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2-1-1 Sacramento
Annual Statistical Report
January - December 2018

<u>CALLS RECEIVED ANNUALLY (Calls Presented)</u>		<u>% increase/decrease</u>	
2018	99,637	-14.5%	from 2017
2017	114,079	9.3%	from 2016
2016	103,387	-5.0%	from 2015
2015	108,809	-6.4%	from 2014

2018 CALL TYPES

Information	15,498		
Referral	49,110		
Total I&R calls	64,608		
Follow-up	6,459	10.0%	% of I&R calls followed-up
Advocacy	2		
Crisis	13		
Outreach	28		
Disaster	50		
Total Calls with demographic info	71,160		
Silent/Static	8,019		
Call Back	4,089		

OUTREACH ACTIVITY

2018	11,712
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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE ON WEBSITE

	<u>2018</u>	<u>2017</u>	<u>% increase/decrease</u>
Unique Visitors	105,315	110,726	-5.0%
Directory Searches	236,452	173,848	26.4%
Resource Page Views	388,421	417,996	-7.6%
Total Page Views	624,873	591,844	5.3%



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CLIENT PROFILE

<u>TOP AGE RANGES OF CALLERS</u>	<u>2018</u>	<u>% OF CALLS</u>
Less than 18	448	<1%
18-20	919	1.3%
21-29	6,584	9.3%
30-39	9,321	13.1%
40-49	7,745	10.9%
50-59	10,135	14.2%
Seniors - age 60+	22,298	31.3%
Caller Declined	849	1.2%
Did not Ask	12,861	18.1%
<u>Military/Veterans</u>	3,773	5.3%
<u>First 5 Families/Children 0-5</u>	8,833	12.4%
<u>GENDER</u>		
Female	52,075	73.2%
Male	18,964	26.7%
Unknown	121	<1%

CLIENT PROFILE (continued)

<u>CALLER ETHNICITY</u>	<u>2018</u>	<u>% OF CALLS</u>
1 African American/Black	11,803	16.6%
2 Caucasian	11,688	16.4%
3 Hispanic/Latino	5,742	8.1%
4 Multi-ethnic	1,936	2.7%
5 Asian	1,480	2.1%
6 Middle Eastern	526	<1%
7 Other	499	<1%
8 Native American	460	<1%
9 Pacific Islander/Native Hawaiian	458	<1%
10 Russian/Slavic	179	<1%
11 Caller Declined	2,146	3.0%
12 Did not Ask	34,243	48.1%



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<u>TOP SOURCES OF INCOME</u>	<u>2018</u>	<u>% OF CALLS</u>
1 Job	12,677	17.8%
2 SSI	11,370	16.0%
3 SS	8,269	11.6%
4 TANF (CalWORKs)	4,994	7.0%
5 None	3,445	4.8%
6 Pension	3,440	4.8%
7 SSD (SSDI)	2,779	3.9%
8 General Assistance	1,084	1.5%
9 Unemployment	682	<1%
10 Other	461	<1%
11 Self-Employed	412	<1%
12 Family	379	<1%
13 SDI	218	<1%
14 Child Support	169	<1%
15 Student Financial Aid	96	<1%
16 Alimony	86	<1%
17 Workers Comp	76	<1%
18 AB 12 Foster Care	39	<1%
19 Insurance	12	<1%
20 Unknown	20,472	28.8%

<u>NUMBER IN HOUSEHOLD</u>	<u>2018</u>	<u>% OF CALLS</u>
1	25,647	36.1%
2	10,477	14.7%
3	5,508	7.7%
4	3,407	4.8%
5	1,792	2.5%
6+	1,306	1.8%
Unknown	23,023	32.4%



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<u>APPROXIMATE MONTHLY INCOME</u>	<u>2018</u>	<u>% OF CALLS</u>
Less than \$1,000	16,379	23.0%
\$1,001 - \$1,500	4,443	6.2%
\$1,501 - \$2,000	3,121	4.4%
\$2,001 - \$2,500	2,149	3.0%
\$2,501 - \$3,000	1,426	2.0%
\$3,001 - \$4,000	1,255	1.8%
\$4,001 - \$5,000	553	<1%
More than \$5,000	319	<1%
Unknown	41,515	58.4%

<u>TOP ZIP CODES</u>				<u>TOP ZIP CODES</u>			
			<u># of CALLS</u>				<u># of CALLS</u>
1	95823	Sacramento	5,963	6	95608	Carmichael	2,526
2	95815	Sacramento	3,253	7	95838	Sacramento	2,474
3	95821	Sacramento	3,207	8	95828	Sacramento	2,466
4	95825	Sacramento	2,681	9	95820	Sacramento	2,421
5	95822	Sacramento	2,604	10	95670	Rancho Cordova	2,349

NEEDS AND RESOURCES

<u>TOP NEEDS EXPRESSED¹</u>	<u>2018</u>	<u>% OF CALLS³</u>
1 HOUSING & Shelter²	35,640	50.1%
Low-Cost Housing	15,158	21.3%
Shelters	8,919	12.5%
Rent Assistance	6,072	8.5%
Landlord/Tenant Issues	3,179	4.5%
Contacts for Housing and Shelter Organizations	1,389	2.0%
Home Repair/Maintenance	743	1.0%
2 Employment & Income	12,388	17.4%
Tax Preparation	10,203	14.3%
Financial Assistance	782	1.1%
Job Search	767	1.1%
Money Management	240	<1%



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3 Government & Legal	11,335	15.9%
Legal Assistance	3,729	5.2%
Government	2,905	4.1%
Child & Family Law	2,353	3.3%
Contacts for Government & Legal Organizations	2,280	3.2%
Immigration Assistance	102	<1%

