



2-1-1 sacramento
find help here

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-19

CALL VOLUME

September '19

Month of September 7,254
Year to date - 2019 90,372

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	729	9,792
Referral	2,787	33,152
Total I&R calls	3,516	42,944
Call Back	638	6,835
Silent/Static	154	3,068
Other	2,915	37,077
Advocacy	15	61
Crisis	0	15
Disaster	0	1
Voicemail	13	34
Outreach	3	18
Follow-up	308	5,604
Total Calls with Demographic Info	3,855	48,677

COURT OUTREACH ACTIVITY

Month of September 942
Year to date - 2019 8,876

CLIENT PROFILE

AGE RANGES OF CALLERS

September '19 % of

YTD % of YTD

Less than 18	13	<1%	242	<1%
18-20	59	1.5%	623	1.3%
21-29	444	11.5%	3,979	8.2%
30-39	597	15.5%	5,419	11.1%
40-49	404	10.5%	4,380	9.0%
50-59	470	12.2%	5,960	12.2%
Seniors - age 60+	863	22.4%	18,346	37.7%
Caller Declined	14	<1%	251	<1%
Did not Ask	991	25.7%	9,477	19.5%

CALLER ETHNICITY

September '19 % of

YTD % of YTD

1 African American/Black	810	1.7%	6,977	14.3%
2 Caucasian	625	1.3%	7,261	14.9%
3 Hispanic / Latino	325	<1%	3,725	7.7%
4 Multi-ethnic	168	<1%	1,201	2.5%
5 Asian	72	<1%	846	1.7%



2-1-1 sacramento
find help here

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-19

6 Other	46	<1%	371	<1%
7 Native American	40	<1%	274	<1%
8 Pacific Islander / Native Hawaiian	22	<1%	292	<1%
9 Middle Eastern	21	<1%	253	<1%
10 Russian / Slavic	5	<1%	85	<1%
11 Caller declined to answer	56	<1%	906	1.9%
12 Did not ask	1,665	3.4%	26,486	54.4%
Military/Veterans	129	3.3%	2,972	6.1%
First 5 Families/Children 0-5	632	16.4%	5,189	10.7%

CALLER GENDER

September '19 **% of**

YTD **% of YTD**

Female	2,523	65.4%	34,083	70.0%
Male	989	25.7%	13,528	27.8%
Unknown	19	<1%	127	<1%
Non-binary	3	<1%	5	<1%
Caller Declined	12	<1%	46	<1%
Did not ask	309	8.0%	888	1.8%

NUMBER IN HOUSEHOLD

September '19 **% of**

YTD **% of YTD**

1	1,189	30.8%	18,394	37.8%
2	534	13.9%	7,074	14.5%
3	336	8.7%	3,057	6.3%
4	237	6.1%	2,029	4.2%
5	123	3.2%	1,070	2.2%
6+	95	2.5%	783	1.6%
Unknown	1,341	34.8%	16,270	33.4%

APPROXIMATE MONTHLY INCOME

September '19 **% of**

YTD **% of YTD**

Less than \$1000	1064	27.6%	9,124	18.7%
\$1,001 - \$1,500	300	7.8%	3,238	6.7%
\$1,501 - \$2,000	208	5.4%	2,476	5.1%
\$2,001 - \$2,500	89	2.3%	1,764	3.6%
\$2,501 - \$3,000	62	1.6%	1,269	2.6%
\$3,001 - \$4,000	60	1.6%	1,244	2.6%
\$4001 - \$5000	18	<1%	518	1.1%
More than \$5,000	21	<1%	364	<1%
Unknown	2,033	52.7%	28,680	58.9%



2-1-1 sacramento
find help here

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-19

TOP SOURCES OF INCOME	September '19	% of	YTD	% of YTD
1 SSI	715	18.5%	6,148	12.6%
2 Job	603	15.6%	9,124	18.7%
3 SS	290	7.5%	7,338	15.1%
4 TANF (CalWORKs)	287	7.4%	2,245	4.6%
5 None	279	7.2%	2,527	5.2%
6 SSD (SSDI)	111	2.9%	1,557	3.2%
7 General Assistance	72	1.9%	534	1.1%
8 Pension	57	1.5%	3,134	6.4%
9 SDI	42	1.1%	202	<1%
10 Unemployment	28	<1%	480	<1%
11 Other	27	<1%	352	<1%
12 Self-Employed	19	<1%	300	<1%
13 Child Support	15	<1%	116	<1%
14 Family	7	<1%	127	<1%
15 Student Financial Aid	6	<1%	56	<1%
16 Alimony	4	<1%	39	<1%
17 Workers Comp	4	<1%	49	<1%
18 AB 12 Foster Care	1	<1%	22	<1%
19 Insurance	0	0.0%	7	<1%
20 Unknown	1,288	33.4%	14,320	29.4%

TOP ZIP CODES (Sept. '19)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	287	1	95823	Sacramento	3,475
2	95815	Sacramento	148	2	95608	Carmichael	1,760
3	95826	Sacramento	121	3	95821	Sacramento	1,740
4	95838	Sacramento	119	4	95815	Sacramento	1,638
5	95821	Sacramento	118	5	95825	Sacramento	1,600
6	95825	Sacramento	117	6	95828	Sacramento	1,556
7	95820	Sacramento	115	7	95822	Sacramento	1,531
8	95822	Sacramento	113	8	95670	Rancho Cordova	1,439
9	95824	Sacramento	110	9	95820	Sacramento	1,350
10	95828	Sacramento	110	10	95838	Sacramento	1,347

