

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
December-20

CALL VOLUME

December '20

Month of December	7,864
Year to date - 2020	120,022

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	946	14,743
Referral	3,846	44,024
Total I&R calls	4,792	58,767
Follow-up	290	5,128
Advocacy	3	53
Crisis	2	29
Disaster	391	9,018
Outreach	1	13
Voicemail	0	229
Total Calls with Demographic Info	5,479	73,237
Call Back	174	6,092
Silent/Static	230	3,412
Voicemail	275	1,620
Other	1,706	36,590

COURT OUTREACH ACTIVITY

Month of December	0
Year to date - 2020	1,641

CLIENT PROFILE

AGE RANGES OF CALLERS

December '20 % of

YTD % of YTD

Less than 18	19	<1%	182	<1%
18-20	80	1.5%	763	1.0%
21-29	458	8.4%	4,383	6.0%
30-39	646	11.8%	6,232	8.5%
40-49	544	9.9%	5,194	7.1%
50-59	626	11.4%	6,958	9.5%
Seniors - age 60+	1,227	22.4%	23,051	31.5%
Caller Declined	619	11.3%	3,357	4.6%
Did not Ask	1,260	23.0%	23,117	31.6%

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<u>CALLER ETHNICITY</u>	<u>December '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American/Black	866	15.8%	9,049	12.4%
2 Caucasian	688	12.6%	10,727	14.6%
3 Hispanic / Latino	488	8.9%	5,410	7.4%
3 Other	136	2.5%	1,440	2.0%
4 Multi-ethnic	119	2.2%	1,248	1.7%
5 Asian	97	1.8%	1,193	1.6%
7 Middle Eastern	29	<1%	316	<1%
8 Native American	28	<1%	412	<1%
9 Pacific Islander / Native Hawaiian	26	<1%	343	<1%
10 Russian / Slavic	8	<1%	179	<1%
11 Caller declined to answer	1,111	20.3%	5,497	7.5%
12 Did not ask	1,883	34.4%	37,423	51.1%
<u>Military/Veterans</u>	185	3.4%	3,083	4.2%
<u>First 5 Families/Children 0-5</u>	678	12.4%	5,984	8.2%

<u>CALLER GENDER</u>	<u>December '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Female	3,144	57.4%	39,293	53.7%
Male	1,427	26.0%	17,465	23.8%
Trans Male	2	<1%	14	<1%
Non-binary	2	<1%	26	<1%
Intersex	1	<1%	64	<1%
Trans Female	1	<1%	12	<1%
Unknown	25	<1%	426	<1%
Client declined	320	5.8%	2,342	3.2%
Did not ask	557	10.2%	13,595	18.6%

<u>NUMBER IN HOUSEHOLD</u>	<u>December '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	2,709	49.4%	27,164	37.1%
2	831	15.2%	10,065	13.7%
3	394	7.2%	3,851	5.3%
4	323	5.9%	2,559	3.5%
5	208	3.8%	1,494	2.0%
6+	217	4.0%	1,329	1.8%
Unknown	797	14.5%	26,775	36.6%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>December '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
No Income	1,101	20.1%	5,553	7.6%
Less than \$1,000	1,072	19.6%	9,923	13.5%
\$1,001 - \$1,500	456	8.3%	4,205	5.7%
\$1,501 - \$2,000	303	5.5%	3,262	4.5%
\$2,001 - \$2,500	113	2.1%	1,915	2.6%
\$2,501 - \$3,000	82	1.5%	1,027	1.4%
\$3,001 - \$4,000	68	1.2%	1,364	1.9%
\$4,001 - \$5,000	22	<1%	574	<1%
More than \$5,000	23	<1%	444	<1%
Unknown	2,239	40.9%	44,970	61.4%

<u>TOP SOURCES OF INCOME</u>	<u>December '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No current source of income	1,026	18.7%	6,356	8.7%
2 Job	613	11.2%	6,820	9.3%
3 SSI	603	11.0%	6,134	8.4%
4 SS	573	10.5%	7,780	10.6%
5 Unemployment	422	7.7%	1,927	2.6%
6 Other	409	7.5%	1,781	2.4%
7 TANF (CalWORKs)	216	3.9%	2,162	3.0%
8 SSD (SSDI)	178	3.2%	1,903	2.6%
9 Pension	66	1.2%	2,300	3.1%
10 General Assistance	52	<1%	757	1.0%
11 SDI	47	<1%	361	<1%
12 Self-Employed	33	<1%	293	<1%
13 Child Support	16	<1%	116	<1%
14 Workers Comp	12	<1%	75	<1%
15 Family	7	<1%	67	<1%
16 Student Financial Aid	3	<1%	53	<1%
17 Insurance	2	<1%	13	<1%
18 AB 12 Foster Care	0	0.0%	19	<1%
19 Alimony	0	0.0%	55	<1%
20 Unknown (caller declined + did not ask)	1,201	21.9%	34,265	46.8%

