



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

August-17

CALL VOLUME		Aug	'17	YEAR TO DATE (YTD)	
Month of Aug		7,033			
Year to date - 2017		86,431			
TYPE OF CALLS		Aug	'17	YEAR TO DATE (YTD)	
Information		1,787		15,657	
Referral		3,996		30,557	
Total I&R calls		5,783		46,214	
Follow-up		441		5,395	
Advocacy		0		1	
Crisis		0		4	
Disaster		1		139	
Total Calls with demographic info		6,225		51,753	
Call Back		39		3,957	
Silent/Static		725		5,672	
Other		524		27,140	
OUTREACH ACTIVITY		Aug	'17	YEAR TO DATE (YTD)	
Month of Aug		1,394			
Year to date - 2017		8,565			

CLIENT PROFILE

AGE RANGES OF CALLERS		Aug	'17	% of Aug	YTD	% of YTD
Less than 18		47		<1%	267	<1%
18-20		86		1.4%	626	1.2%
21-29		619		9.9%	4,511	8.7%
30-39		881		14.2%	6,083	11.8%
40-49		597		9.6%	4,980	9.6%
50-59		703		11.3%	6,645	12.8%
Seniors - age 60+		1,237		19.9%	16,139	31.2%
Caller Declined		81		1.3%	570	1.1%
Did not Ask		1,974		31.7%	11,932	23.1%
CALLER ETHNICITY		Aug	'17	% of Aug	YTD	% of YTD
1	African American/Black	1,322		21.2%	9,950	19.2%
2	Caucasian	1,136		18.2%	11,001	21.3%
3	Hispanic / Latino	465		7.5%	4,902	9.5%
4	Multi-ethnic	164		2.6%	1,322	2.6%
5	Asian	91		1.5%	1,065	2.1%
6	Middle Eastern	39		<1%	392	<1%
7	Other	39		<1%	484	<1%
8	Native American	36		<1%	382	<1%
9	Pacific Islander / Native Hawaiian	25		<1%	339	<1%
10	Russian / Slavic	9		<1%	135	<1%
11	Caller Declined	123		2.0%	1,803	3.5%
12	Did not Ask	2,776		44.6%	19,978	38.6%



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CLIENT PROFILE (continued)

CALLER GENDER		Aug '17	% of Aug	YTD	% of YTD
Female		4,765	76.5%	37,891	73.2%
Male		1,450	23.3%	13,757	26.6%
Unknown		10	<1%	105	<1%
NUMBER IN HOUSEHOLD		Aug '17	% of Aug	YTD	% of YTD
1		1,369	22.0%	13,222	25.5%
2		719	11.6%	6,053	11.7%
3		502	8.1%	3,391	6.6%
4		310	5.0%	1,999	3.9%
5		165	2.7%	1,033	2.0%
6+		114	1.8%	782	1.5%
Unknown		3,046	48.9%	25,273	48.8%
APPROXIMATE MONTHLY INCOME		Aug '17	% of Aug	YTD	% of YTD
Less than \$1,000		1,313	21.1%	9,208	17.8%
\$1,001 - \$1,500		312	5.0%	2,406	4.6%
\$1,501 - \$2,000		174	2.8%	1,523	2.9%
\$2,001 - \$2,500		90	1.4%	957	1.8%
\$2,501 - \$3,000		38	<1%	557	1.1%
\$3,001 - \$4,000		42	<1%	585	1.1%
\$4,001 - \$5,000		12	<1%	245	<1%
More than \$5,000		115	<1%	251	<1%
Unknown		4,129	66.3%	36,021	69.6%
TOP SOURCES OF INCOME		Aug '17	% of Aug	YTD	% of YTD
1	SSI	1,129	18.1%	8,118	15.7%
2	Job	838	13.5%	8,979	17.3%
3	TANF (CalWORKs)	703	11.3%	4,036	7.8%
4	Social Security	488	7.8%	6,770	13.1%
5	None	276	4.4%	2,392	4.6%
6	SSD	172	2.8%	1,569	3.0%
7	Pension	107	1.7%	2,468	4.8%
8	General Assistance	90	1.4%	790	1.5%
9	Unemployment	48	<1%	502	<1%
10	Family	34	<1%	200	<1%
11	Self-Employed	32	<1%	229	<1%
12	Child Support	23	<1%	127	<1%
13	Other	19	<1%	278	<1%
14	SDI	13	<1%	148	<1%
15	AB 12 Foster Care	12	<1%	43	<1%
16	Student Financial Aid	12	<1%	71	<1%
17	Alimony	5	<1%	47	<1%
18	Workers Compensation	3	<1%	70	<1%
19	Insurance	0	0.0%	4	<1%
20	Unknown	2,221	35.7%	14,912	28.8%



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TOP ZIP CODES (Aug '17)				TOP ZIP CODES (YTD)			
# of CALLS				# of CALLS			
1	95823	Sacramento	547	1	95823	Sacramento	4,115
2	95821	Sacramento	296	2	95821	Sacramento	2,371
3	95815	Sacramento	287	3	95815	Sacramento	2,200
4	95826	Sacramento	282	4	95608	Carmichael	1,973
5	95838	Sacramento	243	5	95828	Sacramento	1,859
6	95820	Sacramento	242	6	95838	Sacramento	1,825
7	95828	Sacramento	240	7	95820	Sacramento	1,806
8	95825	Sacramento	230	8	95670	Rancho Cordova	1,804
9	95670	Rancho Cordova	204	9	95822	Sacramento	1,707
10	95660	North Highlands	201	10	95825	Sacramento	1,692

