

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-22

CALL VOLUME

Feb '22

Month of Feb 12,019
 Year to date - 2022 24,779

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,015	2,024
Referral	5,688	12,129
Total I&R calls	6,703	14,153
Follow-up	414	716
Care Coordination	24	71
Advocacy	2	10
Crisis	0	0
Disaster	38	267
Outreach	1	1
Total Calls with Demographic Info	7,182	15,218
Call Back	628	1,204
Silent/Static	406	1,042
Voicemail	348	615
Other	3,455	6,700

COURT OUTREACH ACTIVITY

Month of Feb 0
 Year to date - 2022 0

CLIENT PROFILE

AGE RANGES OF CALLERS

Feb '22

% of

YTD

% of YTD

Less than 18	7	<1%	26	<1%
18-20	72	1.0%	147	<1%
21-29	507	7.1%	1,050	6.9%
30-39	705	9.8%	1,519	10.0%
40-49	658	9.2%	1,372	9.0%
50-59	981	13.7%	1,934	12.7%
Seniors - age 60+	2,403	33.5%	4,539	29.8%
Caller Declined	849	11.8%	2,161	14.2%
Did not Ask	1,000	13.9%	2,470	16.2%

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<u>CALLER ETHNICITY</u>	<u>Feb '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	1,400	19.5%	2,881	18.9%
2 African American/Black	1,218	17.0%	2,459	16.2%
3 Hispanic / Latino	589	8.2%	1,177	7.7%
3 Multi-ethnic	204	2.8%	433	2.8%
4 Asian	191	2.7%	337	2.2%
5 Other	100	1.4%	220	1.4%
7 Middle Eastern	56	<1%	113	<1%
8 Native American	50	<1%	115	<1%
9 Pacific Islander / Native Hawaiian	43	<1%	100	<1%
10 Russian / Slavic	15	<1%	38	<1%
11 Caller declined to answer	1,408	19.6%	3,178	20.9%
12 Did not ask	1,908	26.6%	4,167	27.4%
<u>Military/Veterans</u>	363	5.1%	682	4.5%
<u>First 5 Families/Children 0-5</u>	516	7.2%	1,179	7.7%

<u>CALLER GENDER</u>	<u>Feb '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Female	4,254	59.2%	9,017	59.3%
Male	1,918	26.7%	3,886	25.5%
Non-binary	6	<1%	18	<1%
Trans Female	5	<1%	8	<1%
Trans Male	2	<1%	4	<1%
Intersex	0	0.0%	1	<1%
Unknown	32	<1%	68	<1%
Client declined	578	8.0%	1,297	8.5%
Did not ask	387	5.4%	919	6.0%

<u>NUMBER IN HOUSEHOLD</u>	<u>Feb '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	3,937	54.8%	8,349	54.9%
2	1,398	19.5%	2,716	17.8%
3	466	6.5%	985	6.5%
4	268	3.7%	594	3.9%
5	139	1.9%	314	2.1%
6+	104	1.4%	192	1.3%
Unknown	870	12.1%	2,068	13.6%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>Feb '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
No Income	750	10.4%	1,694	11.1%
Less than \$1,000	806	11.2%	1,705	11.2%
\$1,001 - \$1,500	632	8.8%	1,283	8.4%
\$1,501 - \$2,000	471	6.6%	920	6.0%
\$2,001 - \$2,500	390	5.4%	724	4.8%
\$2,501 - \$3,000	284	4.0%	533	3.5%
\$3,001 - \$4,000	418	5.8%	734	4.8%
\$4,001 - \$5,000	168	2.3%	316	2.1%
More than \$5,000	119	1.7%	219	1.4%
Unknown	3,144	43.8%	7,090	46.6%

<u>TOP SOURCES OF INCOME</u>	<u>Feb '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Job	1,284	17.9%	2,329	15.3%
2 SS	1,136	15.8%	2,292	15.1%
3 No current source of income	742	10.3%	1,656	10.9%
4 SSI	693	9.6%	1,544	10.1%
5 Pension	552	7.7%	979	6.4%
6 Other	225	3.1%	483	3.2%
7 SSD (SSDI)	215	3.0%	435	2.9%
8 TANF (CalWORKs)	214	3.0%	466	3.1%
9 General Assistance	77	1.1%	148	<1%
10 Unemployment	66	<1%	120	<1%
11 SDI	57	<1%	111	<1%
12 Self-Employed	41	<1%	72	<1%
13 Student Financial Aid	12	<1%	20	<1%
14 Child Support	11	<1%	21	<1%
15 Family	10	<1%	27	<1%
16 Workers Comp	10	<1%	21	<1%
17 Alimony	9	<1%	14	<1%
18 AB 12 Foster Care	5	<1%	11	<1%
19 Insurance	1	<1%	4	<1%
20 Unknown (caller declined + did not ask)	1,822	25.4%	4,465	29.3%

