

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
August-21

CALL VOLUME

Aug '21

Month of Aug 7,301
Year to date - 2021 64,273

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	614	5,607
Referral	4,594	30,814
Total I&R calls	5,208	36,421
Follow-up	216	2,335
Care Coordination	139	1,008
Advocacy	1	28
Crisis	1	33
Disaster	197	1,967
Outreach	0	18
Total Calls with Demographic Info	5,762	41,810
Call Back	381	2,861
Silent/Static	460	2,479
Voicemail	75	2,147
Other	623	14,976

COURT OUTREACH ACTIVITY

Month of Aug 0
Year to date - 2021 0

CLIENT PROFILE

AGE RANGES OF CALLERS

Aug '21

% of

YTD

% of YTD

Less than 18	14	<1%	92	<1%
18-20	79	1.4%	527	1.3%
21-29	493	8.6%	2,831	6.8%
30-39	710	12.3%	4,232	10.1%
40-49	544	9.4%	3,502	8.4%
50-59	859	14.9%	5,314	12.7%
Seniors - age 60+	1,028	17.8%	11,515	27.5%
Caller Declined	778	13.5%	5,195	12.4%
Did not Ask	1,257	21.8%	8,602	20.6%

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CALLER ETHNICITY	Aug '21	% of	YTD	% of YTD
1 African American/Black	949	16.5%	5,987	14.3%
2 Caucasian	807	14.0%	5,258	12.6%
3 Hispanic / Latino	450	7.8%	3,492	8.4%
3 Multi-ethnic	183	3.2%	877	2.1%
4 Asian	70	1.2%	610	1.5%
5 Other	59	1.0%	601	1.4%
7 Middle Eastern	33	<1%	179	<1%
8 Pacific Islander / Native Hawaiian	31	<1%	217	<1%
9 Native American	24	<1%	201	<1%
10 Russian / Slavic	8	<1%	79	<1%
11 Caller declined to answer	1,138	19.8%	9,598	23.0%
12 Did not ask	2,010	34.9%	14,711	35.2%
Military/Veterans	131	2.3%	1,359	3.3%
First 5 Families/Children 0-5	662	11.5%	3,679	8.8%

CALLER GENDER	Aug '21	% of	YTD	% of YTD
Female	3,223	55.9%	23,623	56.5%
Male	1,386	24.1%	10,379	24.8%
Non-binary	4	<1%	19	<1%
Trans Male	1	<1%	11	<1%
Trans Female	0	0.0%	23	<1%
Intersex	0	0.0%	11	<1%
Unknown	38	<1%	225	<1%
Client declined	511	8.9%	2,976	7.1%
Did not ask	599	10.4%	4,543	10.9%

NUMBER IN HOUSEHOLD	Aug '21	% of	YTD	% of YTD
1	3,011	52.3%	22,449	53.7%
2	876	15.2%	6,523	15.6%
3	435	7.5%	2,649	6.3%
4	288	5.0%	1,669	4.0%
5	145	2.5%	886	2.1%
6+	119	2.1%	750	1.8%
Unknown	888	15.4%	6,884	16.5%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>Aug '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
No Income	577	10.0%	6,495	15.5%
Less than \$1,000	1,085	18.8%	6,135	14.7%
\$1,001 - \$1,500	428	7.4%	2,782	6.7%
\$1,501 - \$2,000	315	5.5%	2,383	5.7%
\$2,001 - \$2,500	188	3.3%	1,398	3.3%
\$2,501 - \$3,000	98	1.7%	875	2.1%
\$3,001 - \$4,000	83	1.4%	841	2.0%
\$4,001 - \$5,000	20	<1%	332	<1%
More than \$5,000	29	<1%	304	<1%
Unknown	2,939	51.0%	20,265	48.5%

<u>TOP SOURCES OF INCOME</u>	<u>Aug '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 SSI	681	11.8%	3,857	9.2%
2 Job	600	10.4%	4,738	11.3%
3 No current source of income	573	9.9%	6,031	14.4%
4 SS	571	9.9%	5,101	12.2%
5 Unemployment	284	4.9%	1,919	4.6%
6 SSD (SSDI)	273	4.7%	1,462	3.5%
7 TANF (CalWORKs)	235	4.1%	1,229	2.9%
8 Other	228	4.0%	2,197	5.3%
9 General Assistance	95	1.6%	422	1.0%
10 Pension	74	1.3%	1,250	3.0%
11 SDI	47	<1%	315	<1%
12 Child Support	32	<1%	79	<1%
13 Self-Employed	28	<1%	201	<1%
14 Family	14	<1%	78	<1%
15 Workers Comp	5	<1%	97	<1%
16 Alimony	4	<1%	28	<1%
17 AB 12 Foster Care	3	<1%	26	<1%
18 Student Financial Aid	3	<1%	13	<1%
19 Insurance	1	<1%	14	<1%
20 Unknown (caller declined + did not ask)	2,011	34.9%	12,753	30.5%