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED				Aug '17	% of Aug
1	Housing			3,674	59.0%
	Emergency Shelter/Transitional Housing			1,182	19.0%
	Housing Search Assistance			800	12.9%
	Low Income/Subsidized Housing			618	9.9%
	Rent Payment/Rent Deposit Assistance			503	8.1%
	Landlord/Tenant Assistance			359	5.8%
	Supportive Housing			116	1.9%
2	Legal, Consumer, and Public Safety Services			1,581	25.4%
	Legal Counseling and Representation			347	5.6%
	Family Law			200	3.2%
	Specialized Legal Services			188	3.0%
	Legal Education and Information			168	2.7%
	Law Enforcement Services			152	2.4%
	Records/Licenses/Permits			101	1.6%
	Lawyer Referral Services			93	1.5%
	Consumer Complaints			72	1.2%
	Advocacy			58	<1%
3	Information Services			679	10.9%
	Information & Referral			538	8.6%
	Libraries/Printed Materials			99	1.6%
	Electronic Information Resources			39	<1%
4	Food/Meals			615	9.9%
	Emergency Food/Food Pantries			365	5.9%
	CalFresh and WIC			184	3.0%
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)			56	<1%
5	Individual, Family, and Community Support			613	9.8%
	In Home Assistance			105	1.7%
	Family Support Centers			96	1.5%
	Domestic Animal Services			85	1.4%
	Case/Care Management			53	<1%
	Parenting Education			48	<1%
	Protective Services			30	<1%
	Support Groups			29	<1%
	Parental Visitation Facilitation			26	<1%
6	Health Care			562	9.0%
	Health Insurance Information/Counseling			91	1.5%
	Dental Care			69	1.1%



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	Community Clinics					66		1.1%
	Medi-Cal/Public Medical Assistance Programs					45		<1%
	Immunizations					36		<1%
	Emergency Room Care/General Medical Care					34		<1%
	Assistive Technology Equipment					28		<1%
	Health Care Referrals					28		<1%
	Mother and Infant Care					26		<1%
7	Utility Assistance					560		9.0%
	Utility Services Payment Assistance					530		8.5%
6	Mental Health/Addictions					423		6.8%
	Counseling Services					171		2.7%
	Substance Abuse Services					114		1.8%
	Mental Health Evaluation and Treatment					64		1.0%
	Inpatient/Outpatient Mental Health Facilities					30		<1%
9	Income Support/Assistance					376		6.0%
	General Relief/SSI/TANF					130		2.1%
	Tax Information/Assistance Programs					88		1.4%
	Household Related Public Assistance Programs					79		1.3%
	Social Insurance Programs					32		<1%
10	Clothing/Personal/Household Needs					351		5.6%
	Clothing					181		2.9%
	Furniture					83		1.3%
	Household Goods					49		<1%
	Personal/Grooming					24		<1%
11	Other Government/Economic Services					224		3.6%
12	Education					158		2.5%
13	Transportation					147		2.4%
TOP UNMET NEEDS						Aug '17		
1	Rental Deposit Assistance					15		
2	Utility Service Payment Assistance					15		
3	Homeless Motel Vouchers					11		
4	Rent Payment Assistance					11		
5	Transportation					10		
6	Homeless Shelter					7		
7	Tax Assistance					6		



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Most Frequently Referred Programs		Aug '17	% of Aug
1	Travelers Aid Emergency Assistance Agency	675	10.8%
2	Family Assistance - Saint Vincent de Paul Society	403	6.5%
3	Utility Assistance - The Salvation Army	349	5.6%
4	Home Energy Assistance Program (HEAP)	313	5.0%
5	Francis House - A Program of Next Move	224	3.6%
6	Mutual Housing California	194	3.1%
7	Mercy Housing California	193	3.1%
8	Legal Services of Northern California	181	2.9%
9	Shelter Services - The Salvation Army	177	2.8%
10	Residential Family Shelter - Volunteers of America	153	2.5%
11	Family Shelter - Next Move	147	2.4%
12	Resources for Independent Living	128	2.1%
13	CalFresh	123	2.0%
14	Food - Sacramento Food Bank & Family Services (Produce For All)	103	1.7%
15	Lawyer Referral and Information Service	96	1.5%
16	Superior Court of California - Family Law Facilitator / Self Help Center	95	1.5%
17	Medi-Cal	93	1.5%
18	Choice Model Emergency Food Distribution: River City Food Bank	81	1.3%
19	In-Home Supportive Services	76	1.2%
20	Saint John's Program for Real Change	75	1.2%
21	Love in the Name of Christ	74	1.2%
22	Senior Legal Hotline	66	1.1%
23	United States Department of Housing and Urban Development	65	1.0%
24	Sacramento County Behavioral Health Services - Access Team	65	1.0%
25	Internal Revenue Service - VITA	63	1.0%
26	General Assistance	61	1.0%
27	Sacramento Housing and Redevelopment - Housing Choice Voucher Program	56	0.9%
PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE			
		Aug '17	YTD
	Number of Online Searches	15,549	113,199
	Visits from Unique IP Addresses	14,643	81,727