



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

March-16

CALLS HANDLED		March	'16	YEAR TO DATE (YTD)	
Month of March		11,485			
Year to date - 2016		31,946			
TYPE OF CALLS		March	'16	YEAR TO DATE (YTD)	
Information		2,575		7,579	
Referral		6,245		18,341	
Total I&R calls		8,820		25,920	
Follow-up		1,818		3,549	
Advocacy		0		0	
Crisis		1		9	
Disaster		0		3	
Total Calls with demographic info		10,639		29,481	
Call Back		333		806	
Silent/Static		513		1,659	
OUTREACH ACTIVITY					
Month of March		1,125			
Year to date - 2016		2,839			

CLIENT PROFILE

AGE RANGES OF CALLERS		March	'16	% of March	YTD	% of YTD
Less than 18		42		<1%	113	<1%
18-20		136		1.3%	376	1.3%
21-29		856		8.0%	2,431	8.2%
30-39		1,015		9.5%	3,112	10.6%
40-49		907		8.5%	2,641	9.0%
50-59		1,437		13.5%	4,098	13.9%
Seniors - age 60+		3,941		37.0%	10,366	35.2%
Caller Declined		222		2.1%	2,221	7.5%
Did not Ask		2,083		19.6%	4,123	14.0%
CALLER ETHNICITY		March	'16	% of March	YTD	% of YTD
1	Caucasian	1,453		13.7%	4,339	14.7%
2	African American/Black	1,111		10.4%	3,428	11.6%
3	Hispanic / Latino	777		7.3%	2,312	7.8%
4	Asian	177		1.7%	458	1.6%
5	Multi-ethnic	91		<1%	289	<1%
6	Other	83		<1%	159	<1%
7	Middle Eastern	53		<1%	147	<1%
8	Russian / Slavic	44		<1%	100	<1%
9	Pacific Islander / Native Hawaiian	43		<1%	125	<1%
10	Native American	34		<1%	107	<1%
11	Caller Declined	1,367		12.8%	6,477	22.0%
12	Did not Ask	5,406		50.8%	11,540	39.1%



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

March-16

CLIENT PROFILE (continued)

CALLER GENDER		March	'16	% of	March	YTD	% of YTD
Female		7,653		71.9%		21,193	71.9%
Male		2,853		26.8%		7,748	26.3%
Unknown		133		1.3%		540	1.8%
NUMBER IN HOUSEHOLD		March	'16	% of	March	YTD	% of YTD
1		2,185		20.5%		6,921	23.5%
2		1,114		10.5%		3,540	12.0%
3		524		4.9%		1,668	5.7%
4		308		2.9%		1,007	3.4%
5		154		1.4%		536	1.8%
6+		132		1.2%		408	1.4%
Unknown		6,222		58.5%		15,401	52.2%
APPROXIMATE MONTHLY INCOME		March	'16	% of	March	YTD	% of YTD
Less than \$1,000		1406		13.2%		4,756	16.1%
\$1,001 - \$1,500		393		3.7%		1,194	4.1%
\$1,501 - \$2,000		218		2.0%		602	2.0%
\$2,001 - \$2,500		123		1.2%		376	1.3%
\$2,501 - \$3,000		72		<1%		235	<1%
\$3,001 - \$4,000		67		<1%		241	<1%
\$4,001 - \$5,000		37		<1%		95	<1%
More than \$5,000		21		<1%		77	<1%
Unknown		8302		78.0%		21,905	74.3%
TOP SOURCES OF INCOME		March	'16	% of	March	YTD	% of YTD
1	Job	1,581		14.9%		4,959	16.8%
2	Social Security	1,270		11.9%		3,557	12.1%
3	SSI	1,170		11.0%		3,609	12.2%
4	Pension	653		6.1%		1,900	6.4%
5	TANF	560		5.3%		1,671	5.7%
6	None	324		3.0%		961	3.3%
7	SSD	245		2.3%		580	2.0%
8	General Assistance	97		<1%		273	<1%
9	Unemployment	93		<1%		280	<1%
10	Self-Employed	48		<1%		137	<1%
11	Other	39		<1%		112	<1%
12	SDI	39		<1%		95	<1%
13	Family	15		<1%		84	<1%
14	Child Support	15		<1%		46	<1%
15	Student Financial Aid	15		<1%		37	<1%
16	Alimony	13		<1%		25	<1%
17	Workers Compensation	9		<1%		18	<1%
18	AB 12 Foster Care	8		<1%		19	<1%
19	Insurance	0		0%		4	<1%
20	Unknown	4,445		41.8%		11,114	37.7%



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

March-16

TOP ZIP CODES (March '16)				TOP ZIP CODES (YTD)			
# of CALLS				# of CALLS			
1	95823	Sacramento	786	1	95823	Sacramento	2,229
2	95815	Sacramento	470	2	95815	Sacramento	1,376
3	95821	Sacramento	464	3	95821	Sacramento	1,310
4	95608	Carmichael	459	4	95608	Carmichael	1,272
5	95670	Rancho Cordova	431	5	95822	Sacramento	1,081
6	95822	Sacramento	392	6	95670	Rancho Cordova	1,076
7	95828	Sacramento	382	7	95820	Sacramento	1,054
8	95820	Sacramento	368	8	95825	Sacramento	1,054
9	95838	Sacramento	365	9	95838	Sacramento	1,054
10	95825	Sacramento	360	10	95828	Sacramento	1,027

