

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-22

CALL VOLUME

Apr '22

Month of Apr 8,545
Year to date - 2022 45,045

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	985	4,456
Referral	4,556	21,892
Total I&R calls	5,541	26,348
Follow-up	998	2,443
Care Coordination	25	127
Advocacy	0	13
Crisis	2	4
Disaster	12	295
Outreach	0	1
Total Calls with Demographic Info	6,578	29,231
Call Back	224	2,048
Silent/Static	551	2,145
Voicemail	183	1,139
Other	1,009	10,482

COURT OUTREACH ACTIVITY

Month of Apr 0
Year to date - 2022 0

CLIENT PROFILE

AGE RANGES OF CALLERS

Apr '22

% of

YTD

% of YTD

1	Less than 18	22	<1%	63	<1%
2	18-20	83	1.3%	330	1.1%
3	21-29	447	6.8%	2,005	6.9%
4	30-39	655	10.0%	2,914	10.0%
5	40-49	636	9.7%	2,692	9.2%
6	50-59	887	13.5%	3,869	13.2%
7	Seniors - age 60+	2,082	31.7%	8,820	30.2%
8	Caller Declined	792	12.0%	3,802	13.0%
9	Did not Ask	974	14.8%	4,736	16.2%

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CALLER ETHNICITY	Apr '22	% of	YTD	% of YTD
1 African American/Black	1,215	18.5%	4,831	16.5%
2 Caucasian	1,202	18.3%	5,427	18.6%
3 Hispanic / Latino	572	8.7%	2,385	8.2%
4 Multi-ethnic	191	2.9%	832	2.8%
5 Asian	130	2.0%	619	2.1%
6 Other	69	1.0%	376	1.3%
7 Middle Eastern	45	<1%	224	<1%
8 Pacific Islander / Native Hawaiian	37	<1%	187	<1%
9 Native American	36	<1%	185	<1%
10 Russian / Slavic	10	<1%	60	<1%
11 Caller declined to answer	1,265	19.2%	5,866	20.1%
12 Did not ask	1,806	27.5%	8,239	28.2%
Military/Veterans	249	3.8%	1,253	4.3%
First 5 Families/Children 0-5	584	8.9%	2,298	7.9%

CALLER GENDER	Apr '22	% of	YTD	% of YTD
1 Female	4,068	61.8%	17,453	59.7%
2 Male	1,612	24.5%	7,431	25.4%
3 Non-binary	9	<1%	40	<1%
4 Trans Female	3	<1%	16	<1%
5 Trans Male	3	<1%	8	<1%
6 Intersex	0	0.0%	1	<1%
7 Unknown	27	<1%	128	<1%
8 Client declined	480	7.3%	2,341	8.0%
9 Did not ask	376	5.7%	1,813	6.2%

NUMBER IN HOUSEHOLD	Apr '22	% of	YTD	% of YTD
1 1	3,702	56.3%	16,212	55.5%
2 2	1,198	18.2%	5,296	18.1%
3 3	442	6.7%	1,858	6.4%
4 4	247	3.8%	1,110	3.8%
5 5	121	1.8%	559	1.9%
6 6+	104	1.6%	400	1.4%
7 Unknown	764	11.6%	3,796	13.0%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>Apr '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No Income	739	11.2%	3,315	11.3%
2 Less than \$1,000	762	11.6%	3,352	11.5%
3 \$1,001 - \$1,500	578	8.8%	2,538	8.7%
4 \$1,501 - \$2,000	372	5.7%	1,755	6.0%
5 \$2,001 - \$2,500	222	3.4%	1,234	4.2%
6 \$2,501 - \$3,000	160	2.4%	966	3.3%
7 \$3,001 - \$4,000	153	2.3%	1,159	4.0%
8 \$4,001 - \$5,000	65	<1%	479	1.6%
9 More than \$5,000	64	<1%	372	1.3%
10 Unknown	3,463	52.6%	14,061	48.1%

<u>TOP SOURCES OF INCOME</u>	<u>Apr '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 SS	1,063	16.2%	4,581	15.7%
2 Job	1,002	15.2%	4,595	15.7%
3 SSI	728	11.1%	2,988	10.2%
4 No current source of income	724	11.0%	3,222	11.0%
5 Pension	418	6.4%	1,788	6.1%
6 TANF (CalWORKs)	236	3.6%	923	3.2%
7 SSD (SSDI)	232	3.5%	925	3.2%
8 Other	152	2.3%	854	2.9%
9 Unemployment	56	<1%	251	<1%
10 General Assistance	50	<1%	245	<1%
11 SDI	46	<1%	214	<1%
12 Self-Employed	37	<1%	166	<1%
13 Family	15	<1%	51	<1%
14 Child Support	14	<1%	55	<1%
15 AB 12 Foster Care	8	<1%	28	<1%
16 Alimony	7	<1%	27	<1%
17 Workers Comp	7	<1%	39	<1%
18 Student Financial Aid	6	<1%	41	<1%
19 Insurance	2	<1%	11	<1%
20 Unknown (caller declined + did not ask)	1,775	27.0%	8,227	28.1%

