



2-1-1 sacramento
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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

September 2016

CALLS HANDLED		Sept. '16						
Month of Sept.		6,911						
Year to date - 2016		76,975						
TYPE OF CALLS		YEAR TO DATE (YTD)						
Information		1,449			16,390			
Referral		4,440			47,620			
Total I&R calls		5,889			64,010			
Follow-up		362			6,766			
Advocacy		0			1			
Crisis		3			22			
Disaster		0			8			
Total Calls with demographic info		6,254			70,807			
Call Back		149			1,301			
Silent/Static		508			4,867			
OUTREACH ACTIVITY								
Month of Sept.		900						
Year to date - 2016		8,637						

CLIENT PROFILE

AGE RANGES OF CALLERS		Sept. '16	% of Sept.	YTD	% of YTD
Less than 18		36	<1%	372	<1%
18-20		102	1.6%	1,069	1.5%
21-29		613	9.8%	6,570	9.3%
30-39		911	14.6%	8,432	11.9%
40-49		745	11.9%	6,825	9.6%
50-59		914	14.6%	9,602	13.6%
Seniors - age 60+		1,238	19.8%	19,122	27.0%
Caller Declined		51	<1%	2,718	3.8%
Did not Ask		1,644	26.3%	16,097	22.7%
CALLER ETHNICITY		Sept. '16	% of Sept.	YTD	% of YTD
1 African American / Black		1,430	22.9%	10,452	14.8%
2 Caucasian		1,218	19.5%	10,133	14.3%
3 Hispanic / Latino		585	9.4%	5,475	7.7%
4 Multi-Ethnic		224	3.6%	1,307	1.8%
5 Asian		97	1.6%	1,009	1.4%
6 Other		93	1.5%	663	<1%
7 Native American		78	1.2%	456	<1%
8 Pacific Islander / Native Hawaiian		62	<1%	386	<1%
9 Middle Eastern		33	<1%	301	<1%
10 Russian / Slavic		15	<1%	187	<1%
11 Caller Declined		162	2.6%	8,497	12.0%
12 Did not Ask		2,257	36.1%	31,941	45.1%



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CLIENT PROFILE (continued)

CALLER GENDER		Sept. '16	% of Sept.	YTD	% of YTD
Female		4,635	74.1%	51,672	73.0%
Male		1,601	25.6%	18,453	26.1%
Unknown		18	<1%	682	<1%
NUMBER IN HOUSEHOLD		Sept. '16	% of Sept.	YTD	% of YTD
1		1,439	23.0%	15,340	21.7%
2		789	12.6%	8,348	11.8%
3		502	8.0%	4,749	6.7%
4		344	5.5%	3,072	4.3%
5		210	3.4%	1,622	2.3%
6+		196	3.1%	1,325	1.9%
Unknown		2,774	44.4%	36,351	51.3%
APPROXIMATE MONTHLY INCOME		Sept. '16	% of Sept.	YTD	% of YTD
Less than \$1,000		1,393	22.3%	13,316	18.8%
\$1,001 - \$1,500		214	3.4%	2,557	3.6%
\$1,501 - \$2,000		96	1.5%	1,384	2.0%
\$2,001 - \$2,500		64	1.0%	736	1.0%
\$2,501 - \$3,000		33	<1%	427	<1%
\$3,001 - \$4,000		29	<1%	406	<1%
\$4,001 - \$5,000		10	<1%	157	<1%
More than \$5,000		2	<1%	107	<1%
Unknown		4,413	70.6%	51,717	73.0%
TOP SOURCES OF INCOME		Sept. '16	% of Sept.	YTD	% of YTD
1	SSI	1,192	19.1%	10,224	14.4%
2	Job	701	11.2%	9,246	13.1%
3	TANF (CalWORKs)	604	9.7%	5,442	7.7%
4	Social Security	380	6.1%	6,538	9.2%
5	None	327	5.2%	3,011	4.3%
6	SSD (SSDI)	176	2.8%	1,625	2.3%
7	Pension	102	1.6%	2,570	3.6%
8	General Assistance	56	<1%	759	1.1%
9	Unemployment	50	<1%	626	<1%
10	Self-Employed	40	<1%	306	<1%
11	Other	26	<1%	265	<1%
12	Child Support	19	<1%	151	<1%
13	Family	16	<1%	224	<1%
14	SDI	14	<1%	267	<1%
15	Student Financial Aid	6	<1%	86	<1%
16	Workers Compensation	5	<1%	44	<1%
17	Alimony	4	<1%	50	<1%
18	AB 12 Foster Care	3	<1%	36	<1%
19	Insurance	3	<1%	15	<1%
20	Unknown	2,530	40.5%	29,322	41.4%



