

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**  
**January-21**

**CALL VOLUME**

**Jan '21**

Month of Jan	9,280
Year to date - 2021	9,280

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	1,276	1,276
Referral	3,678	3,678
Total I&R calls	4,954	4,954
Follow-up	163	163
Care Coordination	44	44
Advocacy	4	4
Crisis	5	5
Disaster	592	592
Outreach	5	5
Total Calls with Demographic Info	5,767	5,767
Call Back	297	297
Silent/Static	288	288
Voicemail	406	406
Other	2,522	2,522

**COURT OUTREACH ACTIVITY**

Month of Jan	0
Year to date - 2021	0

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Jan '21**

**% of**

**YTD**

**% of YTD**

Less than 18	13	<1%	13	<1%
18-20	59	1.0%	59	1.0%
21-29	409	7.1%	409	7.1%
30-39	547	9.5%	547	9.5%
40-49	465	8.1%	465	8.1%
50-59	648	11.2%	648	11.2%
Seniors - age 60+	1,680	29.1%	1,680	29.1%
Caller Declined	753	13.1%	753	13.1%
Did not Ask	1,193	20.7%	1,193	20.7%

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<b>CALLER ETHNICITY</b>	<b>Jan '21</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 African American/Black	777	13.5%	777	13.5%
2 Caucasian	685	11.9%	685	11.9%
3 Hispanic / Latino	419	7.3%	419	7.3%
3 Other	139	2.4%	139	2.4%
4 Multi-ethnic	115	2.0%	115	2.0%
5 Asian	106	1.8%	106	1.8%
7 Pacific Islander / Native Hawaiian	33	<1%	33	<1%
8 Native American	25	<1%	25	<1%
9 Middle Eastern	21	<1%	21	<1%
10 Russian / Slavic	6	<1%	6	<1%
11 Caller declined to answer	1,502	26.0%	1,502	26.0%
12 Did not ask	1,939	33.6%	1,939	33.6%

<b>Military/Veterans</b>	183	3.2%	183	3.2%
<b>First 5 Families/Children 0-5</b>	542	9.4%	542	9.4%

<b>CALLER GENDER</b>	<b>Jan '21</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
Female	3,331	57.8%	3,331	57.8%
Male	1,561	27.1%	1,561	27.1%
Intersex	2	<1%	2	<1%
Trans Female	2	<1%	2	<1%
Trans Male	1	<1%	1	<1%
Non-binary	0	0.0%	0	0.0%
Unknown	34	<1%	34	<1%
Client declined	316	5.5%	316	5.5%
Did not ask	520	9.0%	520	9.0%

<b>NUMBER IN HOUSEHOLD</b>	<b>Jan '21</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1	2,896	50.2%	2,896	50.2%
2	855	14.8%	855	14.8%
3	361	6.3%	361	6.3%
4	249	4.3%	249	4.3%
5	157	2.7%	157	2.7%
6+	122	2.1%	122	2.1%
Unknown	1,127	19.5%	1,127	19.5%

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<b>APPROXIMATE MONTHLY INCOME</b>	<b>Jan '21</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
No Income	1,170	20.3%	1,170	20.3%
Less than \$1,000	845	14.7%	845	14.7%
\$1,001 - \$1,500	374	6.5%	374	6.5%
\$1,501 - \$2,000	287	5.0%	287	5.0%
\$2,001 - \$2,500	147	2.5%	147	2.5%
\$2,501 - \$3,000	89	1.5%	89	1.5%
\$3,001 - \$4,000	132	2.3%	132	2.3%
\$4,001 - \$5,000	58	1.0%	58	1.0%
More than \$5,000	34	<1%	34	<1%
Unknown	2,631	45.6%	2,631	45.6%

