

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

www.211Sacramento.org
 www.facebook.com/211Sacramento

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



STATISTICS SUMMARY
January - December 2021

<u>CALLS RECEIVED ANNUALLY (Calls Presented)</u>	<u>2021</u>	<u>% increase/decrease</u>
2021	92,922	-22.60% from 2020
2020	120,022	7.5% from 2019
2019	111,672	12.1% from 2018
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

<u>TYPE OF CALLS</u>	<u>2021</u>
Information	8,029
Referral	49,728
Total I&R calls	57,757
Follow-up	3,289
Care Coordination	1,222
Advocacy	39
Crisis	34
Disaster	2,339
Outreach	20
Total Calls with Demographic Info	64,700
Call Back	3,934
Silent/Static	4,294
Voicemail	2,353
Other	17,641

COURT OUTREACH ACTIVITY

2021 0

CLIENT PROFILE

<u>AGE RANGES OF CALLERS</u>	<u>2021</u>	<u>% of</u>
Less than 18	169	<1%
18-20	873	1.3%
21-29	4,887	7.6%
30-39	7,111	11.0%
40-49	5,787	8.9%
50-59	8,577	13.3%
Seniors - age 60+	16,020	24.8%
Caller Declined	8,683	13.4%
Did not Ask	12,593	19.5%

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CALLER ETHNICITY	2021	% of
1 African American/Black	10,202	15.8%
2 Caucasian	8,426	13.0%
3 Hispanic / Latino	5,287	8.2%
3 Multi-ethnic	1,563	2.4%
4 Asian	946	1.5%
5 Other	863	1.3%
7 Native American	340	<1%
8 Pacific Islander / Native Hawaiian	325	<1%
9 Middle Eastern	323	<1%
10 Russian / Slavic	98	<1%
11 Caller declined to answer	15,092	23.3%
12 Did not ask	21,235	32.8%

Military/Veterans	2,042	3.2%
First 5 Families/Children 0-5	6,295	9.7%

CALLER GENDER	2021	% of
Female	36,595	56.6%
Male	15,989	24.7%
Non-binary	45	<1%
Trans Female	41	<1%
Trans Male	21	<1%
Intersex	18	<1%
Unknown	336	<1%
Client declined	5,419	8.4%
Did not ask	6,236	9.6%

NUMBER IN HOUSEHOLD	2021	% of
1	34,647	53.6%
2	9,941	15.4%
3	4,396	6.8%
4	2,774	4.3%
5	1,472	2.3%
6+	1,308	2.0%
Unknown	10,162	15.7%

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APPROXIMATE MONTHLY INCOME

	<u>2021</u>	<u>% of</u>
No Income	9,598	14.8%
Less than \$1,000	10,244	15.8%
\$1,001 - \$1,500	4,411	6.8%
\$1,501 - \$2,000	3,558	5.5%
\$2,001 - \$2,500	1,936	3.0%
\$2,501 - \$3,000	1,222	1.9%
\$3,001 - \$4,000	1,142	1.8%
\$4,001 - \$5,000	455	<1%
More than \$5,000	414	<1%
Unknown	31,720	49.0%

TOP SOURCES OF INCOME

	<u>2021</u>	<u>% of</u>
1 No current source of income	9,034	14.0%
2 SS	7,401	11.4%
3 Job	7,347	11.4%
4 SSI	6,646	10.3%
5 Other	2,884	4.5%
6 SSD (SSDI)	2,325	3.6%
7 TANF (CalWORKs)	2,255	3.5%
8 Unemployment	2,243	3.5%
9 Pension	1,572	2.4%
10 General Assistance	776	1.2%
11 SDI	549	<1%
12 Self-Employed	349	<1%
13 Child Support	135	<1%
14 Workers Comp	134	<1%
15 Family	133	<1%
16 AB 12 Foster Care	46	<1%
17 Alimony	38	<1%
18 Student Financial Aid	35	<1%
19 Insurance	18	<1%
20 Unknown (caller declined + did not ask)	20,780	32.1%

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TOP ZIP CODES (2021)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	4,751	6	95821	Sacramento	1,991
2	95825	Sacramento	2,471	7	95822	Sacramento	1,875
3	95815	Sacramento	2,295	8	95828	Sacramento	1,853
4	95838	Sacramento	2,168	9	95608	Carmichael	1,851
5	95820	Sacramento	2,123	10	95660	North Highlands	1,808

