

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
April-21

CALL VOLUME

Apr '21

Month of Apr 6,484
Year to date - 2021 37,000

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	433	3,563
Referral	3,512	14,047
Total I&R calls	3,945	17,610
Follow-up	543	1,342
Care Coordination	152	343
Advocacy	1	17
Crisis	4	24
Disaster	222	1,420
Outreach	5	12
Total Calls with Demographic Info	4,872	20,768
Call Back	233	1,655
Silent/Static	291	1,004
Voicemail	215	1,844
Other	873	11,729

COURT OUTREACH ACTIVITY

Month of Apr 0
Year to date - 2021 0

CLIENT PROFILE

AGE RANGES OF CALLERS

Apr '21

% of

YTD

% of YTD

Less than 18	8	<1%	32	<1%
18-20	59	1.2%	216	1.0%
21-29	273	5.6%	1,126	5.4%
30-39	438	9.0%	1,763	8.5%
40-49	346	7.1%	1,550	7.5%
50-59	605	12.4%	2,359	11.4%
Seniors - age 60+	1,510	31.0%	7,130	34.3%
Caller Declined	686	14.1%	2,292	11.0%
Did not Ask	947	19.4%	4,300	20.7%

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CALLER ETHNICITY	Apr '21	% of	YTD	% of YTD
1 African American/Black	633	13.0%	2,554	12.3%
2 Caucasian	564	11.6%	2,641	12.7%
3 Hispanic / Latino	402	8.3%	1,790	8.6%
3 Multi-ethnic	84	1.7%	344	1.7%
4 Asian	78	1.6%	383	1.8%
5 Other	45	<1%	362	1.7%
7 Native American	23	<1%	100	<1%
8 Middle Eastern	22	<1%	87	<1%
9 Pacific Islander / Native Hawaiian	15	<1%	99	<1%
10 Russian / Slavic	14	<1%	45	<1%
11 Caller declined to answer	1,295	26.6%	4,808	23.2%
12 Did not ask	1,697	34.8%	7,555	36.4%
Military/Veterans	159	3.3%	804	3.9%
First 5 Families/Children 0-5	354	7.3%	1,498	7.2%

CALLER GENDER	Apr '21	% of	YTD	% of YTD
Female	2,700	55.4%	11,940	57.5%
Male	1,149	23.6%	5,287	25.5%
Intersex	3	<1%	9	<1%
Trans Male	3	<1%	5	<1%
Trans Female	2	<1%	8	<1%
Non-binary	2	<1%	3	<1%
Unknown	32	<1%	97	<1%
Client declined	433	8.9%	1,073	5.2%
Did not ask	548	11.2%	2,346	11.3%

NUMBER IN HOUSEHOLD	Apr '21	% of	YTD	% of YTD
1	2,658	54.6%	11,305	54.4%
2	766	15.7%	3,369	16.2%
3	284	5.8%	1,203	5.8%
4	178	3.7%	741	3.6%
5	79	1.6%	450	2.2%
6+	67	1.4%	319	1.5%
Unknown	840	17.2%	3,381	16.3%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>Apr '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
No Income	784	16.1%	3,762	18.1%
Less than \$1,000	539	11.1%	2,317	11.2%
\$1,001 - \$1,500	287	5.9%	1,259	6.1%
\$1,501 - \$2,000	241	4.9%	1,167	5.6%
\$2,001 - \$2,500	147	3.0%	782	3.8%
\$2,501 - \$3,000	85	1.7%	533	2.6%
\$3,001 - \$4,000	75	1.5%	556	2.7%
\$4,001 - \$5,000	38	<1%	233	1.1%
More than \$5,000	30	<1%	174	<1%
Unknown	2,646	54.3%	9,985	48.1%

<u>TOP SOURCES OF INCOME</u>	<u>Apr '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No current source of income	701	14.4%	3,463	16.7%
2 SS	613	12.6%	2,816	13.6%
3 Job	548	11.2%	2,578	12.4%
4 SSI	395	8.1%	1,487	7.2%
5 Other	299	6.1%	1,225	5.9%
6 Unemployment	199	4.1%	905	4.4%
7 Pension	194	4.0%	936	4.5%
8 SSD (SSDI)	153	3.1%	579	2.8%
9 TANF (CalWORKs)	115	2.4%	443	2.1%
10 General Assistance	30	<1%	127	<1%
11 Self-Employed	28	<1%	100	<1%
12 SDI	21	<1%	123	<1%
13 Workers Comp	10	<1%	45	<1%
14 Family	10	<1%	30	<1%
15 Child Support	5	<1%	23	<1%
16 Insurance	2	<1%	8	<1%
17 AB 12 Foster Care	2	<1%	3	<1%
18 Alimony	0	0.0%	16	<1%
19 Student Financial Aid	0	0.0%	3	<1%
20 Unknown (caller declined + did not ask)	1,547	31.8%	5,858	28.2%

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TOP ZIP CODES (Apr '21)				TOP ZIP CODES (YTD)					
				# of CALLS					# of CALLS
1	95823	Sacramento	337	1	95823	Sacramento	1,351		
2	95825	Sacramento	211	2	95825	Sacramento	850		
3	95838	Sacramento	164	3	95608	Carmichael	656		
4	95815	Sacramento	159	4	95815	Sacramento	645		
5	95670	Gold River/Rancho C	146	5	95838	Sacramento	641		
6	95822	Sacramento	143	6	95828	Sacramento	638		
7	95828	Sacramento	143	7	95822	Sacramento	602		
8	95608	Carmichael	136	8	95821	Sacramento	576		
9	95824	Sacramento	134	9	95820	Sacramento	545		
10	95821	Sacramento	133	10	95670	Gold River/Rancho C	529		

