

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

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



Sacramento

ANNUAL STATISTICAL REPORT
January - December 2020

<u>CALLS RECEIVED ANNUALLY (Calls Presented)</u>		<u>% increase/decrease</u>
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

TYPE OF CALLS

2020

Information	14,743
Referral	44,024
Total I&R calls	58,767
Follow-up	5,128
Advocacy	53
Crisis	29
Disaster	9,018
Outreach	13
Voicemail	229
Total Calls with Demographic Info	73,237
Call Back	6,092
Silent/Static	3,412
Voicemail	1,620
Other	36,590

COURT OUTREACH ACTIVITY

2020	1,641
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CLIENT PROFILE

AGE RANGES OF CALLERS

	<u>2020</u>	<u>% of 2020</u>
Less than 18	182	<1%
18-20	763	1.0%
21-29	4,383	6.0%
30-39	6,232	8.5%
40-49	5,194	7.1%
50-59	6,958	9.5%
Seniors - age 60+	23,051	31.5%
Caller Declined	3,357	4.6%
Did not Ask	23,117	31.6%

CALLER ETHNICITY

	<u>2020</u>	<u>% of 2020</u>
1 Caucasian	10,727	14.6%
2 African American/Black	9,049	12.4%
3 Hispanic / Latino	5,410	7.4%
3 Other	1,440	2.0%
4 Multi-ethnic	1,248	1.7%
5 Asian	1,193	1.6%
7 Native American	412	<1%
8 Pacific Islander / Native Hawaiian	343	<1%
9 Middle Eastern	316	<1%
10 Russian / Slavic	179	<1%
11 Caller declined to answer	5,497	7.5%
12 Did not ask	37,423	51.1%

Military/Veterans

3,083 4.2%

First 5 Families/Children 0-5

5,984 8.2%

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CALLER GENDER

2020 **% of 2020**

Female	39,293	53.7%
Male	17,465	23.8%
Intersex	64	<1%
Non-binary	26	<1%
Trans Male	14	<1%
Trans Female	12	<1%
Unknown	426	<1%
Client declined	2,342	3.2%
Did not ask	13,595	18.6%

NUMBER IN HOUSEHOLD

2020 **% of 2020**

1	27,164	37.1%
2	10,065	13.7%
3	3,851	5.3%
4	2,559	3.5%
5	1,494	2.0%
6+	1,329	1.8%
Unknown	26,775	36.6%

APPROXIMATE MONTHLY INCOME

2020 **% of 2020**

No Income	5,553	7.6%
Less than \$1,000	9,923	13.5%
\$1,001 - \$1,500	4,205	5.7%
\$1,501 - \$2,000	3,262	4.5%
\$2,001 - \$2,500	1,915	2.6%
\$2,501 - \$3,000	1,027	1.4%
\$3,001 - \$4,000	1,364	1.9%
\$4,001 - \$5,000	574	<1%
More than \$5,000	444	<1%
Unknown	44,970	61.4%

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TOP SOURCES OF INCOME

	2020	% of 2020
1 SS	7,780	10.6%
2 Job	6,820	9.3%
3 No current source of income	6,356	8.7%
4 SSI	6,134	8.4%
5 Pension	2,300	3.1%
6 TANF (CalWORKs)	2,162	3.0%
7 Unemployment	1,927	2.6%
8 SSD (SSDI)	1,903	2.6%
9 Other	1,781	2.4%
10 General Assistance	757	1.0%
11 SDI	361	<1%
12 Self-Employed	293	<1%
13 Child Support	116	<1%
14 Workers Comp	75	<1%
15 Family	67	<1%
16 Alimony	55	<1%
17 Student Financial Aid	53	<1%
18 AB 12 Foster Care	19	<1%
19 Insurance	13	<1%
20 Unknown (caller declined + did not ask)	34,265	46.8%

TOP ZIP CODES 2020 # of CALLS

1 95823 Sacramento	4,710
2 95815 Sacramento	2,471
3 95825 Sacramento	2,422
4 95828 Sacramento	2,229
5 95821 Sacramento	2,122

TOP ZIP CODES 2020 # of CALLS

6 95822 Sacramento	2,066
7 95608 Carmichael	2,049
8 95820 Sacramento	2,012
9 95838 Sacramento	1,996
10 95670 Gold River/Rancho C	1,947