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TOP ZIP CODES (Aug '21)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	377	1	95823	Sacramento	2,857
2	95825	Sacramento	252	2	95825	Sacramento	1,705
3	95815	Sacramento	217	3	95838	Sacramento	1,381
4	95838	Sacramento	192	4	95815	Sacramento	1,360
5	95821	Sacramento	187	5	95820	Sacramento	1,258
6	95820	Sacramento	179	6	95608	Carmichael	1,239
7	95660	North Highlands	177	7	95821	Sacramento	1,215
8	95608	Carmichael	154	8	95822	Sacramento	1,192
9	95833	Sacramento	152	9	95828	Sacramento	1,185
10	95670	Gold River/Rancho C	140	10	95660	North Highlands	1,109

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Aug '21	% of ³
1 Housing²	5,913	102.6%
Housing Search and Information	1,562	27.1%
Emergency Shelter (including Homeless Motel Vouchers)	1,284	22.3%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	964	16.7%
Housing Expense Assistance	863	15.0%
Transitional Housing/Shelter	467	8.1%
2 Utility Assistance²	1,095	19.0%
Utility Assistance (including Utility Service Payment Assistance)	1,073	18.6%
Utility Service Providers	20	<1%
3 Legal, Consumer, and Public Safety Services²	968	16.8%
Legal Counseling	115	2.0%
Crime Reporting	97	1.7%
Family Law	71	1.2%
General Legal Aid	69	1.2%
Advocacy	55	<1%
4 Information Services²	916	15.9%
Information and Referral	609	10.6%
Information Sources (including 311 Services)	237	4.1%
5 Healthcare²	888	15.4%
Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	170	3.0%
Immunizations (including COVID-19 Immunizations)	114	2.0%
Communicable Disease Control (including COVID-19 Control)	88	1.5%
Health Education (including COVID-19 Vaccine Information)	69	1.2%
Dental Care	60	1.0%

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6 Individual, Family, and Community Support²	706	12.3%
Case/Care Management	145	2.5%
In Home Assistance	88	1.5%
Community Action/Social Advocacy Groups	63	1.1%
Animal Regulation	46	<1%
Veterinary Services	45	<1%
7 Mental Health/Addictions²	620	10.8%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	142	2.5%
Crisis Intervention	137	2.4%
Mental Health Evaluation	68	1.2%
Counseling Services	40	<1%
Outpatient Mental Health Facilities	34	<1%
8 Food/Meals²	434	7.5%
Emergency Food (including Food Pantries)	249	4.3%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	126	2.2%
9 Clothing/Personal/Household Needs²	355	6.2%
Personal Goods/Services (including Clothing)	207	3.6%
Household Goods (including Appliances, Furniture)	103	1.8%
10 Other Government/Economic Services²	308	5.3%
11 Income Support/Assistance²	285	4.9%
12 Transportation²	217	3.8%
13 Disaster Services²	134	2.3%
14 Employment²	115	2.0%
15 Volunteers/Donations²	84	1.5%
16 Education²	83	1.4%
17 Arts, Culture, and Recreation²	61	1.1%

TOP UNMET NEEDS

Aug '21

1 Emergency Shelter (including Homeless Motel Vouchers)	70
2 Substance Use Disorder Treatment Programs (Smoking/Vaping Cessation)	45
3 Housing Expense Assistance	13
4 Disease/Disability Specific Screening/Diagnosis (COVID-19 Diagnostic Tests)	10
5 Utility Assistance	10

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Most Frequently Referred Programs	Aug '21	% of
1 Housing Assistance - Sacramento Self Help Housing	659	11.4%
2 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As:	314	5.4%
3 Mutual Housing California	236	4.1%
4 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	214	3.7%
5 Motel Vouchers - The Salvation Army	204	3.5%
6 Family Promise of Sacramento	192	3.3%
7 Mercy Housing California	191	3.3%
8 Rental Assistance - The Salvation Army	191	3.3%
9 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	190	3.3%
10 Home Energy Assistance Program (HEAP) - Community Resource Project	179	3.1%
11 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	167	2.9%
12 Rent & Mortgage Assistance - SHELTER, Inc.	166	2.9%
13 Emergency Motel Vouchers - Francis House - A Program of Next Move	151	2.6%
14 3-1-1 Connect - Sacramento County	148	2.6%
15 Utility Assistance - The Salvation Army	144	2.5%
16 California Smokers' Helpline	140	2.4%
17 First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House	139	2.4%
18 Room & Board - Helping Hearts Foundation	133	2.3%
19 Shelter Sacramento - SHELTER, Inc.	129	2.2%
20 Project Roomkey - CARES - Sacramento Steps Forward	116	2.0%
21 Sacramento County - Legal Services of Northern California	101	1.8%
22 City of Sacramento 311	101	1.8%
23 Sacramento County Department of Human Assistance - CalFresh	94	1.6%
24 City of Sacramento Office of Community Response - Safe Ground	88	1.5%
25 WEAVE	82	1.4%
26 Senior Program - Women's Civic Improvement Club of Sacramento	79	1.4%
27 Maryhouse - Loaves & Fishes	76	1.3%
28 Senior Legal Hotline - Legal Services of Northern California	75	1.3%
29 Saint John's Program for Real Change	72	1.2%
30 Residential Family Shelter - Volunteers of America	70	1.2%
All Other Referrals	6,371	
Total Referrals	11,212	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Aug '21</u>	<u>YTD</u>
Unique Visitors	10,535	67,804
Directory Searches	4,761	32,732
Resource Page Views	25,256	187,060
Total Page Views	30,017	219,792

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%.