



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

October 2016

CALLS HANDLED						Oct. '16			
Month of Oct.						7,335			
Year to date - 2016						84,310			
TYPE OF CALLS							YEAR TO DATE (YTD)		
Information						1,639		18,029	
Referral						4,449		52,069	
Total I&R calls						6,088		70,098	
Follow-up						530		7,296	
Advocacy						0		1	
Crisis						0		22	
Disaster						0		8	
Total Calls with demographic info						6,618		77,425	
Call Back						68		1,369	
Silent/Static						649		5,516	
OUTREACH ACTIVITY									
Month of Oct.						998			
Year to date - 2016						9,635			

CLIENT PROFILE

AGE RANGES OF CALLERS						Oct. '16	% of Oct.	YTD	% of YTD
Less than 18						55	<1%	427	<1%
18-20						85	1.3%	1,154	1.5%
21-29						654	9.9%	7,224	9.3%
30-39						870	13.1%	9,302	12.0%
40-49						693	10.5%	7,518	9.7%
50-59						873	13.2%	10,475	13.5%
Seniors - age 60+						1,339	20.2%	20,461	26.4%
Caller Declined						48	<1%	2,766	3.6%
Did not Ask						2,001	30.2%	18,098	23.4%
CALLER ETHNICITY						Oct. '16	% of Oct.	YTD	% of YTD
1	African American / Black					1,296	19.6%	11,748	15.2%
2	Caucasian					1,106	16.7%	11,239	14.5%
3	Hispanic / Latino					545	8.2%	6,020	7.8%
4	Multi-Ethnic					239	3.6%	1,546	2.0%
5	Asian					88	1.3%	1,097	1.4%
6	Native American					75	1.1%	531	<1%
7	Other					68	1.0%	731	<1%
8	Pacific Islander / Native Hawaiian					54	<1%	440	<1%
9	Middle Eastern					43	<1%	344	<1%
10	Russian / Slavic					15	<1%	202	<1%
11	Caller Declined					154	2.3%	8,651	11.2%
12	Did not Ask					2,935	44.3%	34,876	45.0%



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CLIENT PROFILE (continued)

CALLER GENDER		Oct. '16	% of Oct.	YTD	% of YTD
Female		4,888	73.9%	56,560	73.1%
Male		1,704	25.7%	20,157	26.0%
Unknown		26	<1%	708	<1%
NUMBER IN HOUSEHOLD		Oct. '16	% of Oct.	YTD	% of YTD
1		1,291	19.5%	16,631	21.5%
2		719	10.9%	9,067	11.7%
3		541	8.2%	5,290	6.8%
4		325	4.9%	3,397	4.4%
5		195	2.9%	1,817	2.3%
6+		142	2.1%	1,467	1.9%
Unknown		3,405	51.5%	39,756	51.3%
APPROXIMATE MONTHLY INCOME		Oct. '16	% of Oct.	YTD	% of YTD
Less than \$1,000		1,386	20.9%	14,702	19.0%
\$1,001 - \$1,500		251	3.8%	2,808	3.6%
\$1,501 - \$2,000		140	2.1%	1,524	2.0%
\$2,001 - \$2,500		62	<1%	798	1.0%
\$2,501 - \$3,000		33	<1%	460	<1%
\$3,001 - \$4,000		18	<1%	424	<1%
\$4,001 - \$5,000		7	<1%	164	<1%
More than \$5,000		4	<1%	111	<1%
Unknown		4,717	71.3%	56,434	72.9%
TOP SOURCES OF INCOME		Oct. '16	% of Oct.	YTD	% of YTD
1	SSI	1,271	19.2%	11,495	14.8%
2	TANF (CalWORKs)	764	11.5%	6,206	8.0%
3	Job	751	11.3%	9,997	12.9%
4	Social Security	477	7.2%	7,015	9.1%
5	None	358	5.4%	3,369	4.4%
6	SSD (SSDI)	130	2.0%	1,755	2.3%
7	Pension	101	1.5%	2,671	3.4%
8	General Assistance	85	1.3%	844	1.1%
9	Unemployment	64	<1%	690	<1%
10	Family	36	<1%	260	<1%
11	Other	32	<1%	297	<1%
12	Child Support	21	<1%	172	<1%
13	Self-Employed	20	<1%	326	<1%
14	SDI	12	<1%	279	<1%
15	Workers Compensation	10	<1%	54	<1%
16	Student Financial Aid	4	<1%	90	<1%
17	AB 12 Foster Care	3	<1%	39	<1%
18	Insurance	3	<1%	18	<1%
19	Alimony	1	<1%	51	<1%
20	Unknown	2,475	37.4%	31,797	41.1%



