



2-1-1 sacramento  
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8001 Folsom Blvd. Suite 100, Sacramento, CA 95826  
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www.facebook.com/211Sacramento  
2-1-1 or 916-498-1000 or 800-500-4931

**STATISTICS SUMMARY**

**November 2016**

<b>CALLS HANDLED</b>						<b>Nov. '16</b>			
Month of Nov.						8,165			
Year to date - 2016						92,475			
<b>TYPE OF CALLS</b>							<b>YEAR TO DATE (YTD)</b>		
Information						1,833		19,862	
Referral						4,891		56,960	
Total I&R calls						6,724		76,822	
Follow-up						531		7,827	
Advocacy						0		1	
Crisis						1		23	
Disaster						0		8	
Total Calls with demographic info						7,256		84,681	
Call Back						157		1,526	
Silent/Static						752		6,268	
<b>OUTREACH ACTIVITY</b>									
Month of Nov.						908			
Year to date - 2016						10,543			

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>						<b>Nov. '16</b>	<b>% of Nov.</b>	<b>YTD</b>	<b>% of YTD</b>
Less than 18						47	<1%	474	<1%
18-20						110	1.5%	1,264	1.5%
21-29						700	9.6%	7,924	9.4%
30-39						1,046	14.4%	10,348	12.2%
40-49						821	11.3%	8,339	9.8%
50-59						1,077	14.8%	11,552	13.6%
Seniors - age 60+						1,442	19.9%	21,903	25.9%
Caller Declined						62	<1%	2,828	3.3%
Did not Ask						1,951	26.9%	20,049	23.7%
<b>CALLER ETHNICITY</b>						<b>Nov. '16</b>	<b>% of Nov.</b>	<b>YTD</b>	<b>% of YTD</b>
1	African American / Black					1,497	20.6%	13,245	15.6%
2	Caucasian					1,402	19.3%	12,641	14.9%
3	Hispanic / Latino					726	10.0%	6,746	8.0%
4	Multi-Ethnic					300	4.1%	1,846	2.2%
5	Asian					124	1.7%	1,221	1.4%
6	Other					79	1.1%	810	<1%
7	Native American					61	<1%	592	<1%
8	Pacific Islander / Native Hawaiian					49	<1%	489	<1%
9	Middle Eastern					32	<1%	376	<1%
10	Russian / Slavic					28	<1%	230	<1%
11	Caller Declined					219	3.0%	8,870	10.5%
12	Did not Ask					2,739	37.7%	37,615	44.4%



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**CLIENT PROFILE (continued)**

<b>CALLER GENDER</b>		<b>Nov. '16</b>	<b>% of Nov.</b>	<b>YTD</b>	<b>% of YTD</b>
Female		5,465	75.3%	62,025	73.2%
Male		1,777	24.5%	21,934	25.9%
Unknown		14	<1%	722	<1%
<b>NUMBER IN HOUSEHOLD</b>		<b>Nov. '16</b>	<b>% of Nov.</b>	<b>YTD</b>	<b>% of YTD</b>
1		1,493	20.6%	18,124	21.4%
2		837	11.5%	9,904	11.7%
3		604	8.3%	5,894	7.0%
4		466	6.4%	3,863	4.6%
5		284	3.9%	2,101	2.5%
6+		301	4.1%	1,768	2.1%
Unknown		3,271	45.1%	43,027	50.8%
<b>APPROXIMATE MONTHLY INCOME</b>		<b>Nov. '16</b>	<b>% of Nov.</b>	<b>YTD</b>	<b>% of YTD</b>
Less than \$1,000		1,836	25.3%	16,538	19.5%
\$1,001 - \$1,500		303	4.2%	3,111	3.7%
\$1,501 - \$2,000		168	2.3%	1,692	2.0%
\$2,001 - \$2,500		85	1.2%	883	1.0%
\$2,501 - \$3,000		51	<1%	511	<1%
\$3,001 - \$4,000		20	<1%	444	<1%
\$4,001 - \$5,000		19	<1%	183	<1%
More than \$5,000		8	<1%	119	<1%
Unknown		4,766	65.7%	61,200	72.3%
<b>TOP SOURCES OF INCOME</b>		<b>Nov. '16</b>	<b>% of Nov.</b>	<b>YTD</b>	<b>% of YTD</b>
1	SSI	1,416	19.5%	12,911	15.2%
2	TANF (CalWORKs)	965	13.3%	7,171	8.5%
3	Job	871	12.0%	10,868	12.8%
4	Social Security	565	7.8%	7,580	9.0%
5	None	423	5.8%	3,792	4.5%
6	SSD (SSDI)	168	2.3%	1,923	2.3%
7	Pension	101	1.4%	2,772	3.3%
8	General Assistance	95	1.3%	939	1.1%
9	Unemployment	68	<1%	758	<1%
10	Self-Employed	40	<1%	366	<1%
11	Family	37	<1%	297	<1%
12	Other	29	<1%	326	<1%
13	Child Support	25	<1%	197	<1%
14	SDI	21	<1%	300	<1%
15	Student Financial Aid	18	<1%	108	<1%
16	Workers Compensation	5	<1%	59	<1%
17	Alimony	5	<1%	56	<1%
18	AB 12 Foster Care	2	<1%	41	<1%
19	Insurance	0	0.0%	18	<1%
20	Unknown	2,402	33.1%	34,199	40.4%