<b>TOP SOURCES OF INCOME</b>	<b>Jan '21</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No current source of income	1,114	19.3%	1,114	19.3%
2 SS	641	11.1%	641	11.1%
3 Job	621	10.8%	621	10.8%
4 SSI	451	7.8%	451	7.8%
5 Other	384	6.7%	384	6.7%
6 Unemployment	326	5.7%	326	5.7%
7 SSD (SSDI)	158	2.7%	158	2.7%
8 TANF (CalWORKs)	143	2.5%	143	2.5%
9 Pension	137	2.4%	137	2.4%
10 SDI	44	<1%	44	<1%
11 General Assistance	42	<1%	42	<1%
12 Self-Employed	26	<1%	26	<1%
13 Family	10	<1%	10	<1%
14 Child Support	8	<1%	8	<1%
15 Alimony	5	<1%	5	<1%
16 Workers Comp	3	<1%	3	<1%
17 Student Financial Aid	1	<1%	1	<1%
18 Insurance	1	<1%	1	<1%
19 AB 12 Foster Care	1	<1%	1	<1%
20 Unknown (caller declined + did not ask)	1,651	28.6%	1,651	28.6%

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**STATISTICS SUMMARY**  
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<b>TOP ZIP CODES (Jan '21 )</b>				<b>TOP ZIP CODES (YTD)</b>			
			<b># of CALLS</b>				<b># of CALLS</b>
1	95823	Sacramento	392	1	95823	Sacramento	392
2	95825	Sacramento	275	2	95825	Sacramento	275
3	95815	Sacramento	179	3	95815	Sacramento	179
4	95828	Sacramento	177	4	95828	Sacramento	177
5	95821	Sacramento	173	5	95821	Sacramento	173
6	95838	Sacramento	165	6	95838	Sacramento	165
7	95820	Sacramento	149	7	95820	Sacramento	149
8	95822	Sacramento	143	8	95822	Sacramento	143
9	95833	Sacramento	139	9	95833	Sacramento	139
10	95608	Carmichael	138	10	95608	Carmichael	138

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>		<b>Jan '21</b>	<b>% of <sup>3</sup></b>
<b>1</b>	<b>Housing<sup>2</sup></b>	<b>4,383</b>	<b>76.0%</b>
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	962	16.7%
	Housing Expense Assistance	884	15.3%
	Housing Search and Informaion	831	14.4%
	Emergency Shelter (including Homeless Motel Vouchers)	794	13.8%
	Landlord/Tenant Assistance	306	5.3%
<b>2</b>	<b>Healthcare<sup>2</sup></b>	<b>1,438</b>	<b>24.9%</b>
	Health Education (including COVID-19 Vaccine Information)	521	9.0%
	Communicable Disease Control (including COVID-19 Control)	402	7.0%
	Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	121	2.1%
	Health insurance Information/Counseling	45	<1%
	Medical Public Assistance Programs	43	<1%
<b>3</b>	<b>Utility Assistance<sup>2</sup></b>	<b>879</b>	<b>15.2%</b>
	Utility Assistance (including Utility Service Payment Assistance)	850	14.7%
	Utility Service Providers	21	<1%
<b>4</b>	<b>Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>870</b>	<b>15.1%</b>
	Consumer Complaints	92	1.6%
	Advocacy	89	1.5%
	Legal Counseling	86	1.5%
	Benefits Assistance	78	1.4%
	Crime Reporting	74	1.3%



