%
<b>9 Transportation Assistance<sup>2</sup></b>	<b>131</b>	<b>2.7%</b>
Medical Transportation	53	1.1%
Public Transportation	51	1.1%
Automobile Assistance	23	<1%
Emergency Out-of-Town Travel	4	<1%



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<b>10 Child Care &amp; Parenting<sup>2</sup></b>	<b>59</b>	<b>1.2%</b>
Parenting Education	31	<1%
Child Care	28	<1%

**TOP UNMET NEEDS**

**Sept. '18**

1 Homeless Shelters	50
2 Homeless Motel Vouchers	40
3 Rental Deposit Assistance	25
4 Rent Payment Assistance	18
5 Gas Money	14
6 Water Service Payment Assistance	13
7 Housing Search and Information	12

**Most Frequently Referred Programs**

**Sept. '18**

**% of**

1 Family Assistance - Saint Vincent de Paul Society	378	7.9%
2 Sacramento Self Help Housing	362	7.6%
3 Rental Assistance - The Salvation Army	314	6.6%
4 Rent Payment Assistance - Travelers Aid	257	5.4%
5 Utility Bill Assistance - Travelers Aid	216	4.5%
6 Utility Assistance - The Salvation Army	213	4.5%
7 Mutual Housing California	177	3.7%
8 Landlord Tenant Dispute Resolution (Renters Helpline)	163	3.4%
9 Home Energy Assistance Program (HEAP)	156	3.3%
10 Shelter Services - The Salvation Army	156	3.3%
11 Mercy Housing California	152	3.2%
12 Energy Crisis Intervention Program - Community Resource Project	150	3.1%
13 Community Housing Opportunities Corporation	146	3.1%
14 Resources for Independent Living	134	2.8%
15 Motel Vouchers - Travelers Aid	111	2.3%
16 Legal Services of Northern California	109	2.3%
17 Residential Family Shelter - Volunteers of America	103	2.2%
18 Medi-Cal	90	1.9%
19 City of Sacramento 311	76	1.6%
20 Lawyer Referral and Information Service	74	1.5%
21 Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	70	1.5%
22 Men's Shelter - Volunteers of America	69	1.4%
23 Family Shelter - Next Move	68	1.4%
24 Produce for All - Sacramento Food Bank & Family Services	67	1.4%
25 City of Sacramento Police Department - Patrol Dispatch & Command	61	1.3%



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<b>26</b> Senior Legal Hotline	58	1.2%
<b>27</b> 3-1-1 Connect - Sacramento County	58	1.2%
<b>28</b> Saint John's Program for Real Change	58	1.2%
<b>29</b> Mental Health Crisis Respite Center - TLCS	57	1.2%
<b>30</b> CalFresh	56	1.2%

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Sept. '18</u></b>	<b><u>YTD</u></b>
Unique Visitors	12,397	79,260
Directory Searches	19,132	172,452
Resource Page Views	29,864	275,788
Total Page Views	48,996	448,240

<sup>1</sup>Data sub-categories realigned 04/01/18

<sup>2</sup>Primary category may be greater than subtotals as low volume need categories may not be included.

<sup>3</sup>Need % reflects calls with stated presenting need, not the % of overall needs. As such, total % will exceed 100%.