

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
February-21

CALL VOLUME

Feb '21

Month of Feb	13,356
Year to date - 2021	22,636

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,229	2,505
Referral	3,601	7,279
Total I&R calls	4,830	9,784
Follow-up	141	304
Care Coordination	68	112
Advocacy	6	10
Crisis	15	20
Disaster	351	943
Outreach	0	5
Total Calls with Demographic Info	5,411	11,178
Call Back	690	987
Silent/Static	216	504
Voicemail	816	1,222
Other	6,223	8,745

COURT OUTREACH ACTIVITY

Month of Feb	0
Year to date - 2021	0

CLIENT PROFILE

AGE RANGES OF CALLERS

Feb '21

% of

YTD

% of YTD

Less than 18	3	<1%	29	<1%
18-20	47	<1%	165	1.5%
21-29	212	3.9%	1,030	9.2%
30-39	373	6.9%	1,467	13.1%
40-49	351	6.5%	1,281	11.5%
50-59	520	9.6%	1,816	16.2%
Seniors - age 60+	2,291	42.3%	5,651	50.6%
Caller Declined	396	7.3%	1,902	17.0%
Did not Ask	1,218	22.5%	2,411	21.6%

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<u>CALLER ETHNICITY</u>	<u>Feb '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	804	14.9%	1,489	13.3%
2 African American/Black	589	10.9%	1,366	12.2%
3 Hispanic / Latino	423	7.8%	842	7.5%
3 Other	108	2.0%	247	2.2%
4 Asian	100	1.8%	206	1.8%
5 Multi-ethnic	81	1.5%	196	1.8%
7 Pacific Islander / Native Hawaiian	31	<1%	64	<1%
8 Native American	30	<1%	55	<1%
9 Middle Eastern	17	<1%	38	<1%
10 Russian / Slavic	15	<1%	21	<1%
11 Caller declined to answer	1,046	19.3%	2,548	22.8%
12 Did not ask	2,167	40.0%	4,106	36.7%

<u>Military/Veterans</u>	263	4.9%	446	4.0%
<u>First 5 Families/Children 0-5</u>	306	5.7%	848	7.6%

<u>CALLER GENDER</u>	<u>Feb '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Female	3,257	60.2%	6,588	58.9%
Male	1,349	24.9%	2,910	26.0%
Trans Female	3	<1%	5	<1%
Intersex	2	<1%	4	<1%
Non-binary	1	<1%	1	<1%
Trans Male	0	0.0%	1	<1%
Unknown	15	<1%	49	<1%
Client declined	167	3.1%	483	4.3%
Did not ask	617	11.4%	1,137	10.2%

<u>NUMBER IN HOUSEHOLD</u>	<u>Feb '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	3,087	57.1%	5,983	53.5%
2	1,001	18.5%	1,856	16.6%
3	267	4.9%	628	5.6%
4	141	2.6%	390	3.5%
5	108	2.0%	265	2.4%
6+	73	1.3%	195	1.7%
Unknown	734	13.6%	1,861	16.6%

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APPROXIMATE MONTHLY INCOME	Feb '21	% of	YTD	% of YTD
No Income	974	18.0%	2,144	19.2%
Less than \$1,000	450	8.3%	1,295	11.6%
\$1,001 - \$1,500	338	6.2%	712	6.4%
\$1,501 - \$2,000	345	6.4%	632	5.7%
\$2,001 - \$2,500	268	5.0%	415	3.7%
\$2,501 - \$3,000	230	4.3%	319	2.9%
\$3,001 - \$4,000	243	4.5%	375	3.4%
\$4,001 - \$5,000	92	1.7%	150	1.3%
More than \$5,000	73	1.3%	107	<1%
Unknown	2,398	44.3%	5,029	45.0%

TOP SOURCES OF INCOME	Feb '21	% of	YTD	% of YTD
1 No current source of income	939	17.4%	2,053	18.4%
2 SS	877	16.2%	1,518	13.6%
3 Job	715	13.2%	1,336	12.0%
4 Pension	374	6.9%	511	4.6%
5 SSI	275	5.1%	726	6.5%
6 Other	251	4.6%	635	5.7%
7 Unemployment	190	3.5%	516	4.6%
8 SSD (SSDI)	124	2.3%	282	2.5%
9 TANF (CalWORKs)	81	1.5%	224	2.0%
10 SDI	33	<1%	77	<1%
11 General Assistance	24	<1%	66	<1%
12 Self-Employed	21	<1%	47	<1%
13 Workers Comp	11	<1%	14	<1%
14 Family	5	<1%	15	<1%
15 Child Support	4	<1%	12	<1%
16 Alimony	4	<1%	9	<1%
17 Insurance	3	<1%	4	<1%
18 Student Financial Aid	0	0.0%	1	<1%
19 AB 12 Foster Care	0	0.0%	1	<1%
20 Unknown (caller declined + did not ask)	1,480	27.4%	3,131	28.0%