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Apr '21	% of ³
1 Housing²	4,708	96.6%
Housing Search and Information	1,367	28.1%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	969	19.9%
Emergency Shelter (including Homeless Motel Vouchers)	819	16.8%
Housing Expense Assistance	444	9.1%
Transitional Housing/Shelter	331	6.8%
2 Healthcare²	932	19.1%
Immunizations (including COVID-19 Immunizations)	386	7.9%
Health Education (including COVID-19 Vaccine Information)	100	2.1%
Communicable Disease Control (including COVID-19 Control)	73	1.5%
Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	46	<1%
Mother and Infant Care	38	<1%
3 Income Support/Assistance²	882	18.1%
Tax Preparation Assistance	473	9.7%
Online Tax Preparation/E-Filing Sites	131	2.7%
Tax Information	69	1.4%
Tax Collection Agencies	44	<1%
Household Related Public Assistance Programs	40	<1%

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4 Legal, Consumer, and Public Safety Services²	828	17.0%
Legal Counseling	129	2.6%
Consumer Complaints	83	1.7%
Advocacy	62	1.3%
Records/Licenses/Permits	61	1.3%
Crime Reporting	59	1.2%
5 Information Services²	767	15.7%
Information and Referral	407	8.4%
Information Sources (including 311 Services)	320	6.6%
6 Individual, Family, and Community Support²	718	14.7%
Community Action/Social Advocacy Groups	170	3.5%
In Home Assistance	147	3.0%
Case/Care Management	108	2.2%
Respite Care	37	<1%
Street Outreach Programs	35	<1%
7 Utility Assistance²	494	10.1%
Utility Assistance (including Utility Service Payment Assistance)	471	9.7%
Utility Service Providers	21	<1%
8 Food/Meals²	443	9.1%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	191	3.9%
Emergency Food	176	3.6%
Meals (including Home Delivered Meals)	70	1.4%
9 Mental Health/Addictions²	399	8.2%
10 Other Government/Economic Services²	257	5.3%
11 Clothing/Personal/Household Needs²	201	4.1%
12 Employment²	130	2.7%
13 Transportation²	127	2.6%
14 Arts, Culture, and Recreation²	114	2.3%
15 Disaster Services²	81	1.7%
16 Volunteers/Donations²	81	1.7%
17 Education²	18	<1%

TOP UNMET NEEDS

Apr '21

1 Tax Preparation Assistance (including VITA and AARP Tax Aide Programs)	64
2 Emergency Shelter (including Homeless Motel Vouchers)	37
3 Residential Housing Options (including Low Income/Subsidized Rental Housing)	19
4 Housing Expense Assistance	17
5 Housing Search and Information	8
5 Utility Assistance	8

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Most Frequently Referred Programs	Apr '21	% of
1 Housing Assistance - Sacramento Self Help Housing	485	10.0%
2 Volunteer Income Tax Assistance Program - Capital Region VITA Coalition	281	5.8%
3 Tax-Aide - AARP	227	4.7%
4 Mutual Housing California	201	4.1%
5 Rental Assistance - The Salvation Army	184	3.8%
6 Family Assistance - Saint Vincent de Paul	170	3.5%
7 Community Housing Opportunities Corporation	168	3.4%
8 Mercy Housing California	156	3.2%
9 Motel Vouchers - The Salvation Army	153	3.1%
10 First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House	135	2.8%
11 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	128	2.6%
12 Shelter Sacramento - Shelter, Inc.	121	2.5%
13 City of Sacramento 311	110	2.3%
14 CalFresh Application Assistance - 2-1-1 Sacramento	102	2.1%
15 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	98	2.0%
16 Emergency Motel Vouchers - Francis House - A Program of Next Move	97	2.0%
17 Room & Board - Helping Hearts Foundation	97	2.0%
18 Sacramento County Department of Human Assistance - CalFresh	95	1.9%
19 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	91	1.9%
20 3-1-1 Connect - Sacramento County	91	1.9%
21 Home Energy Assistance Program (HEAP) - Community Resource Project	86	1.8%
22 Family Promise of Sacramento	84	1.7%
23 Utility Assistance - The Salvation Army	84	1.7%
24 Legal Services of Northern California - Sacramento County	83	1.7%
25 Saint John's Program for Real Change	78	1.6%
26 Senior Program - Women's Civic Improvement Club of Sacramento	75	1.5%
27 Sacramento County Department of Health Services - COVID-19 Vaccine Scheduling	68	1.4%
28 Whispering Pines Apartments - Visionary Home Builders of California	68	1.4%
29 Sacramento County Public Health Division - COVID-19 Vaccine Clinics	67	1.4%
30 Housing Placement Services - Helping Hearts Foundation	67	1.4%
All Other Referrals	4,693	
Total Referrals	8,643	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Apr '21</u>	<u>YTD</u>
Unique Visitors	10,627	37,079
Directory Searches	3,733	15,115
Resource Page Views	22,557	89,662
Total Page Views	26,290	104,777

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%.