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<b>5 Information Services<sup>2</sup></b>	<b>641</b>	<b>11.1%</b>
Information and Referral	395	6.8%
Information Sources (including 311 Services)	199	3.5%
<b>6 Income Support/Assistance<sup>2</sup></b>	<b>634</b>	<b>11.0%</b>
Tax Preparation Assistance	312	5.4%
Tax Information	74	1.3%
Basic Income Maintenance Programs	45	<1%
Online Tax Preparation/E-Filing Sites	43	<1%
Household Related Public Assistance Programs	32	<1%
<b>7 Food/Meals<sup>2</sup></b>	<b>615</b>	<b>10.7%</b>
Emergency Food	312	5.4%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	216	3.7%
Meals (including Home Dellovered Meals)	53	<1%
<b>8 Individual, Family, and Community Support<sup>2</sup></b>	<b>542</b>	<b>9.4%</b>
In Home Assistance	113	2.0%
Case/Care Management	104	1.8%
Protective Services	53	<1%
Community Action/Socail Advocacy Groups	42	<1%
Street Outreach Programs	31	<1%
<b>9 Mental Health/Addictions<sup>2</sup></b>	<b>336</b>	<b>5.8%</b>
<b>10 Other Government/Economic Services<sup>2</sup></b>	<b>234</b>	<b>4.1%</b>
<b>11 Disaster Services<sup>2</sup></b>	<b>184</b>	<b>3.2%</b>
<b>12 Cloting/Personal/Household Needs<sup>2</sup></b>	<b>162</b>	<b>2.8%</b>
<b>13 Transportation<sup>2</sup></b>	<b>105</b>	<b>1.8%</b>
<b>14 Employment<sup>2</sup></b>	<b>83</b>	<b>1.4%</b>
<b>15 Volunteers/Donations<sup>2</sup></b>	<b>42</b>	<b>&lt;1%</b>
<b>16 Education<sup>2</sup></b>	<b>23</b>	<b>&lt;1%</b>
<b>17 Arts, Culture, and Recreation<sup>2</sup></b>	<b>20</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**Jan '21**

1 Tax Preparation Assistance (including AARP Tax Aide Programs)	263
2 Emergency Shelter (including Homeless Motel Vouchers)	103
3 Housing Expense Assistance	30
4 Information and Referral	13
5 Utility Assistance	12

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<b>Most Frequently Referred Programs</b>	<b>Jan '21</b>	<b>% of</b>
1 Rental Assistance - The Salvation Army	422	7.3%
2 First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House	304	5.3%
3 Mutual Housing California	272	4.7%
4 Motel Vouchers - The Salvation Army	232	4.0%
5 Sacramento County Public Health Division - COVID-19 Vaccine Information	231	4.0%
6 Mercy Housing California	205	3.6%
7 Home Energy Assistance Program (HEAP) - Community Resource Project	198	3.4%
8 Community Housing Opportunities Corporation	183	3.2%
9 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	174	3.0%
10 California Department of Public Health - COVID-19 Vaccine Information	171	3.0%
11 Utility Assistance - The Salvation Army	156	2.7%
12 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	148	2.6%
13 CalFresh Application Assistance - 2-1-1 Sacramento	121	2.1%
14 Sacramento County Department of Human Assistance - CalFresh	119	2.1%
15 Emergency Motel Vouchers - Francis House - A Program of Next Move	115	2.0%
16 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	110	1.9%
17 Project Roomkey - CARES - Sacramento Steps Forward	108	1.9%
18 Senior Program - Women's Civic Improvement Club of Sacramento	100	1.7%
19 Contact Site for Appointment - Volunteer Income Tax Assistance Program - Capital Reg	99	1.7%
20 Home Energy Assistance Program (ECIP) - Community Resource Project	95	1.6%
21 Room & Board - Helping Hearts Foundation	94	1.6%
22 3-1-1 Connect - Sacramento County	94	1.6%
23 City of Sacramento 311	84	1.5%
24 Legal Services of Northern California - Sacramento County	83	1.4%
25 Family Promise of Sacramento	82	1.4%
26 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	75	1.3%
27 Whispering Pines Apartments - Visionary Home Builders of California	64	1.1%
28 2-1-1 Appointments - Volunteer Income Tax Assistance Program - Capital Region VITA	59	1.0%
29 Relief for Energy Assistance through Community Help (REACH) - Pacific Gas & Electric	57	<1%
30 Sacramento County Department of Human Assistance - Medi-Cal	52	<1%
All Other Referrals	5,241	
Total Referrals	9,548	

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**STATISTICS SUMMARY**  
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**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Jan '21</u></b>	<b><u>YTD</u></b>
Unique Visitors	10,894	10,894
Directory Searches	4,195	4,195
Resource Page Views	21,951	21,951
Total Page Views	26,146	26,146

<sup>1</sup>Data categories realigned to AIRS Taxonomy 01/01/2021

<sup>2</sup>Primary category may be greater than subtotals as low volume need categories may not be included.

<sup>3</sup>Need % reflects calls with stated presenting need, not the % of overall needs. As such, total % will exceed 100%.