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TOP ZIP CODES (Feb '21)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	301	1	95823	Sacramento	693
2	95608	Carmichael	228	2	95825	Sacramento	456
3	95825	Sacramento	181	3	95608	Carmichael	366
4	95822	Sacramento	179	4	95815	Sacramento	339
5	95621	Citrus Heights	175	5	95828	Sacramento	334
6	95815	Sacramento	160	6	95821	Sacramento	333
7	95821	Sacramento	160	7	95822	Sacramento	322
8	95828	Sacramento	157	8	95838	Sacramento	307
9	95670	Gold River/Rancho C	147	9	95820	Sacramento	287
10	95630	Folsom	144	10	95621	Citrus Heights	285

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Feb '21	% of ³
1 Income Support/Assistance²	2,630	48.6%
Tax Preparation Assistance	2,078	38.4%
Online Tax Preparation/E-Filing Sites	260	4.8%
Tax Information	191	3.5%
EBT Card Services	19	<1%
Basic Income Maintenance Programs	17	<1%
2 Housing²	2,342	43.3%
Housing Expense Assistance	563	10.4%
Housing Search and Information	536	9.9%
Emergency Shelter (including Homeless Motel Vouchers)	379	7.0%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	373	6.9%
Landlord/Tenant Assistance	176	3.3%
3 Healthcare²	824	15.2%
Health Education (including COVID-19 Vaccine Information)	513	9.5%
Communicable Disease Control (including COVID-19 Control)	107	2.0%
Immunizations	46	<1%
Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	26	<1%
Mother and Infant Care	15	<1%
4 Utility Assistance²	435	8.0%
Utility Assistance (including Utility Service Payment Assistance)	427	7.9%
Utility Service Providers	8	<1%



STATISTICS SUMMARY
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5	Legal, Consumer, and Public Safety Services²	425	7.9%
	Crime Reporting	52	<1%
	Legal Counseling	47	<1%
	Advocacy	43	<1%
	Consumer Complaints	42	<1%
	General Legal Aid	41	<1%
6	Information Services²	366	6.8%
	Information and Referral	254	4.7%
	Information Sources (including 311 Services)	96	1.8%
7	Food/Meals²	301	5.6%
	Emergency Food	147	2.7%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	117	2.2%
	Meals (including Home Delivered Meals)	28	<1%
8	Individual, Family, and Community Support²	225	4.2%
	In Home Assistance	57	1.1%
	Community Action/Social Advocacy Groups	40	<1%
	Case/Care Management	28	<1%
	Protective Services	16	<1%
	Street Outreach Programs	14	<1%
9	Mental Health/Addictions²	171	3.2%
10	Disaster Services²	155	2.9%
11	Other Government/Economic Services²	99	1.8%
12	Employment²	59	1.1%
13	Transportation²	55	1.0%
14	Clothing/Personal/Household Needs²	50	<1%
15	Volunteers/Donations²	25	<1%
16	Arts, Culture, and Recreation²	22	<1%
17	Education²	6	<1%

TOP UNMET NEEDS

Feb '21

1	Tax Preparation Assistance (including VITA and AARP Tax Aide Programs)	282
2	Emergency Shelter (including Homeless Motel Vouchers)	56
3	Housing Expense Assistance	25
4	Utility Assistance	23
5	Online Tax Preparation/E-Filing Sites	7

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Most Frequently Referred Programs			
	Feb '21	% of	
1	Volunteer Income Tax Assistance Program - Capital Region VITA Coalition	977	18.1%
2	Tax-Aide - AARP	845	15.6%
3	Sacramento County Public Health Division - COVID-19 Vaccine Information	361	6.7%
4	Rental Assistance - The Salvation Army	191	3.5%
5	Housing Assistance - Sacramento Self Help Housing	162	3.0%
6	First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House	131	2.4%
7	Winter Warming Shelters - Community Link	125	2.3%
8	Mutual Housing California	122	2.3%
9	Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental Ass	116	2.1%
10	Mercy Housing California	114	2.1%
11	Home Energy Assistance Program (HEAP) - Community Resource Project	92	1.7%
12	Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	88	1.6%
13	Community Housing Opportunities Corporation	88	1.6%
14	Motel Vouchers - The Salvation Army	81	1.5%
15	My Free Taxes - United Way California Capital Region	79	1.5%
16	Utility Assistance - The Salvation Army	77	1.4%
17	Sacramento County Department of Human Assistance - CalFresh	77	1.4%
18	Free Tax Filing Online - Credit Karma	75	1.4%
19	California Department of Public Health - COVID-19 Vaccine Information	69	1.3%
20	Senior Program - Women's Civic Improvement Club of Sacramento	62	1.1%
21	Online Tax Assistance - AARP	61	1.1%
22	Emergency Motel Vouchers - Francis House - A Program of Next Move	58	1.1%
23	Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	58	1.1%
24	Legal Services of Northern California - Sacramento County	57	1.1%
25	Room & Board - Helping Hearts Foundation	56	1.0%
26	CalFresh Application Assistance - 2-1-1 Sacramento	56	1.0%
27	Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	52	<1%
28	Family Promise of Sacramento	48	<1%
29	3-1-1 Connect - Sacramento County	48	<1%
30	Safe Parking - Community Link	44	<1%
	All Other Referrals	3,100	
	Total Referrals	7,570	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Feb '21</u>	<u>YTD</u>
Unique Visitors	9,979	19,545
Directory Searches	3,798	7,993
Resource Page Views	21,448	43,399
Total Page Views	25,246	51,392

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%.