

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-22

CALL VOLUME

Aug '22

Month of Aug 8,407
 Year to date - 2022 75,153

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	635	6,768
Referral	5,646	41,292
Total I&R calls	6,281	48,060
Follow-up	225	3,472
Care Coordination	17	189
Advocacy	5	24
Crisis	3	17
Disaster	39	443
Outreach	1	2
Total Calls with Demographic Info	6,571	52,207
Call Back	246	2,892
Silent/Static	521	3,961
Voicemail	65	1,401
Other	1,004	14,692

COURT OUTREACH ACTIVITY

Month of Aug 637
 Year to date - 2022 1,467

CLIENT PROFILE

AGE RANGES OF CALLERS

Aug '22

% of

YTD

% of YTD

1	Less than 18	8	<1%	119	<1%
2	18-20	86	1.3%	694	1.3%
3	21-29	593	9.0%	4,129	7.9%
4	30-39	894	13.6%	6,025	11.5%
5	40-49	695	10.6%	5,127	9.8%
6	50-59	928	14.1%	7,112	13.6%
7	Seniors - age 60+	1,060	16.1%	13,102	25.1%
8	Caller Declined	1,246	19.0%	7,615	14.6%
9	Did not Ask	1,061	16.1%	8,284	15.9%

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CALLER ETHNICITY	Aug '22	% of	YTD	% of YTD
1 African American/Black	1,001	15.2%	8,830	16.9%
2 Caucasian	691	10.5%	8,501	16.3%
3 Hispanic / Latino	389	5.9%	4,040	7.7%
4 Multi-ethnic	205	3.1%	1,618	3.1%
5 Other	72	1.1%	716	1.4%
6 Asian	66	1.0%	933	1.8%
7 Pacific Islander / Native Hawaiian	49	<1%	333	<1%
8 Middle Eastern	47	<1%	392	<1%
9 Native American	41	<1%	377	<1%
10 Russian / Slavic	25	<1%	116	<1%
11 Caller declined to answer	1,695	25.8%	11,294	21.6%
12 Did not ask	2,290	34.9%	15,057	28.8%
Military/Veterans	160	2.4%	1,839	3.5%
First 5 Families/Children 0-5	926	14.1%	5,360	10.3%

CALLER GENDER	Aug '22	% of	YTD	% of YTD
1 Female	3,379	51.4%	30,660	58.7%
2 Male	1,322	20.1%	12,883	24.7%
3 Trans Female	12	<1%	41	<1%
4 Non-binary	10	<1%	69	<1%
5 Trans Male	4	<1%	18	<1%
6 Intersex	1	<1%	10	<1%
7 Unknown	45	<1%	287	<1%
8 Client declined	915	13.9%	4,795	9.2%
9 Did not ask	883	13.4%	3,444	6.6%

NUMBER IN HOUSEHOLD	Aug '22	% of	YTD	% of YTD
1 1	3,192	48.6%	27,800	53.2%
2 2	1,017	15.5%	8,995	17.2%
3 3	589	9.0%	3,799	7.3%
4 4	403	6.1%	2,443	4.7%
5 5	187	2.8%	1,224	2.3%
6 6+	186	2.8%	965	1.8%
7 Unknown	997	15.2%	6,981	13.4%

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APPROXIMATE MONTHLY INCOME	Aug '22	% of	YTD	% of YTD
1 No Income	864	13.1%	6,480	12.4%
2 Less than \$1,000	911	13.9%	6,577	12.6%
3 \$1,001 - \$1,500	759	11.6%	5,140	9.8%
4 \$1,501 - \$2,000	374	5.7%	2,931	5.6%
5 \$2,001 - \$2,500	239	3.6%	1,957	3.7%
6 \$2,501 - \$3,000	165	2.5%	1,433	2.7%
7 \$3,001 - \$4,000	154	2.3%	1,656	3.2%
8 \$4,001 - \$5,000	52	<1%	650	1.2%
9 More than \$5,000	68	1.0%	579	1.1%
10 Unknown	2,985	45.4%	24,804	47.5%

TOP SOURCES OF INCOME	Aug '22	% of	YTD	% of YTD
1 Job	961	14.6%	7,965	15.3%
2 No current source of income	940	14.3%	6,448	12.4%
3 SSI	789	12.0%	5,883	11.3%
4 SS	552	8.4%	6,809	13.0%
5 TANF (CalWORKs)	368	5.6%	2,286	4.4%
6 SSD (SSDI)	267	4.1%	1,813	3.5%
7 Other	173	2.6%	1,465	2.8%
8 General Assistance	141	2.1%	549	1.1%
9 Pension	106	1.6%	2,248	4.3%
10 SDI	62	<1%	403	<1%
11 Unemployment	61	<1%	429	<1%
12 Self-Employed	51	<1%	327	<1%
13 Child Support	19	<1%	111	<1%
14 Family	15	<1%	116	<1%
15 Workers Comp	11	<1%	77	<1%
16 Student Financial Aid	6	<1%	64	<1%
17 AB 12 Foster Care	4	<1%	42	<1%
18 Alimony	3	<1%	40	<1%
19 Insurance	0	0.0%	18	<1%
20 Unknown (caller declined + did not ask)	2,042	31.1%	15,114	29.0%