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TOP ZIP CODES (Oct. '16)			# of CALLS		TOP ZIP CODES (YTD)			# of CALLS	
1	95823	Sacramento	575		1	95823	Sacramento	6,143	
2	95815	Sacramento	365		2	95815	Sacramento	4,127	
3	95821	Sacramento	335		3	95821	Sacramento	3,616	
4	95825	Sacramento	256		4	95608	Carmichael	3,089	
5	95608	Carmichael	237		5	95838	Sacramento	2,941	
6	95820	Sacramento	236		6	95820	Sacramento	2,911	
7	95838	Sacramento	231		7	95825	Sacramento	2,781	
8	95828	Sacramento	225		8	95828	Sacramento	2,711	
9	95660	North Highlands	222		9	95670	Rancho Cordova	2,633	
10	95833	Sacramento	217		10	95822	Sacramento	2,576	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED			Oct. '16	% of Oct.
1	Housing		4,243	64.1%
	Emergency Shelter/Transitional Housing		1,425	21.5%
	Low Income/Subsidized Housing		881	13.3%
	Housing Search Assistance		835	12.6%
	Rent Payment/Rent Deposit Assistance		558	8.4%
	Landlord/Tenant Assistance		329	5.0%
	Supportive Housing		162	2.4%
2	Legal, Consumer, and Public Safety Services		1,141	17.2%
	Legal Counseling and Representation		293	4.4%
	Specialized Legal Services		131	2.0%
	Law Enforcement Services		123	1.9%
	Family Law		120	1.8%
	Legal Education and Information		120	1.8%
	Records/Licenses/Permits		74	1.1%
	Lawyer Referral Services		57	<1%
	Consumer Complaints		46	<1%
	Advocacy		41	<1%
3	Individual, Family, and Community Support		915	13.8%
	Holiday Programs		343	5.2%
	Domestic Animal Services		102	1.5%
	Family Support Centers		95	1.4%
	In-Home Assistance		75	1.1%
	Case/Care Management		69	1.0%
	Protective Services		46	<1%
	Community Action/Social Advocacy Groups		40	<1%
	Parenting Education		29	<1%
4	Information Services		697	10.5%
	Information & Referral		591	8.9%
	Libraries/Printed Materials/Media		60	<1%
	Electronic Information Resources		44	<1%
5	Utility Assistance		607	9.2%
	Utility Services Payment Assistance		565	8.5%
6	Health Care		594	9.0%
	Health Insurance Information/Counseling		111	1.7%
	Community Clinics		81	1.2%
	Dental Care		55	<1%
	Health Care Referrals		49	<1%



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	Medi-Cal/Public Medical Assistance Programs				48	<1%
	Disease/Disability Specific Screening/Diagnosis				42	<1%
	Hospitals/Nursing Facilities				31	<1%
	Emergency Room Care/ General Medical Care				30	<1%
	Mother and Infant Care				30	<1%
	Assistive Technology Equipment				29	<1%
7	Food/Meals				507	7.7%
	Food Pantries				373	5.6%
	CalFresh and WIC				91	1.4%
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)				34	<1%
8	Mental Health/Addictions				379	5.7%
	Counseling Services				147	2.2%
	Substance Abuse Services				119	1.8%
	Mental Health Evaluation and Treatment				45	<1%
	Inpatient/Outpatient Mental Health Facilities				37	<1%
9	Clothing/Personal/Household Needs				351	5.3%
	Clothing				144	2.2%
	Furniture				86	1.3%
	Household Goods				79	1.2%
10	Income Support/Assistance				285	4.3%
	General Relief/SSI/TANF				99	1.5%
	Household Related Public Assistance Programs				69	1.0%
	Social Insurance Programs				60	<1%
	Tax Information/Assistance Programs				31	<1%
11	Other Government/Economic Services				254	3.8%
12	Transportation				138	2.1%
13	Employment				102	1.5%
14	Volunteers/Donations				89	1.3%

TOP UNMET NEEDS					Oct. '16	
1	Utility Service Payment Assistance				21	
2	Rental Deposit Assistance				17	
3	Transportation				10	
4	Holiday Programs				10	
5	Rent Payment Assistance				9	
6	Homeless Motel Vouchers				5	
7	Homeless Shelter				4	

Most Frequently Referred Programs					Oct. '16	% of Oct.
1	Travelers Aid Emergency Assistance Agency				726	11.0%
2	Rental Assistance and Motel Vouchers - The Salvation Army				726	11.0%
3	Sacramento Self Help Housing				560	8.5%
4	Utility Assistance - The Salvation Army				403	6.1%
5	Home Energy Assistance Program (HEAP)				314	4.7%
6	Family Assistance - Saint Vincent de Paul Society				312	4.7%
7	Mercy Housing California				292	4.4%
8	Mutual Housing California				288	4.4%
9	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing				227	3.4%
10	Francis House - A Program of Next Move				224	3.4%
11	Shelter Services - The Salvation Army				218	3.3%
12	Legal Services of Northern California				190	2.9%



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13	Angel Tree Christmas Assistance Program - The Salvation Army				181		2.7%
14	Residential Family Shelter - Volunteers of America				164		2.5%
15	Saint John's Program for Real Change				164		2.5%
16	Family Shelter - Next Move				149		2.3%
17	Resources for Independent Living				123		1.9%
18	Marine Toys for Tots Foundation				118		1.8%
19	Medi-Cal				117		1.8%
20	Anton Arcade Apartments				115		1.7%
21	Choice Model Emergency Food Distribution- River City Food Bank				115		1.7%
22	Men's Shelter - Volunteers of America				105		1.6%
23	Love INC Sacramento				103		1.6%
24	Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento				102		1.5%
25	CalFresh				96		1.5%
26	Housing Choice Voucher Program - SHRA				92		1.4%
27	Free 411 - Directory Assistance				92		1.4%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

							Oct. '16	YTD
	Number of Online Searches						14,600	116,498
	Visits from Unique IP Addresses						13,482	105,786