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TOP ZIP CODES (Apr '22)				TOP ZIP CODES (YTD)					
				# of CALLS					# of CALLS
1	95823	Sacramento	520	1	95823	Sacramento	1,104		
2	95825	Sacramento	263	2	95815	Sacramento	602		
3	95815	Sacramento	247	3	95608	Carmichael	568		
4	95821	Sacramento	244	4	95825	Sacramento	566		
5	95822	Sacramento	237	5	95821	Sacramento	558		
6	95608	Carmichael	220	6	95822	Sacramento	538		
7	95828	Sacramento	217	7	95828	Sacramento	506		
8	95670	Gold River/Rancho C	211	8	95670	Gold River/Rancho C	500		
9	95621	Citrus Heights	191	9	95838	Sacramento	488		
10	95838	Sacramento	191	10	95820	Sacramento	438		

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Apr '22	% of ³
1 Housing²	5,423	82.4%
Housing Search and Information	1,487	22.6%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	980	14.9%
Emergency Shelter (including Homeless Motel Vouchers)	800	12.2%
Housing Expense Assistance	743	11.3%
Transitional Housing/Shelter	467	7.1%
2 Income Support/Assistance²	1,177	17.9%
Tax Preparation Assistance	429	6.5%
Online Tax Preparation/E-Filing Sites	376	5.7%
Tax Information	74	1.1%
Tax Collection Agencies	61	<1%
Basic Income Maintenance Programs	50	<1%
3 Utility Assistance²	1,058	16.1%
Utility Assistance (including Utility Service Payment Assistance)	1,032	15.7%
Utility Service Providers	23	<1%
4 Legal, Consumer, and Public Safety Services²	932	14.2%
Legal Counseling	108	1.6%
Crime Reporting	85	1.3%
Consumer Complaints	77	1.2%
Family Law	63	<1%
Records/Licenses/Permits	50	<1%

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5 Information Services²	733	11.1%
Information and Referral	538	8.2%
Information Sources (including 311 Services)	152	2.3%
6 Individual, Family, and Community Support²	712	10.8%
Case/Care Management	102	1.6%
In Home Assistance	87	1.3%
Street Outreach Programs	81	1.2%
Community Action/Social Advocacy Groups	61	<1%
Veterinary Services	56	<1%
7 Mental Health/Addictions²	624	9.5%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	163	2.5%
Crisis Intervention	145	2.2%
Mental Health Evaluation	64	<1%
Counseling Services	42	<1%
Outpatient Mental Health Facilities	35	<1%
8 Food/Meals²	543	8.3%
Emergency Food (including Food Pantries)	254	3.9%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	223	3.4%
Meals	58	<1%
9 Healthcare²	436	6.6%
Mother and Infant Care	51	<1%
Dental Care	46	<1%
Health Insurance Information/Counseling	41	<1%
Disease/Disability Specific Screening/Diagnosis	39	<1%
Medical Public Assistance Programs	39	<1%
10 Clothing/Personal/Household Needs²	325	4.9%
11 Other Government/Economic Services²	264	4.0%
12 Transportation²	205	3.1%
13 Employment²	124	1.9%
14 Arts, Culture, and Recreation²	59	<1%
15 Volunteers/Donations²	53	<1%
16 Disaster Services²	38	<1%
17 Education²	25	<1%

TOP UNMET NEEDS

Apr '22

1 Tax Preparation Assistance	209
2 Emergency Shelter (including Homeless Motel Vouchers)	99
3 Online Tax Preparation/E-Filing Sites	49
4 Housing Expense Assistance	23
5 Nutrition Related Public Assistance Programs	21

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Most Frequently Referred Programs

	Apr '22	% of
1 Housing Assistance - Sacramento Self Help Housing	620	9.4%
2 Saint Vincent de Paul Society	495	7.5%
3 Rental Assistance - The Salvation Army	317	4.8%
4 Volunteer Income Tax Assistance Program	307	4.7%
5 Mutual Housing California	263	4.0%
6 Utility Assistance - The Salvation Army	217	3.3%
7 Home Energy Assistance Program	213	3.2%
8 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	213	3.2%
9 Shelter Sacramento - SHELTER, Inc.	206	3.1%
10 MyFreeTaxes.com - United Way Worldwide	186	2.8%
11 Property Listing - Mercy Housing California	182	2.8%
12 Family Promise of Sacramento	177	2.7%
13 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	177	2.7%
14 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As:	171	2.6%
15 CalFresh Application Assistance - 2-1-1 Sacramento	143	2.2%
16 Saint John's Program for Real Change	138	2.1%
17 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	133	2.0%
18 Community Housing Opportunities Corporation	126	1.9%
19 3-1-1 Connect - Sacramento County	119	1.8%
20 Tax Aide - AARP	113	1.7%
21 Sacramento County Department of Human Assistance - CalFresh	112	1.7%
22 Room & Board - Helping Hearts Foundation	109	1.7%
23 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	105	1.6%
24 City of Sacramento 311	100	1.5%
25 United States Internal Revenue Service - Taxpayer Assistance Center	97	1.5%
26 California Tobacco Control Project - Gift Card Incentive Program	89	1.4%
27 Residential Family Shelter - Volunteers of America	83	1.3%
28 Sacramento County - Legal Services of Northern California	80	1.2%
29 Home Energy Assistance Program (ECIP) - Community Resource Project	69	1.0%
30 Sacramento County Behavioral Health Services - Access Team	69	1.0%
All Other Referrals	5,724	
Total Referrals	11,153	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Apr '22</u>	<u>YTD</u>
Unique Visitors	6,601	28,333
Directory Searches	3,686	17,527
Resource Page Views	35,977	110,209
Total Page Views	39,663	127,736

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%.