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED				March '16		% of March
1	Housing			4,061		38.2%
	Emergency Shelter/Transitional Housing			1,205		11.3%
	Housing Search Assistance			1,124		10.6%
	Low Income/Subsidized Housing			683		6.4%
	Rent Payment/Rent Deposit Assistance			383		3.6%
	Landlord/Tenant Assistance			352		3.3%
2	Income Support/Assistance			2,765		26.0%
	Tax Information/Assistance Programs			2,574		24.2%
	Household Related Public Assistance Programs			70		<1%
	General Relief/SSI/TANF			64		<1%
3	Legal, Consumer, and Public Safety Services			1,244		11.7%
	Legal Counseling and Representation			305		2.9%
	Family Law			153		1.4%
	Legal Education and Information			114		1.1%
	Records/Licenses/Permits			112		1.1%
	Law Enforcement Services			99		<1%
	Consumer Complaints			94		<1%
	Lawyer Referral Services			73		<1%
	State Trial Courts			36		<1%
4	Information Services			818		7.7%
	Information & Referral			663		6.2%
	Libraries/Printed Materials			133		1.3%
5	Individual, Family, and Community Support			636		6.0%
	Family Support Centers			124		1.2%
	In Home Assistance			104		<1%
	Domestic Animal Services			85		<1%
	Protective Services			56		<1%
	Parenting Education			39		<1%
	Case/Care Management			30		<1%
6	Utility Assistance			591		5.6%
	Utility Services Payment Assistance			566		5.3%
7	Health Care			581		5.5%
	Health Care Referrals			91		<1%
	Community Clinics			82		<1%
	Disease/Disability Specific Screening/Diagnosis			58		<1%
	Health Insurance Information/Counseling			57		<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

March-16

	Medicaid/Public Medical Assistance Programs				47	<1%
	Mother and Infant Care				33	<1%
	Assistive Technology Equipment				29	<1%
8	Food/Meals				495	4.7%
	Food Pantries				369	3.5%
	CalFresh and WIC				67	<1%
	Meals				47	<1%
9	Mental Health/Addictions				403	3.8%
	Substance Abuse Services				151	1.4%
	Counseling Services				134	1.3%
	Mental Health Evaluation and Treatment				40	<1%
10	Clothing/Personal/Household Needs				275	2.6%
	Clothing				98	<1%
	Furniture				76	<1%
	Household Goods				29	<1%
11	Other Government/Economic Services				225	2.1%
12	Transportation				160	1.5%
13	Employment				141	1.3%
14	Education				67	<1%

TOP UNMET NEEDS

March '16

1	Rental Deposit Assistance				15	
2	Transportation				15	
3	Homeless Shelter				14	
4	Rent Payment Assistance				13	
5	Utility Service Payment Assistance				12	
6	Food Pantries				9	
7	Holiday Programs				6	
8	Tax Information/Assistance Programs				5	
9	Furniture				5	

Most Frequently Referred Programs

March '16

**% of
March**

1	Volunteer Income Tax Assistance Program (VITA)				1,287	12.1%
2	Tax -Aide - AARP				1,055	9.9%
3	Rental Assistance and Motel Vouchers - The Salvation Army				665	6.3%
4	Sacramento Self Help Housing				539	5.1%
5	Family Assistance - Saint Vincent de Paul Society				430	4.0%
6	Utility Assistance - The Salvation Army				376	3.5%
7	Mercy Housing California				367	3.4%
8	Mutual Housing California				327	3.1%
9	Travelers Aid Emergency Assistance Agency				282	2.7%
10	Home Energy Assistance Program (HEAP)				282	2.7%
11	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing				230	2.2%
12	Legal Services of Northern California				228	2.1%
13	Francis House - A Program of Next Move				189	1.8%
14	Shelter Services - The Salvation Army				187	1.8%
15	Residential Family Shelter - Volunteers of America				129	1.2%
16	Saint John's Program for Real Change				115	1.1%
17	Choice Model Emergency Food Distribution- River City Food Bank				107	1.0%
18	Housing Choice Voucher Program - SHRA				105	<1%
19	Family Shelter - Next Move				104	<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

March-16

20	Senior Legal Hotline							101		<1%	
21	Resources for Independent Living							97		<1%	
22	Love INC Sacramento							96		<1%	
23	3-1-1 Connect - Sacramento County							95		<1%	
24	Men's Shelter - Union Gospel Mission							93		<1%	
25	Conventional and Public Housing Program - SHRA							92		<1%	
26	Food Closet - The Salvation Army							85		<1%	
27	Voluntary Legal Services Program							85		<1%	

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

								March '16	YTD
	Number of Online Searches							9,368	25,555
	Visits from Unique IP Addresses							6,437	13,273