



2-1-1 sacramento
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8001 Folsom Blvd. Suite 100, Sacramento, CA 95826

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2-1-1 or 916-498-1000 or 800-500-4931

STATISTICS SUMMARY

December-16

CALLS HANDLED		Dec. '16							
Month of Dec.		6,956							
Year to date - 2016		99,431							
TYPE OF CALLS		YEAR TO DATE (YTD)							
Information		1,699				21,561			
Referral		3,998				60,958			
Total I&R calls		5,697				82,519			
Follow-up		483				8,310			
Advocacy		0				1			
Crisis		2				25			
Disaster		0				8			
Total Calls with demographic info		6,182				90,863			
Call Back		83				1,609			
Silent/Static		691				6,959			
OUTREACH ACTIVITY									
Month of Dec.		918							
Year to date - 2016		11,461							

CLIENT PROFILE

AGE RANGES OF CALLERS		Dec. '16	% of Dec.	YTD	% of YTD
Less than 18		42	<1%	516	<1%
18-20		109	1.8%	1,373	1.5%
21-29		716	11.6%	8,640	9.5%
30-39		993	16.1%	11,341	12.5%
40-49		678	11.0%	9,017	9.9%
50-59		906	14.7%	12,458	13.7%
Seniors - age 60+		1,353	21.9%	23,256	25.6%
Caller Declined		44	<1%	2,872	3.2%
Did not Ask		1,341	21.7%	21,390	23.5%
CALLER ETHNICITY		Dec. '16	% of Dec.	YTD	% of YTD
1 African American/Black		1,575	25.5%	14,820	16.3%
2 Caucasian		1,277	20.7%	13,918	15.3%
3 Hispanic / Latino		626	10.1%	7,372	8.1%
4 Multi-ethnic		364	5.9%	2,210	2.4%
5 Asian		111	1.8%	1,332	1.5%
6 Native American		85	1.4%	677	<1%
7 Other		69	1.1%	879	<1%
8 Pacific Islander / Native Hawaiian		59	<1%	548	<1%
9 Middle Eastern		34	<1%	410	<1%
10 Russian / Slavic		12	<1%	242	<1%
11 Caller Declined		194	3.1%	9,064	10.0%
12 Did not Ask		1,776	28.7%	39,391	43.4%



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CLIENT PROFILE (continued)

CALLER GENDER		Dec. '16	% of Dec.	YTD	% of YTD
Female		4,562	73.8%	66,587	73.3%
Male		1,606	26.0%	23,540	25.9%
Unknown		14	<1%	736	<1%

NUMBER IN HOUSEHOLD		Dec. '16	% of Dec.	YTD	% of YTD
1		1,628	26.3%	19,752	21.7%
2		787	12.7%	10,691	11.8%
3		555	9.0%	6,449	7.1%
4		394	6.4%	4,257	4.7%
5		204	3.3%	2,305	2.5%
6+		198	3.2%	1,966	2.2%
Unknown		2,416	39.1%	45,443	50.0%

APPROXIMATE MONTHLY INCOME		Dec. '16	% of Dec.	YTD	% of YTD
Less than \$1,000		2,048	33.1%	18,586	20.5%
\$1,001 - \$1,500		276	4.5%	3,387	3.7%
\$1,501 - \$2,000		158	2.6%	1,850	2.0%
\$2,001 - \$2,500		85	1.4%	968	1.1%
\$2,501 - \$3,000		51	<1%	562	<1%
\$3,001 - \$4,000		34	<1%	478	<1%
\$4,001 - \$5,000		15	<1%	198	<1%
More than \$5,000		15	<1%	134	<1%
Unknown		3,500	56.6%	64,700	71.2%

TOP SOURCES OF INCOME		Dec. '16	% of Dec.	YTD	% of YTD
1	SSI	1,366	22.1%	14,277	15.7%
2	TANF (CalWORKs)	866	14.0%	8,037	8.8%
3	Job	737	11.9%	11,605	12.8%
4	Social Security	554	9.0%	8,134	9.0%
5	None	430	7.0%	4,222	4.6%
6	SSD	189	3.1%	2,112	2.3%
7	General Assistance	120	1.9%	1,059	1.2%
8	Pension	98	1.6%	2,870	3.2%
9	Unemployment	68	1.1%	826	<1%
10	Family	36	<1%	333	<1%
11	Other	28	<1%	354	<1%
12	Self-Employed	27	<1%	393	<1%
13	Child Support	21	<1%	218	<1%
14	SDI	20	<1%	320	<1%
15	Student Financial Aid	17	<1%	125	<1%
16	Workers Compensation	16	<1%	75	<1%
17	Alimony	4	<1%	60	<1%
18	AB 12 Foster Care	1	<1%	42	<1%
19	Insurance	0	0.0%	18	<1%
20	Unknown	1,584	25.6%	35,783	39.4%