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TOP ZIP CODES (Feb '22)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	469	1	95823	Sacramento	1,023
2	95815	Sacramento	303	2	95815	Sacramento	578
3	95608	Carmichael	278	3	95825	Sacramento	542
4	95821	Sacramento	267	4	95608	Carmichael	540
5	95838	Sacramento	245	5	95822	Sacramento	520
6	95825	Sacramento	244	6	95821	Sacramento	508
7	95828	Sacramento	236	7	95838	Sacramento	493
8	95822	Sacramento	232	8	95670	Gold River/Rancho C	480
9	95670	Gold River/Rancho C	227	9	95828	Sacramento	469
10	95660	North Highlands	205	10	95820	Sacramento	453

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Feb '22	% of ³
1 Housing²	4,901	68.2%
Housing Search and Information	1,297	18.1%
Emergency Shelter (including Homeless Motel Vouchers)	964	13.4%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	835	11.6%
Housing Expense Assistance	539	7.5%
Transitional Housing/Shelter	461	6.4%
2 Income Support/Assistance²	2,612	36.4%
Tax Preparation Assistance	2,303	32.1%
Basic Income Maintenance Programs	79	1.1%
Online Tax Preparation/E-Filing Sites	60	<1%
Household Related Public Assistance Programs	49	<1%
EBT Card Services	23	<1%
3 Utility Assistance²	895	12.5%
Utility Assistance (including Utility Service Payment Assistance)	867	12.1%
Utility Service Providers	23	<1%
4 Legal, Consumer, and Public Safety Services²	722	10.1%
Family Law	75	1.0%
Crime Reporting	62	<1%
Legal Counseling	61	<1%
Consumer Complaints	59	<1%
General Legal Aid	52	<1%

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5 Information Services²	700	9.7%
Information and Referral	510	7.1%
Information Sources (including 311 Services)	144	2.0%
6 Food/Meals²	577	8.0%
Emergency Food (including Food Pantries)	302	4.2%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	213	3.0%
7 Individual, Family, and Community Support²	572	8.0%
Case/Care Management	93	1.3%
In Home Assistance	87	1.2%
Street Outreach Programs	62	<1%
Community Action/Social Advocacy Groups	56	<1%
Respite Care	54	<1%
8 Mental Health/Addictions²	513	7.1%
Crisis Intervention	107	1.5%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	92	1.3%
Mental Health Evaluation	53	<1%
Counseling Services	49	<1%
Outpatient Mental Health Facilities	49	<1%
9 Disaster Services²	465	6.5%
Emergency Shelter (including Extreme Weather Shelters)	390	5.4%
Disaster Recovery Services	40	<1%
Disaster Relief Services (including Extreme Cold Warming Centers)	32	<1%
10 Healthcare²	400	5.6%
11 Clothing/Personal/Household Needs²	250	3.5%
12 Other Government/Economic Services²	179	2.5%
13 Transportation²	128	1.8%
14 Employment²	102	1.4%
15 Volunteers/Donations²	84	1.2%
16 Arts, Culture, and Recreation²	34	<1%
17 Education²	19	<1%

TOP UNMET NEEDS

Feb '22

1 Emergency Shelter (including Homeless Motel Vouchers)	123
2 Tax Preparation Assistance	44
3 Housing Expense Assistance	16
4 Housing Search and Information	14
5 Utility Assistance	13

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Most Frequently Referred Programs	Feb '22	% of
1 Volunteer Income Tax Assistance Program - Capital Region VITA Coalition	1,147	16.0%
2 Tax-Aide AARP	1,021	14.2%
3 Housing Assistance - Sacramento Self Help Housing	555	7.7%
4 Family Assistance - SVdP	342	4.8%
5 Warming Center - Union Gospel Mission	318	4.4%
6 Shelter Sacramento - SHELTER, Inc.	261	3.6%
7 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	238	3.3%
8 Rental Assistance - The Salvation Army	208	2.9%
9 Mutual Housing California	191	2.7%
10 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As:	180	2.5%
11 Home Energy Assistance Program (HEAP)	169	2.4%
12 Property Listing - Mercy Housing California	168	2.3%
13 Family Promise of Sacramento	166	2.3%
14 Utility Assistance - The Salvation Army	159	2.2%
15 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	158	2.2%
16 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	140	1.9%
17 Community Housing Opportunities Corporation	129	1.8%
18 CalFresh Application Assistance - 2-1-1 Sacramento	126	1.8%
19 Room & Board - Helping Hearts Foundation	113	1.6%
20 Saint John's Program for Real Change	111	1.5%
21 Sacramento County Department of Human Assistance - CalFresh	97	1.4%
22 3-1-1 Connect - Sacramento County	94	1.3%
23 Residential Family Shelter - Volunteers of America	93	1.3%
24 Sacramento County - Legal Services of Northern California	81	1.1%
25 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	78	1.1%
26 Winter Warming Shelters and Centers - Community Link	75	1.0%
27 Friendship Park - Loaves & Fishes	66	<1%
28 City of Sacramento 311	62	<1%
29 Mental Health Crisis Respite Center - Hope Cooperative	59	<1%
30 Sacramento County Behavioral Health Services - Access Team	57	<1%
All Other Referrals	5,229	
Total Referrals	11,891	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Feb '22</u>	<u>YTD</u>
Unique Visitors	8,291	15,979
Directory Searches	4,383	9,600
Resource Page Views	22,899	47,370
Total Page Views	27,282	56,970

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%.