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TOP ZIP CODES (Dec '20)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	485	1	95823	Sacramento	4,710
2	95825	Sacramento	244	2	95815	Sacramento	2,471
3	95815	Sacramento	221	3	95825	Sacramento	2,422
4	95820	Sacramento	213	4	95828	Sacramento	2,229
5	95828	Sacramento	175	5	95821	Sacramento	2,122
6	95838	Sacramento	170	6	95822	Sacramento	2,066
7	95821	Sacramento	166	7	95608	Carmichael	2,049
8	95833	Sacramento	157	8	95820	Sacramento	2,012
9	95660	North Highlands	142	9	95838	Sacramento	1,996
10	95670	Gold River/Rancho C	141	10	95670	Gold River/Rancho C	1,947

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	December '20	% of ³
1 Housing & Shelter²	3,338	60.9%
Low Income/Subsidized Rental Housing	1,278	23.3%
Rent Assistance	830	15.1%
Transitional Housing/Shelters/Motel Vouchers	827	15.1%
Landlord /Tenant Issues	235	4.3%
Home Repair/Maintenance	83	1.5%
Contact Information for Housing & Shelter Organizations	66	1.2%
2 Healthcare²	1,037	18.9%
COVID-19	537	9.8%
Nursing Homes & Adult Care	169	3.1%
Health Insurance Information/Counseling	96	1.8%
Medical Providers	92	1.7%
Dental Care	48	<1%
Contacts	27	<1%
Medical Equipment	22	<1%
3 Food/Meals²	896	16.4%
Food Pantries	286	5.2%
Holiday meals	259	4.7%
CalFresh and WIC	179	3.3%
Home-delivered Meals	148	2.7%
4 Government & Legal	869	15.9%
Government	308	5.6%
Contact Information for Government & Legal Organizations	256	4.7%
Legal Assistance	202	3.7%
Child & Family Law	84	1.5%

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5 Utilities²	656	12.0%
Utility Payment Assistance	357	6.5%
Phone & Internet	212	3.9%
Contacts Information for Utility Organizations	20	<1%
6 Clothing/Personal/Household Needs²	439	8.0%
Other Clothing & Household	125	2.3%
Seasonal/Holiday	113	2.1%
Clothing	89	1.6%
Personal Hygiene Products	45	<1%
Home Furnishings	43	<1%
7 Mental Health & Addictions²	375	6.8%
Substance Abuse & Addictions	116	2.1%
Mental Health Evaluation and Treatment	111	2.0%
Crisis Intervention & Suicide	96	1.8%
Inpatient/Outpatient Mental Health Facilities	44	<1%
8 Employment & Income	354	6.5%
Financial Assistance	182	3.3%
Tax Preparation	56	1.0%
Unemployment Benefits	50	<1%
Job Search	43	<1%
Contacts	8	<1%
9 Transportation	92	1.7%
10 Disaster	91	1.7%
11 Child Care & Parenting	37	<1%
12 Education	10	<1%

TOP UNMET NEEDS

December '20

1 Holiday Gifts/Toys	80
2 Homeless Shelter	30
3 Homeless Motel Vouchers	25
4 Holiday Programs	17
5 Transitional Housing/Shelter	16

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Most Frequently Referred Programs	December '20	% of
1 Rental Assistance - The Salvation Army	376	6.9%
2 First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House Cent	296	5.4%
3 Mutual Housing California	231	4.2%
4 Home Energy Assistance Program (HEAP) - Community Resource Project	188	3.4%
5 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	181	3.3%
6 Mercy Housing California	172	3.1%
7 Motel Vouchers - The Salvation Army	171	3.1%
8 Sacramento County Department of Human Assistance - CalFresh	161	2.9%
9 Utility Assistance - The Salvation Army	158	2.9%
10 Christmas Basket - Saint Paul Church of God In Christ	158	2.9%
11 Community Housing Opportunities Corporation	156	2.8%
12 Digital Equity - CARES - United Way California Capital Region	152	2.8%
13 Christmas Basket - St. John Vianney Conference Food Locker	136	2.5%
14 CalFresh Application Assistance - 2-1-1 Sacramento	136	2.5%
15 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	126	2.3%
16 Project Roomkey - CARES - Sacramento Steps Forward	112	2.0%
17 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	110	2.0%
18 Emergency Motel Vouchers - Francis House - A Program of Next Move	108	2.0%
19 Legal Services of Northern California - Sacramento County	100	1.8%
20 Senior Program - Women's Civic Improvement Club of Sacramento	97	1.8%
21 3-1-1 Connect - Sacramento County	89	1.6%
22 Room & Board - Helping Hearts Foundation	88	1.6%
23 Sacramento County Department of Health Services - Public Health Division COVID-19 Testi	88	1.6%
24 Home Energy Assistance Program (ECIP) - Community Resource Project	84	1.5%
25 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	83	1.5%
26 Family Promise of Sacramento	81	1.5%
27 City of Sacramento 311	71	1.3%
28 Saint John's Program for Real Change	67	1.2%
29 Whispering Pines Apartments - Visionary Home Builders of California	65	1.2%
30 Family Assistance - Presentation Conference - SVdP	62	1.1%
All Other Referrals	5,464	
Total Referrals	9,567	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>December '20</u>	<u>YTD</u>
Unique Visitors	11,267	105,766
Directory Searches	6,691	172,422
Resource Page Views	24,157	331,992
Total Page Views	30,848	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%.