

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-21

CALL VOLUME

Dec '21

Month of Dec 7,500
 Year to date - 2021 92,922

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	713	8,029
Referral	5,003	49,728
Total I&R calls	5,716	57,757
Follow-up	240	3,289
Care Coordination	36	1,222
Advocacy	7	39
Crisis	0	34
Disaster	92	2,339
Outreach	0	20
Total Calls with Demographic Info	6,091	64,700
Call Back	190	3,934
Silent/Static	525	4,294
Voicemail	26	2,353
Other	668	17,641

COURT OUTREACH ACTIVITY

Month of Dec 0
 Year to date - 2021 0

CLIENT PROFILE

AGE RANGES OF CALLERS

Dec '21

% of

YTD

% of YTD

Less than 18	30	<1%	169	<1%
18-20	84	1.4%	873	1.3%
21-29	571	9.4%	4,887	7.6%
30-39	777	12.8%	7,111	11.0%
40-49	684	11.2%	5,787	8.9%
50-59	870	14.3%	8,577	13.3%
Seniors - age 60+	1,167	19.2%	16,020	24.8%
Caller Declined	955	15.7%	8,683	13.4%
Did not Ask	953	15.6%	12,593	19.5%

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CALLER ETHNICITY	Dec '21	% of	YTD	% of YTD
1 African American/Black	1,128	18.5%	10,202	15.8%
2 Caucasian	879	14.4%	8,426	13.0%
3 Hispanic / Latino	422	6.9%	5,287	8.2%
3 Multi-ethnic	208	3.4%	1,563	2.4%
4 Asian	87	1.4%	946	1.5%
5 Other	74	1.2%	863	1.3%
7 Native American	37	<1%	340	<1%
8 Middle Eastern	33	<1%	323	<1%
9 Pacific Islander / Native Hawaiian	31	<1%	325	<1%
10 Russian / Slavic	6	<1%	98	<1%
11 Caller declined to answer	1,605	26.4%	15,092	23.3%
12 Did not ask	1,581	26.0%	21,235	32.8%
Military/Veterans	197	3.2%	2,042	3.2%
First 5 Families/Children 0-5	665	10.9%	6,295	9.7%

CALLER GENDER	Dec '21	% of	YTD	% of YTD
Female	3,426	56.2%	36,595	56.6%
Male	1,532	25.2%	15,989	24.7%
Trans Female	10	<1%	41	<1%
Trans Male	5	<1%	21	<1%
Non-binary	4	<1%	45	<1%
Intersex	3	<1%	18	<1%
Unknown	38	<1%	336	<1%
Client declined	665	10.9%	5,419	8.4%
Did not ask	408	6.7%	6,236	9.6%

NUMBER IN HOUSEHOLD	Dec '21	% of	YTD	% of YTD
1	3,364	55.2%	34,647	53.6%
2	853	14.0%	9,941	15.4%
3	424	7.0%	4,396	6.8%
4	285	4.7%	2,774	4.3%
5	146	2.4%	1,472	2.3%
6+	145	2.4%	1,308	2.0%
Unknown	874	14.3%	10,162	15.7%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>Dec '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
No Income	919	15.1%	9,598	14.8%
Less than \$1,000	1,001	16.4%	10,244	15.8%
\$1,001 - \$1,500	439	7.2%	4,411	6.8%
\$1,501 - \$2,000	285	4.7%	3,558	5.5%
\$2,001 - \$2,500	155	2.5%	1,936	3.0%
\$2,501 - \$3,000	91	1.5%	1,222	1.9%
\$3,001 - \$4,000	72	1.2%	1,142	1.8%
\$4,001 - \$5,000	31	<1%	455	<1%
More than \$5,000	27	<1%	414	<1%
Unknown	3,071	50.4%	31,720	49.0%

<u>TOP SOURCES OF INCOME</u>	<u>Dec '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No current source of income	875	14.4%	9,034	14.0%
2 SSI	732	12.0%	6,646	10.3%
3 Job	722	11.9%	7,347	11.4%
4 SS	560	9.2%	7,401	11.4%
5 TANF (CalWORKs)	274	4.5%	2,255	3.5%
6 SSD (SSDI)	200	3.3%	2,325	3.6%
7 Other	163	2.7%	2,884	4.5%
8 General Assistance	112	1.8%	776	1.2%
9 Pension	95	1.6%	1,572	2.4%
10 SDI	69	1.1%	549	<1%
11 Unemployment	56	<1%	2,243	3.5%
12 Self-Employed	51	<1%	349	<1%
13 Child Support	19	<1%	135	<1%
14 Workers Comp	14	<1%	134	<1%
15 Family	11	<1%	133	<1%
16 Student Financial Aid	5	<1%	35	<1%
17 Alimony	4	<1%	38	<1%
18 AB 12 Foster Care	2	<1%	46	<1%
19 Insurance	2	<1%	18	<1%
20 Unknown (caller declined + did not ask)	2,125	34.9%	20,780	32.1%