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NEEDS AND RESOURCES

<u>TOP NEEDS EXPRESSED¹</u>	<u>2020</u>	<u>% of ³</u>
1 Housing & Shelter²	37,115	50.7%
Low Income/Subsidized Rental Housing	15,441	21.1%
Transitional Housing/Shelters/Motel Vouchers	8,953	12.2%
Rent Assistance	7,253	9.9%
Landlord /Tenant Issues	2,578	3.5%
Contact Information for Housing & Shelter Organizations	1,839	2.5%
Home Repair/Maintenance	746	1.0%
2 Healthcare²	12,727	17.4%
COVID-19	8,184	11.2%
Nursing Homes & Adult Care	1,464	2.0%
Medical Providers	909	1.2%
Health Insurance Information/Counseling	875	1.2%
Dental Care	347	<1%
Other Health Services	289	<1%
Medical Equipment	197	<1%
3 Employment & Income	12,059	16.5%
Tax Preparation	9,083	12.4%
Financial Assistance	1,635	2.2%
Job Search	598	<1%
Unemployment Benefits	473	<1%
Money Management	113	<1%
4 Food/Meals²	10,121	13.8%
Food Pantries	3,259	4.4%
Home-delivered Meals	3,002	4.1%
CalFresh and WIC	2,091	2.9%
Holiday meals	1,365	1.9%
5 Government & Legal	9,979	13.6%
Government	3,122	4.3%
Contact Information for Government & Legal Organizations	3,067	4.2%
Legal Assistance	2,268	3.1%
Child & Family Law	1,338	1.8%

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6	Mental Health & Addictions²	3,812	5.2%
	Mental Health Evaluation and Treatment	1,268	1.7%
	Substance Abuse & Addictions	1,032	1.4%
	Crisis Intervention & Suicide	1,008	1.4%
	Inpatient/Outpatient Mental Health Facilities	451	<1%
7	Utilities²	3,706	5.1%
	Utility Payment Assistance	2,509	3.4%
	Phone & Internet	738	1.0%
	Contacts Information for Utility Organizations	225	<1%
8	Clothing/Personal/Household Needs²	2,590	3.5%
	Clothing	605	<1%
	Other Clothing & Household	569	<1%
	Home Furnishings	392	<1%
	Personal Hygiene Products	389	<1%
	Seasonal/Holiday	351	<1%
9	Disaster	1,772	2.4%
10	Transportation	1,010	1.4%
11	Child Care & Parenting	605	<1%
12	Education	208	<1%

TOP UNMET NEEDS

2020

1	Homeless Motel Vouchers	648
2	Home Delivered Meals	512
3	Homeless Shelter	207
4	COVID-19 Control	200
5	Rent Payment Assistance	129

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<u>Most Frequently Referred Programs</u>	<u>2020</u>	<u>% of</u>
1 Tax-Aide - AARP	4,159	5.7%
2 Housing Assistance - Sacramento Self Help Housing	4,055	5.5%
3 Rental Assistance - The Salvation Army	2,768	3.8%
4 Diversion Eligibility Assessment - Francis House Center - A Program of Next Move	2,251	3.1%
5 Mutual Housing California	2,077	2.8%
6 Mercy Housing California	1,702	2.3%
7 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	1,695	2.3%
8 Core Services - Resources for Independent Living	1,458	2.0%
9 Motel Vouchers - The Salvation Army	1,418	1.9%
10 CalFresh Application Assistance - 2-1-1 Sacramento	1,174	1.6%
11 Utility Assistance - The Salvation Army	1,144	1.6%
12 Legal Services of Northern California - Sacramento County	1,098	1.5%
13 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	1,025	1.4%
14 City of Sacramento 311	919	1.3%
15 Rent Payment Assistance - Travelers Aid Emergency Assistance Agency	881	1.2%
16 3-1-1 Connect - Sacramento County	853	1.2%
17 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	799	1.1%
18 Dine at Home Sacramento - Agency on Aging \ Area 4	799	1.1%
19 Home Delivered Meals Program - Meals on Wheels by ACC	780	1.1%
20 Motel Vouchers - Travelers Aid Emergency Assistance Agency	762	1.0%
21 Family Promise of Sacramento	761	1.0%
22 North A Street Shelter - Volunteers of America	684	<1%
23 Saint John's Program for Real Change	666	<1%
24 Field Outreach - Sacramento Steps Forward	658	<1%
25 Senior Legal Hotline - Legal Services of Northern California	620	<1%
26 United States Internal Revenue Service - Taxpayer Assistance Center	597	<1%
27 City of Sacramento Community Development Department - Great Plates Delivered	554	<1%
28 Sacramento County Senior and Adult Services Division - Adult Protective Services	547	<1%
29 Meeting Seniors Needs Hotline	545	<1%
30 Family Assistance - Presentation Conference - SVdP	528	<1%
All Other Referrals	71,944	
Total Referrals	109,921	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>2020</u>
Unique Visitors	105,766
Directory Searches	172,422
Resource Page Views	331,992
Total Page Views	504,414

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%.