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	September '19	% of ³
1 Housing & Shelter²	2,496	64.7%
Transitional Housing/Shelters/Motel Vouchers	786	20.4%
Housing Search and Information	601	15.6%
Rent Assistance	438	11.4%
Low Income/Subsidized Rental Housing	222	5.8%
Landlord /Tenant Issues	151	3.9%



2-1-1 sacramento
find help here

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-19

Supportive Housing	122	3.2%
Housing Related Coordinated Entry	107	2.8%
Home Repair/Maintenance	23	<1%
2 Legal, Consumer, and Public Safety Services²	714	18.5%
Legal Counseling and Representation	235	6.1%
Specialized Legal Services	96	2.5%
Family Law	90	2.3%
Law Enforcement Services	73	1.9%
Records/Licenses/Permits	48	1.2%
Consumer Complaints	39	1.0%
Lawyer Referral Services	32	<1%
Advocacy	30	<1%
Court Filing Offices	14	<1%
3 Information Services²	523	13.6%
Information & Referral	234	6.1%
Information Services	201	5.2%
Libraries/Printed Materials	51	1.3%
Electronic Information Resources	34	<1%
4 Utilities²	380	9.9%
Utility Payment Assistance	354	9.2%
Discounted Utility Services	20	<1%
5 Individual, Family, and Community Support²	372	9.6%
In-Home Assistance	50	1.3%
Case/Care Management	46	1.2%
Domestic Animal Services	43	1.1%
Family Support Centers	33	<1%
Protective Services	26	<1%
Parenting Education	19	<1%
Family Support Recruitment/Referral	17	<1%
Holiday Assistance Programs	16	<1%
6 Food/Meals²	332	8.6%
CalFresh and WIC	158	4.1%
Food Pantries	144	3.7%
Meals - Soup Kitchens/Congregate Meals	16	<1%
7 Healthcare²	320	8.3%
Health Insurance Information/Counseling	53	1.4%
Disease/Disability Specific Screening	39	1.0%
Medi-Cal/Public Medical Assistance Programs	29	<1%
Assistive Technology Equipment	28	<1%
Mother and Infant Care	25	<1%
Community Clinics	23	<1%



2-1-1 sacramento
find help here

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-19

Dental Care	17	<1%
Centers for Independent Living	15	<1%
8 Mental Health & Addictions²	296	7.7%
Counseling Services	148	3.8%
Substance Abuse Services	61	1.6%
Inpatient/Outpatient Mental Health Facilities	36	<1%
Mental Health Evaluation and Treatment	26	<1%
9 Clothing/Personal/Household Needs²	228	5.9%
Household Goods	90	2.3%
Clothing	85	2.2%
Personal/Grooming	34	<1%
11 Transportation Assistance²	159	4.1%
Paratransit Programs	95	2.5%
Transportation Expense Assistance	18	<1%
Local Transportation	15	<1%
10 Income Support/Assistance²	155	4.0%
General Relief/SSI/TANF	79	2.0%
Tax Information/Assistance Programs	38	1.0%
Social Security Income Programs	19	<1%
12 Other Government/Economic Services	114	3.0%
13 Employment	88	2.3%
14 Arts, Culture and Recreation	39	1.0%
15 Volunteers/Donations	37	1.0%

TOP UNMET NEEDS

September '19

1 Rent Payment Assistance	11
2 Utility Service Payment Assistance	9
3 Homeless Motel Vouchers	7
4 Emergency Shelter	5
5 Gas Money	5

Most Frequently Referred Programs

September '19

% of

1 Diversion Eligibility Assessment - Francis House Center	438	11.4%
2 Saint Vincent de Paul Society	329	8.5%
3 Rental Assistance - The Salvation Army	323	8.4%
4 Housing Assistance - Sacramento Self Help Housing	322	8.4%
5 Rent Payment Assistance - Travelers Aid Emergency Assistance Agency	233	6.0%
6 Utility Bill Assistance - Travelers Aid Emergency Assistance Agency	202	5.2%
7 Mutual Housing California	187	4.9%
8 Utility Assistance - The Salvation Army	182	4.7%



2-1-1 sacramento
find help here

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-19

9	Home Energy Assistance Program (HEAP)	170	4.4%
10	Mercy Housing California	163	4.2%
11	Community Housing Opportunities Corporation	123	3.2%
12	Landlord Tenant Dispute Resolution- Sacramento Self Help Housing	113	2.9%
13	Core Services - Resources for Independent Living	113	2.9%
14	Sacramento County DHA - CalFresh	99	2.6%
15	Motel Vouchers - Travelers Aid Emergency Assistance Agency	98	2.5%
16	Legal Services of Northern California	97	2.5%
17	CalFresh Application Assistance - 2-1-1 Sacramento	94	2.4%
18	Shelter Services - The Salvation Army	85	2.2%
19	Emergency Motel Vouchers - Francis House - A Program of Next Move	84	2.2%
20	Housing Resource Access Points - Sacramento Steps Forward	82	2.1%
21	City of Sacramento 311	67	1.7%
22	Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	64	1.7%
23	Sacramento County DHA - Medi-Cal	63	1.6%
24	Senior Legal Hotline	62	1.6%
25	Family Promise of Sacramento	61	1.6%
26	Motel Vouchers - The Salvation Army	56	1.5%
27	3-1-1 Connect - Sacramento County	54	1.4%
28	Pilgrimage Sacramento - First Step Communities	53	1.4%
29	Love in the Name of Christ	52	1.3%
30	Sister Nora's Place - Loaves & Fishes	46	1.2%
	Other Referrals	3,764	
	Total Referrals	7,879	

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>September '19</u>	<u>YTD</u>
Unique Visitors	12,226	82,628
Directory Searches	15,467	153,463
Resource Page Views	34,536	319,713
Total Page Views	50,003	473,176

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%.