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<b>TOP ZIP CODES (Nov. '16)</b>				<b>TOP ZIP CODES (Year To Date)</b>			
<b># of CALLS</b>				<b># of CALLS</b>			
1	95823	Sacramento	604	1	95823	Sacramento	6,747
2	95815	Sacramento	443	2	95815	Sacramento	4,570
3	95821	Sacramento	385	3	95821	Sacramento	4,001
4	95820	Sacramento	348	4	95608	Carmichael	3,339
5	95838	Sacramento	301	5	95820	Sacramento	3,259
6	95825	Sacramento	266	6	95838	Sacramento	3,242
7	95828	Sacramento	258	7	95825	Sacramento	3,047
8	95608	Carmichael	250	8	95828	Sacramento	2,969
9	95660	North Highlands	249	9	95670	Rancho Cordova	2,844
10	95824	Sacramento	231	10	95822	Sacramento	2,793

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>				<b>Nov. '16</b>	<b>% of Nov.</b>
<b>1</b>	<b>Housing</b>			<b>3,912</b>	<b>53.9%</b>
	Emergency Shelter/Transitional Housing			1,431	19.7%
	Housing Search Assistance			805	11.1%
	Low Income/Subsidized Housing			724	10.0%
	Rent Payment/Rent Deposit Assistance			501	6.9%
	Landlord/Tenant Assistance			322	4.4%
	Supportive Housing			121	1.7%
<b>2</b>	<b>Individual, Family, and Community Support</b>			<b>1,799</b>	<b>24.8%</b>
	Holiday Programs			1,296	17.9%
	Family Support Centers			94	1.3%
	Domestic Animal Services			83	1.1%
	Case/Care Management			68	<1%
	In-Home Assistance			57	<1%
	Community Action/Social Advocacy Groups			35	<1%
	Protective Services			34	<1%
<b>3</b>	<b>Legal, Consumer, and Public Safety Services</b>			<b>1,169</b>	<b>16.1%</b>
	Legal Counseling and Representation			248	3.4%
	Family Law			147	2.0%
	Law Enforcement Services			128	1.8%
	Legal Education and Information			128	1.8%
	Records/Licenses/Permits			81	1.1%
	Specialized Legal Services			80	1.1%
	Lawyer Referral Services			56	<1%
	Advocacy			51	<1%
	Consumer Complaints			49	<1%
<b>4</b>	<b>Information Services</b>			<b>726</b>	<b>10.0%</b>
	Information & Referral			614	8.5%
	Libraries/Printed Materials/Media			78	1.1%
	Electronic Information Resources			32	<1%
<b>5</b>	<b>Food/Meals</b>			<b>581</b>	<b>8.0%</b>
	Food Pantries			468	6.4%
	CalFresh and WIC			72	<1%
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)			37	<1%