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TOP ZIP CODES (Dec. '16)				# of CALLS		TOP ZIP CODES (YTD)				# of CALLS	
1	95823	Sacramento	529			1	95823	Sacramento	7,276		
2	95815	Sacramento	344			2	95815	Sacramento	4,914		
3	95821	Sacramento	327			3	95821	Sacramento	4,328		
4	95838	Sacramento	274			4	95820	Sacramento	3,524		
5	95820	Sacramento	265			5	95608	Carmichael	3,519		
6	95828	Sacramento	252			6	95838	Sacramento	3,516		
7	95825	Sacramento	229			7	95825	Sacramento	3,276		
8	95822	Sacramento	210			8	95828	Sacramento	3,221		
9	95670	Rancho Cordova	199			9	95670	Rancho Cordova	3,043		
10	95814	Sacramento	195			10	95822	Sacramento	3,003		

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED						Dec. '16		% of Dec.	
1	Housing					3,595		58.2%	
	Emergency Shelter/Transitional Housing					1,166		18.9%	
	Housing Search Assistance					747		12.1%	
	Low Income/Subsidized Housing					643		10.4%	
	Rent Payment/Rent Deposit Assistance					555		9.0%	
	Landlord/Tenant Assistance					282		4.6%	
	Supportive Housing					119		1.9%	
2	Legal, Consumer, and Public Safety Services					1,135		18.4%	
	Legal Counseling and Representation					237		3.8%	
	Family Law					141		2.3%	
	Legal Education and Information					135		2.2%	
	Specialized Legal Services					125		2.0%	
	Law Enforcement Services					114		1.8%	
	Records/Licenses/Permits					90		1.5%	
	Lawyer Referral Services					62		1.0%	
	Consumer Complaints					50		<1%	
	Advocacy					48		<1%	
3	Individual, Family, and Community Support					935		15.1%	
	Holiday Programs					415		6.7%	
	Family Support Centers					116		1.9%	
	Domestic Animal Services					83		1.3%	
	In Home Assistance					54		<1%	
	Case/Care Management					44		<1%	
	Parenting Education					44		<1%	
	Protective Services					32		<1%	
4	Information Services					699		11.3%	
	Information & Referral					582		9.4%	
	Libraries/Printed Materials					75		1.2%	
	Electronic Information Resources					41		<1%	
5	Food/Meals					561		9.1%	
	Food Pantries					402		6.5%	
	CalFresh and WIC					113		1.8%	
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)					46		<1%	
6	Clothing/Personal/Household Needs					477		7.7%	
	Clothing					209		3.4%	
	Furniture					121		2.0%	
	Household Goods					111		1.8%	



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Most Frequently Referred Programs		Dec. '16	% of Dec.
1	Rental Assistance and Motel Vouchers - The Salvation Army	676	10.9%
2	Travelers Aid Emergency Assistance Agency	617	10.0%
3	Sacramento Self Help Housing	446	7.2%
4	Utility Assistance - The Salvation Army	292	4.7%
5	Mercy Housing California	253	4.1%
6	Family Assistance - Saint Vincent de Paul Society	230	3.7%
7	Mutual Housing California	229	3.7%
8	Christmas Basket - St. John Vianney Conference Food Locker	209	3.4%
9	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing	198	3.2%
10	Shelter Services - The Salvation Army	183	3.0%
11	Home Energy Assistance Program (HEAP)	177	2.9%
12	Francis House - A Program of Next Move	176	2.8%
13	Warming Center - Union Gospel Mission	148	2.4%
14	Winter Sanctuary - Sacramento	148	2.4%
15	Family Shelter - Next Move	141	2.3%
16	Residential Family Shelter - Volunteers of America	131	2.1%
17	Resources for Independent Living	128	2.1%
18	Legal Services of Northern California	125	2.0%
19	Choice Model Emergency Food Distribution- River City Food Bank	111	1.8%
20	Love INC Sacramento	103	1.7%
21	CalFresh	103	1.7%
22	Food - Sacramento Food Bank & Family Services	97	1.6%
23	Men's Shelter - Union Gospel Mission	83	1.3%
24	Housing Choice Voucher Program - SHRA	77	1.2%
25	Community Housing Opportunities Corporation	77	1.2%
26	Superior Court of California - Family Law Facilitator / Self Help Center	75	1.2%
27	Food Closet - The Salvation Army	75	1.2%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	Dec. '16	YTD
Number of Online Searches	11,914	142,312
Visits from Unique IP Addresses	13,726	86,380