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TOP ZIP CODES (Aug '22)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	590	1	95823	Sacramento	3,090
2	95815	Sacramento	261	2	95815	Sacramento	1,566
3	95838	Sacramento	242	3	95825	Sacramento	1,489
4	95825	Sacramento	241	4	95838	Sacramento	1,320
5	95821	Sacramento	227	5	95608	Carmichael	1,307
6	95608	Carmichael	222	6	95821	Sacramento	1,301
7	95828	Sacramento	218	7	95828	Sacramento	1,266
8	95670	Gold River/Rancho C	206	8	95670	Gold River/Rancho C	1,253
9	95822	Sacramento	205	9	95822	Sacramento	1,238
10	95660	North Highlands	198	10	95820	Sacramento	1,179

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Aug '22	% of ³
1 Housing²	6,886	104.8%
Housing Search and Information	1,859	28.3%
Emergency Shelter (including Homeless Motel Vouchers)	1,259	19.2%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,038	15.8%
Housing Expense Assistance	1,018	15.5%
Transitional Housing/Shelter	601	9.1%
2 Legal, Consumer, and Public Safety Services²	1,983	30.2%
Family Law	528	8.0%
Legal Counseling	184	2.8%
Certificates/Forms Assistance	112	1.7%
Advocacy	103	1.6%
Crime Reporting	102	1.6%
3 Utility Assistance²	1,613	24.5%
Utility Assistance (including Utility Service Payment Assistance)	1,581	24.1%
Utility Service Providers	31	<1%
4 Individual, Family, and Community Support²	1,143	17.4%
Case/Care Management	189	2.9%
In Home Assistance	125	1.9%
Respite Care	87	1.3%
Community Action/Social Advocacy Groups	80	1.2%
Street Outreach Programs	80	1.2%
5 Information Services²	1,119	17.0%
Information and Referral	567	8.6%
Information Sources (including 311 Services)	380	5.8%
Electronic Information Resources	86	1.3%
Public Awareness/Education	71	1.1%

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6 Food/Meals²	869	13.2%
Emergency Food (including Food Pantries)	484	7.4%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	235	3.6%
Meals	129	2.0%
Food Outlets	17	<1%
7 Mental Health/Addictions²	838	12.8%
Crisis Intervention	230	3.5%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	159	2.4%
Mental Health Evaluation	74	1.1%
Outpatient Mental Health Facilities	71	1.1%
Counseling Services	68	1.0%
8 Healthcare²	607	9.2%
Disease/Disability Specific Screening/Diagnosis	84	1.3%
Dental Care	69	1.1%
Medical Public Assistance Programs	63	<1%
Health Insurance Information/Counseling	47	<1%
Health Education	39	<1%
9 Clothing/Personal/Household Needs²	495	7.5%
Personal Goods/Services	347	5.3%
Household Goods	103	1.6%
Office Equipment and Supplies	19	<1%
Mobile Devices	16	<1%
10 Other Government/Economic Services²	308	4.7%
11 Transportation²	264	4.0%
12 Income Support/Assistance²	241	3.7%
13 Employment²	179	2.7%
14 Disaster Services²	111	1.7%
15 Education²	80	1.2%
16 Volunteers/Donations²	64	<1%
17 Arts, Culture, and Recreation²	59	<1%

TOP UNMET NEEDS

Aug '22

1 Emergency Shelter (including Homeless Motel Vouchers)	89
2 Housing Expense Assistance	48
3 Nutrition Related Public Assistance Programs	44
4 Transitional Housing/Shelter	22
5 Transportation Expense Assistance	18

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<u>Most Frequently Referred Programs</u>	<u>Aug '22</u>	<u>% of</u>
1 Housing Assistance - Sacramento Self Help Housing	699	10.6%
2 Saint Vincent de Paul Society	688	10.5%
3 Rental Assistance - The Salvation Army	478	7.3%
4 Home Energy Assistance Program	403	6.1%
5 Utility Assistance - The Salvation Army	347	5.3%
6 Shelter Sacramento - SHELTER, Inc.	306	4.7%
7 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	303	4.6%
8 Family Promise of Sacramento	272	4.1%
9 Mutual Housing California	269	4.1%
10 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	230	3.5%
11 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	214	3.3%
12 Saint John's Program for Real Change	211	3.2%
13 3-1-1 Connect - Sacramento County	198	3.0%
14 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	194	3.0%
15 Property Listing - Mercy Housing California	191	2.9%
16 CalFresh Application Assistance - 2-1-1 Sacramento	188	2.9%
17 Residential Family Shelter - Volunteers of America	180	2.7%
18 Relief for Energy Assistance through Community Help (REACH) - Pacific Gas & Electric	158	2.4%
19 Community Housing Opportunities Corporation	155	2.4%
20 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	149	2.3%
21 Sacramento County Department of Human Assistance - Bureau Sites	123	1.9%
22 Resource Center - Resources for Independent Living	116	1.8%
23 Room & Board - Helping Hearts Foundation, Inc.	115	1.8%
24 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	114	1.7%
25 Sacramento County Department of Human Assistance - CalFresh	114	1.7%
26 California Tobacco Control Project - Gift Card Incentive Program	113	1.7%
27 City of Sacramento 311	107	1.6%
28 Sacramento County - Legal Services of Northern California	102	1.6%
29 Family Law - Capital Pro Bono	101	1.5%
30 WEAVE	99	1.5%
All Other Referrals	7,026	
Total Referrals	13,963	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Aug '22</u>	<u>YTD</u>
Unique Visitors	8,507	48,519
Directory Searches	5,626	37,113
Resource Page Views	27,333	222,538
Total Page Views	32,959	259,651

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%.