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	2021	% of ³
1 Housing²	55,511	85.8%
Housing Search and Information	14,788	22.9%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	10,472	16.2%
Emergency Shelter (including Homeless Motel Vouchers)	8,515	13.2%
Housing Expense Assistance	8,373	12.9%
Transitional Housing/Shelter	4,178	6.5%
2 Legal, Consumer, and Public Safety Services²	10,371	16.0%
Legal Counseling	1,207	1.9%
Crime Reporting	976	1.5%
Consumer Complaints	886	1.4%
General Legal Aid	774	1.2%
Advocacy	709	1.1%
3 Utility Assistance²	9,805	15.2%
Utility Assistance (including Utility Service Payment Assistance)	9,544	14.8%
Utility Service Providers	223	<1%
4 Healthcare²	9,779	15.1%
Health Education (including COVID-19 Vaccine information)	1,788	2.8%
Immunizations (including COVID-19 Immunizations)	1,450	2.2%
Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	1,152	1.8%
Communicable Disease Control	1,112	1.7%
Medical Public Assistance Programs	469	<1%
5 Individual, Family, and Community Support²	9,593	14.8%
Holiday Programs	1,680	2.6%
Case/Care Management	1,318	2.0%
In Home Assistance	1,281	2.0%
Community Action/Social Advocacy Groups	1,104	1.7%
Protective Services	477	<1%

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6	Income Support/Assistance²	8,572	13.2%
	Tax Preparation Assistance	3,670	5.7%
	Online Tax Preparation/E-Filing Sites	1,727	2.7%
	Tax Information	608	<1%
	Basic Income Maintenance Programs	596	<1%
	Household Related Public Assistance Programs	502	<1%
7	Information Services²	8,392	13.0%
	Information and Referral	5,039	7.8%
	Information Sources (including 311 Services)	2,712	4.2%
8	Mental Health/Addictions²	6,427	9.9%
	Crisis Intervention	1,352	2.1%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	1,157	1.8%
	Mental Health Evaluation	678	1.0%
	Counseling Services	592	<1%
	Outpatient Mental Health Facilities	459	<1%
9	Food/Meals²	5,688	8.8%
	Emergency Food (including Food Pantries)	2,870	4.4%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	2,050	3.2%
10	Clothing/Personal/Household Needs²	3,137	4.8%
11	Other Government/Economic Services²	3,094	4.8%
12	Disaster Services²	2,176	3.4%
13	Transportation²	1,969	3.0%
14	Employment²	1,261	1.9%
15	Arts, Culture, and Recreation²	925	1.4%
16	Volunteers/Donations²	683	1.1%
17	Education²	472	<1%

TOP UNMET NEEDS

2021

1	Tax Preparation Assistance	1,068
2	Emergency Shelter (including Homeless Motel Vouchers)	1,031
3	Housing Expense Assistance	283
4	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	222
5	Housing Search and Information	131

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Most Frequently Referred Programs	2021	% of
1 Housing Assistance - Sacramento Self Help Housing	5,812	9.0%
2 Family Assistance - SVdP	2,770	4.3%
3 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental Ass	2,692	4.2%
4 Mutual Housing California	2,325	3.6%
5 Rental Assistance - The Salvation Army	2,064	3.2%
6 Mercy Housing California	1,952	3.0%
7 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	1,868	2.9%
8 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	1,868	2.9%
9 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	1,711	2.6%
10 Home Energy Assistance Program (HEAP) - Community Resource Project	1,682	2.6%
11 Shelter Sacramento - SHELTER, Inc.	1,612	2.5%
12 First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House	1,555	2.4%
13 Motel Vouchers - The Salvation Army	1,490	2.3%
14 Family Promise of Sacramento	1,471	2.3%
15 3-1-1 Connect - Sacramento County	1,464	2.3%
16 Community Housing Opportunities Corporation	1,442	2.2%
17 Utility Assistance - The Salvation Army	1,340	2.1%
18 Room & Board - Helping Hearts Foundation	1,328	2.1%
19 Sacramento County Department of Human Assistance - CalFresh	1,266	2.0%
20 Emergency Motel Vouchers - Francis House - A Program of Next Move	1,197	1.9%
21 2-1-1 Appointments - Volunteer Income Tax Assistance Program - Capital Region VITA	1,119	1.7%
22 City of Sacramento 311	1,079	1.7%
23 Sacramento County - Legal Services of Northern California	1,052	1.6%
24 CalFresh Application Assistance - 2-1-1 Sacramento	1,035	1.6%
25 Senior Program - Women's Civic Improvement Club of Sacramento	994	1.5%
26 Contact Site for Appointment - Volunteer Income Tax Assistance Program - Capital Reg	975	1.5%
27 Sacramento County Public Health Division - COVID-19 Vaccine Information	906	1.4%
28 District 29 - Tax-Aide - AARP	878	1.4%
29 Saint John's Program for Real Change	815	1.3%
30 California Smokers' Helpline	806	1.2%
All Other Referrals	69,579	
Total Referrals	118,147	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>2021</u>
Unique Visitors	97,082
Directory Searches	62,529
Resource Page Views	288,985
Total Page Views	351,514

¹Data categories realigned to AIRS Taxonomy 01/01/2021

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%.