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TOP ZIP CODES (Dec '21)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	504	1	95823	Sacramento	4,751
2	95815	Sacramento	257	2	95825	Sacramento	2,471
3	95811	Sacramento	244	3	95815	Sacramento	2,295
4	95838	Sacramento	211	4	95838	Sacramento	2,168
5	95820	Sacramento	205	5	95820	Sacramento	2,123
6	95822	Sacramento	204	6	95821	Sacramento	1,991
7	95825	Sacramento	200	7	95822	Sacramento	1,875
8	95660	North Highlands	198	8	95828	Sacramento	1,853
9	95821	Sacramento	187	9	95608	Carmichael	1,851
10	95670	Gold River/Rancho C	179	10	95660	North Highlands	1,808

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Dec '21	% of ³
1 Housing²	5,201	85.4%
Housing Search and Information	1,305	21.4%
Emergency Shelter (including Homeless Motel Vouchers)	1,039	17.1%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	877	14.4%
Housing Expense Assistance	569	9.3%
Transitional Housing/Shelter	458	7.5%
2 Utility Assistance²	1,025	16.8%
Utility Assistance (including Utility Service Payment Assistance)	1,004	16.5%
Utility Service Providers	15	<1%
3 Individual, Family, and Community Support²	961	15.8%
Holiday Programs	257	4.2%
In Home Assistance	129	2.1%
Case/Care Management	84	1.4%
Community Action/Social Advocacy Groups	74	1.2%
Veterinary Services	58	<1%
4 Legal, Consumer, and Public Safety Services²	874	14.3%
Legal Counseling	102	1.7%
Crime Reporting	91	1.5%
Consumer Complaints	75	1.2%
Family Law	67	1.1%
General Legal Aid	49	<1%

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5 Healthcare²	797	13.1%
Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	225	3.7%
Immunizations (including COVID-19 Immunizations)	81	1.3%
Mother and Infant Care	64	1.1%
Medical Public Assistance Programs	55	<1%
Health Insurance Information/Counseling	48	<1%
6 Disaster Services²	742	12.2%
Emergency Shelter (Extreme Weather Overnight Shelters)	508	8.3%
Disaster Relief Services (including Extreme Cold Warming Centers)	190	3.1%
7 Information Services²	729	12.0%
Information and Referral	509	8.4%
Information Sources (including 311 Services)	175	2.9%
8 Mental Health/Addictions²	695	11.4%
Crisis Intervention	212	3.5%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	147	2.4%
Mental Health Evaluation	52	<1%
Outpatient Mental Health Facilities	46	<1%
Counseling Services	44	<1%
9 Food/Meals²	617	10.1%
Emergency Food (including Food Pantries)	318	5.2%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	228	3.7%
10 Clothing/Personal/Household Needs²	426	7.0%
11 Other Government/Economic Services²	285	4.7%
12 Income Support/Assistance²	281	4.6%
13 Transportation²	205	3.4%
14 Employment²	121	2.0%
15 Arts, Culture, and Recreation²	68	1.1%
16 Volunteers/Donations²	46	<1%
17 Education²	35	<1%

TOP UNMET NEEDS

Dec '21

1 Emergency Shelter (including Homeless Motel Vouchers)	200
2 Holiday Programs	43
3 Housing Expense Assistance	37
4 Housing Search and Information	24
5 Transitional Housing/Shelter	18

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Most Frequently Referred Programs	Dec '21	% of
1 Housing Assistance - Sacramento Self Help Housing	565	9.3%
2 Warming Center - Union Gospel Mission	457	7.5%
3 Family Assistance - SVdP	399	6.6%
4 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	331	5.4%
5 Shelter Sacramento - SHELTER, Inc.	297	4.9%
6 Mercy Housing California	217	3.6%
7 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	204	3.3%
8 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	203	3.3%
9 Mutual Housing California	195	3.2%
10 Family Promise of Sacramento	193	3.2%
11 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	175	2.9%
12 Home Energy Assistance Program (HEAP) - Community Resource Project	167	2.7%
13 CalFresh Application Assistance - 2-1-1 Sacramento	147	2.4%
14 3-1-1 Connect - Sacramento County	136	2.2%
15 Room & Board - Helping Hearts Foundation	125	2.1%
16 Residential Family Shelter - Volunteers of America	117	1.9%
17 General Library Services - Sacramento Public Library	111	1.8%
18 Saint John's Program for Real Change	110	1.8%
19 City of Sacramento 311	103	1.7%
20 Sacramento County Department of Human Assistance - CalFresh	102	1.7%
21 WEAVE	101	1.7%
22 Community Housing Opportunities Corporation	99	1.6%
23 California Tobacco Control Project - Gift Card Incentive Program	94	1.5%
24 Sacramento County Department of Health Services - Public Health Division COVID-19	84	1.4%
25 Sacramento County - Legal Services of Northern California	77	1.3%
26 Utility Assistance - The Salvation Army	76	1.2%
27 Christmas Giveaway - Rancho Cordova Food Locker	75	1.2%
28 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	72	1.2%
29 Mental Health Crisis Respite Center - Hope Cooperative	71	1.2%
30 Senior Program - Women's Civic Improvement Club of Sacramento	69	1.1%
All Other Referrals	6,376	
Total Referrals	11,548	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Dec '21</u>	<u>YTD</u>
Unique Visitors	9,307	97,082
Directory Searches	7,913	62,529
Resource Page Views	22,866	288,985
Total Page Views	30,779	351,514

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%.