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<b>6</b>	<b>Health Care</b>						<b>531</b>		<b>7.3%</b>	
	Health Insurance Information/Counseling						93		1.3%	
	Community Clinics						82		1.1%	
	Dental Care						51		<1%	
	Health Care Referrals						40		<1%	
	Medi-Cal/Public Medical Assistance Programs						38		<1%	
	Disease/Disability Specific Screening/Diagnosis						36		<1%	
	Mother and Infant Care						27		<1%	
	Assistive Technology Equipment						26		<1%	
<b>7</b>	<b>Utility Assistance</b>						<b>486</b>		<b>6.7%</b>	
	Utility Services Payment Assistance						456		6.3%	
<b>8</b>	<b>Mental Health/Addictions</b>						<b>367</b>		<b>5.1%</b>	
	Counseling Services						155		2.1%	
	Substance Abuse Services						110		1.5%	
	Mental Health Evaluation and Treatment						43		<1%	
	Inpatient/Outpatient Mental Health Facilities						34		<1%	
<b>9</b>	<b>Clothing/Personal/Household Needs</b>						<b>364</b>		<b>5.0%</b>	
	Clothing						157		2.2%	
	Furniture						103		1.4%	
	Household Goods						67		<1%	
<b>10</b>	<b>Income Support/Assistance</b>						<b>261</b>		<b>3.6%</b>	
	General Relief/SSI/TANF						80		1.1%	
	Household Related Public Assistance Programs						62		<1%	
	Social Insurance Programs						56		<1%	
	Tax Information/Assistance Programs						24		<1%	
<b>11</b>	<b>Other Government/Economic Services</b>						<b>204</b>		<b>2.8%</b>	
<b>12</b>	<b>Transportation</b>						<b>119</b>		<b>1.6%</b>	
<b>13</b>	<b>Employment</b>						<b>89</b>		<b>1.2%</b>	
<b>14</b>	<b>Volunteers/Donations</b>						<b>69</b>		<b>&lt;1%</b>	
<b>15</b>	<b>Disaster Services</b>						<b>68</b>		<b>&lt;1%</b>	
<b>16</b>	<b>Education</b>						<b>46</b>		<b>&lt;1%</b>	
<b>17</b>	<b>Arts Culture and Recreation</b>						<b>21</b>		<b>&lt;1%</b>	
<b>TOP UNMET NEEDS</b>							<b>Nov. '16</b>			
<b>1</b>	Rental Deposit Assistance						12			
<b>2</b>	Homeless Shelter						10			
<b>3</b>	Utility Service Payment Assistance						9			
<b>4</b>	Food Pantries						6			
<b>5</b>	Transportation						5			
<b>6</b>	Rent Payment Assistance						5			



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<b>Most Frequently Referred Programs</b>		<b>Nov. '16</b>	<b>% of Nov.</b>
1	Rental Assistance and Motel Vouchers - The Salvation Army	716	9.9%
2	Travelers Aid Emergency Assistance Agency	642	8.8%
3	Sacramento Self Help Housing	519	7.2%
4	Thanksgiving Basket - Saint Paul COGIC	391	5.4%
5	Produce For All - Sacramento Food Bank & Family Services	370	5.1%
6	Thanksgiving Turkey Giveaway - Sacramento Food Bank & Family Services	345	4.8%
7	Utility Assistance - The Salvation Army	308	4.2%
8	Marine Toys for Tots Foundation	287	4.0%
9	Family Assistance - Saint Vincent de Paul Society	281	3.9%
10	Mercy Housing California	276	3.8%
11	Mutual Housing California	258	3.6%
12	Home Energy Assistance Program (HEAP)	243	3.3%
13	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing	223	3.1%
14	Francis House - A Program of Next Move	213	2.9%
15	Shelter Services - The Salvation Army	203	2.8%
16	Legal Services of Northern California	166	2.3%
17	Residential Family Shelter - Volunteers of America	155	2.1%
18	Family Shelter - Next Move	150	2.1%
19	Choice Model Emergency Food Distribution- River City Food Bank	146	2.0%
20	Resources for Independent Living	140	1.9%
21	Saint John's Program for Real Change	129	1.8%
22	Thanksgiving Basket - St. John Vianney Conference Food Locker	117	1.6%
23	Chips for Kids	115	1.6%
24	Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	103	1.4%
25	Free 411 - Directory Assistance	100	1.4%
26	Men's Shelter - Volunteers of America	99	1.4%
<b>PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE</b>		<b>Nov. '16</b>	<b>YTD</b>
	Number of Online Searches	13,900	130,398
	Visits from Unique IP Addresses	15,467	121,253