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TOP ZIP CODES (Sept. '16)			# of CALLS		TOP ZIP CODES (YTD)			# of CALLS	
1	95823	Sacramento	469		1	95823	Sacramento	5,568	
2	95815	Sacramento	356		2	95815	Sacramento	3,762	
3	95821	Sacramento	329		3	95821	Sacramento	3,281	
4	95825	Sacramento	256		4	95608	Carmichael	2,852	
5	95838	Sacramento	253		5	95838	Sacramento	2,710	
6	95820	Sacramento	251		6	95820	Sacramento	2,675	
7	95608	Carmichael	236		7	95825	Sacramento	2,525	
8	95828	Sacramento	228		8	95828	Sacramento	2,486	
9	95660	North Highlands	205		9	95670	Rancho Cordova	2,428	
10	95670	Rancho Cordova	203		10	95822	Sacramento	2,385	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED				Sept. '16	% of Sept.
1	Housing			4,230	67.6%
	Emergency Shelter/Transitional Housing			1,430	22.9%
	Housing Search Assistance			838	13.4%
	Low Income/Subsidized Housing			687	11.0%
	Rent Payment/Rent Deposit Assistance			526	8.4%
	Landlord/Tenant Assistance			363	5.8%
	Supportive Housing			134	2.1%
2	Legal, Consumer, and Public Safety Services			1,250	20.0%
	Legal Counseling and Representation			271	4.3%
	Family Law			179	2.9%
	Legal Education and Information			125	2.0%
	Law Enforcement Services			125	2.0%
	Specialized Legal Services			107	1.7%
	Records/Licenses/Permits			92	1.5%
	Lawyer Referral Services			86	1.4%
	Consumer Complaints			62	<1%
	Advocacy			47	<1%
3	Information Services			722	11.5%
	Information & Referral			626	10.0%
	Libraries/Printed Materials/Media			53	<1%
	Electronic Information Resources			40	<1%
4	Utility Assistance			643	10.3%
	Utility Services Payment Assistance			608	9.7%
5	Individual, Family, and Community Support			601	9.6%
	Family Support Centers			106	1.7%
	Domestic Animal Services			80	1.3%
	In-Home Assistance			67	1.1%
	Case/Care Management			62	<1%
	Protective Services			53	<1%
	Parenting Education			48	<1%
	Community Action/Social Advocacy Groups			37	<1%
6	Health Care			600	9.6%
	Community Clinics			88	1.4%
	Dental Care			75	1.2%
	Health Care Referrals			43	<1%
	Disease/Disability Specific Screening/Diagnosis			40	<1%
	Health Insurance Information/Counseling			59	<1%



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	Medi-Cal/Public Medical Assistance Programs				49	<1%
	Emergency Room Care/ General Medical Care				37	<1%
	Assistive Technology Equipment				35	<1%
	Mother and Infant Care				33	<1%
7	Food/Meals				443	7.1%
	Food Pantries				308	4.9%
	CalFresh and WIC				73	1.2%
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)				50	<1%
8	Mental Health/Addictions				379	6.1%
	Substance Abuse Services				143	2.3%
	Counseling Services				136	2.2%
	Mental Health Evaluation and Treatment				42	<1%
	Inpatient/Outpatient Mental Health Facilities				38	<1%
9	Clothing/Personal/Household Needs				322	5.1%
	Clothing				156	2.5%
	Furniture				71	1.1%
	Household Goods				62	<1%
10	Income Support/Assistance				268	4.3%
	Household Related Public Assistance Programs				81	1.3%
	General Relief/SSI/TANF				64	1.0%
	Social Insurance Programs				40	<1%
	Tax Information/Assistance Programs				30	<1%
11	Other Government/Economic Services				184	2.9%
12	Transportation				170	2.7%
13	Employment				87	1.4%
14	Education				66	1.1%

TOP UNMET NEEDS		Sept. '16	
1	Transportation	14	
2	Rental Deposit Assistance	13	
3	Rent Payment Assistance	8	
4	Homeless Shelter	7	
5	Utility Service Payment Assistance	5	
6	Home Delivered Meals	3	
7	Food Pantries	3	

Most Frequently Referred Programs		Sept. '16		% of Sept.
1	Travelers Aid Emergency Assistance Agency	927	14.8%	
2	Rental Assistance and Motel Vouchers - The Salvation Army	898	14.4%	
3	Sacramento Self Help Housing	649	10.4%	
4	Utility Assistance - The Salvation Army	497	7.9%	
5	Home Energy Assistance Program (HEAP)	386	6.2%	
6	Mutual Housing California	348	5.6%	
7	Mercy Housing California	340	5.4%	
8	Family Assistance - Saint Vincent de Paul Society	327	5.2%	
9	Francis House - A Program of Next Move	296	4.7%	
10	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing	273	4.4%	
11	Legal Services of Northern California	246	3.9%	
12	Residential Family Shelter - Volunteers of America	215	3.4%	
13	Family Shelter - Next Move	202	3.2%	
14	Shelter Services - The Salvation Army	201	3.2%	



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15	Saint John's Program for Real Change					189		3.0%
16	Anton Arcade Apartments					164		2.6%
17	Resources for Independent Living					122		2.0%
18	Medi-Cal					119		1.9%
19	Lawyer Referral and Information Service					113		1.8%
20	Senior Legal Hotline					108		1.7%
21	City of Sacramento 3-1-1					97		1.6%
22	Choice Model Emergency Food Distribution- River City Food Bank					96		1.5%
23	Love INC Sacramento					92		1.5%
24	3-1-1 Connect - Sacramento County					90		1.4%
25	Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento					85		1.4%
26	Men's Shelter - Volunteers of America					82		1.3%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

						Sept. '16	YTD
	Number of Online Searches					14,500	101,898
	Visits from Unique IP Addresses					13,055	92,304