NEEDS AND RESOURCES (continued)

<u>TOP NEEDS EXPRESSED</u>	<u>2018</u>	<u>% OF CALLS</u>
4 HEALTH CARE²	6,426	9.0%
Nursing Homes & Adult Care	1,810	2.5%
Health Insurance	1,474	2.1%
Medical Providers	1,167	1.6%
Other Health Services	543	<1%
Dental Care	495	<1%
Medical Equipment	292	<1%
Eye Care	180	<1%
Contacts for Healthcare Organizations	149	<1%
Funeral & Burial Assistance	144	<1%
Reproductive Health	95	<1%
Prescription Assistance	63	<1%
5 MENTAL HEALTH & ADDICTIONS²	4,668	6.6%
Mental Health Services	1,862	2.6%
Substance Abuse & Addictions	1,673	2.4%
Crisis Intervention & Suicide	681	<1%
Mental Health Facilities	418	<1%
6 FOOD/MEALS²	4,674	6.6%
Food Pantries	2,601	3.7%
CalFresh and WIC	901	1.3%
Holiday Meals	592	<1%
Soup Kitchens	332	<1%
Home-delivered Meals	176	<1%



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7 UTILITY ASSISTANCE²	4,327	6.1%	
Utility Payment Assistance	3,688		5.2%
Phone Payment Assistance	268		<1%
Contacts for Utility Organizations	201		<1%
Water and Sewer Payment Assistance	101		<1%
8 CLOTHING/PERSONAL/HOUSEHOLD²	2,798	3.9%	
Home Furnishing	905		1.3%
Clothing	813		1.1%
Seasonal/Holiday	353		<1%
Personal Hygiene Products	345		<1%
Appliances	281		<1%
9 Transportation Assistance	1,479	2.1%	
Medical Transportation	698		<1%
Public Transportation	605		<1%
Automobile Assistance	183		<1%
Emergency/Out of Town Travel	93		<1%
10 Child Care & Parenting	920	1.3%	
Childcare	451		<1%
Parenting	469		<1%

NEEDS AND RESOURCES (continued)

<u>TOP NEEDS EXPRESSED</u>	<u>2018</u>	<u>% OF CALLS</u>	
11 Education	482	<1%	
Traditional and Specialized Educational Programs	131		<1%
School Supplies	115		<1%
Early Childhood Education	96		<1%
Adult Education	46		<1%
ESL/Citizenship	44		<1%
Disaster	168	<1%	
Other Disaster	70		<1%
Housing/Shelter	58		<1%
Contacts for Disaster Support Organization	30		<1%



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<u>Top Unmet Needs</u>	<u>2018</u>	<u>% OF CALLS</u>
1 Homeless Motel Vouchers	279	<1%
2 Rent Deposit Assistance	201	<1%
3 Homeless Shelter	170	<1%
4 Gas Money	120	<1%
5 Utility Service Payment Assistance	115	<1%
6 Rent Payment Assistance	111	<1%
7 Water Service Payment Assistance	83	<1%
8 Holiday Gifts/Toys	55	<1%
9 Tax Preparation	49	<1%
10 Beds/Mattresses	38	<1%
<u>Most Frequently Referred Programs</u>	<u>2018</u>	<u>% OF CALLS</u>
1 2-1-1 Appointments - Volunteer Income Tax Assistance Program	4,370	6.1%
2 Tax-Aide - AARP	4,322	6.1%
3 Sacramento Self Help Housing	4,147	5.8%
4 Family Assistance - Saint Vincent de Paul	3,712	5.2%
5 Rental Assistance - The Salvation Army	3,249	4.6%
6 Rent Payment Assistance - Travelers Aid	2,625	3.7%
7 Utility Assistance - The Salvation Army	2,383	3.4%
8 Mutual Housing California	2,261	3.2%
9 Utility Bill Assistance - Travelers Aid	2,158	3.0%
10 Mercy Housing California	2,085	2.9%
11 Shelter Services - The Salvation Army	1,925	2.7%
12 Community Housing Opportunities Corporation	1,869	2.6%
13 Home Energy Assistance Program (HEAP) - Community Resource Proje	1,836	2.6%
14 Landlord Tenant Dispute Resolution (Renters Helpline)	1,836	2.6%
15 Core Services - Resources for Independent Living	1,451	2.0%
16 Legal Services of Northern California	1,425	2.0%
17 Motel Vouchers - Travelers Aid	1,419	2.0%
18 Emergency Motel Vouchers - Francis House - A Program of Next Move	1,217	1.7%
19 Residential Family Shelter - Volunteers of America	1,124	1.6%



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20	Diversion Eligibility Assessment - Francis House Center	1,102	1.5%
21	Medi-Cal	1,042	1.5%
22	Family Shelter - Next Move	932	1.3%
23	Lawyer Referral and Information Service	890	1.3%
24	Senior Legal Hotline	854	1.2%
25	Men's Shelter Clothing and Showers - Union Gospel Mission Sacrament	833	1.2%
26	Men's Shelter - Volunteers of America	827	1.2%
27	Food - Produce for All - Sacramento Food Bank & Family Services	769	1.1%
28	City of Sacramento 311	768	1.1%
29	Love in the Name of Christ	694	<1%
30	Housing Choice Voucher Program - SHRA	686	<1%
31	Saint John's Program for Real Change	686	<1%

¹Data sub-categories realigned 04/01/18

²Primary category may be greater than subtotals as low volume need categories may not be included.

³Need % reflects calls with stated presenting need, not the % of overall needs. As such, total % will exceed 100%.