

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-22

CALL VOLUME

Jan '22

Month of Jan 12,760
 Year to date - 2022 12,760

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,009	1,009
Referral	6,441	6,441
Total I&R calls	7,450	7,450
Follow-up	302	302
Care Coordination	47	47
Advocacy	8	8
Crisis	0	0
Disaster	229	229
Outreach	0	0
Total Calls with Demographic Info	8,036	8,036
Call Back	576	576
Silent/Static	636	636
Voicemail	267	267
Other	3,245	3,245

COURT OUTREACH ACTIVITY

Month of Jan 0
 Year to date - 2022 0

CLIENT PROFILE

AGE RANGES OF CALLERS

Jan '22

% of

YTD

% of YTD

Less than 18	19	<1%	19	<1%
18-20	75	<1%	75	<1%
21-29	543	6.8%	543	6.8%
30-39	814	10.1%	814	10.1%
40-49	714	8.9%	714	8.9%
50-59	953	11.9%	953	11.9%
Seniors - age 60+	2,136	26.6%	2,136	26.6%
Caller Declined	1,312	16.3%	1,312	16.3%
Did not Ask	1,470	18.3%	1,470	18.3%

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<u>CALLER ETHNICITY</u>	<u>Jan '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	1,481	18.4%	1,481	18.4%
2 African American/Black	1,241	15.4%	1,241	15.4%
3 Hispanic / Latino	588	7.3%	588	7.3%
3 Multi-ethnic	229	2.8%	229	2.8%
4 Asian	146	1.8%	146	1.8%
5 Other	120	1.5%	120	1.5%
7 Native American	65	<1%	65	<1%
8 Middle Eastern	57	<1%	57	<1%
9 Pacific Islander / Native Hawaiian	57	<1%	57	<1%
10 Russian / Slavic	23	<1%	23	<1%
11 Caller declined to answer	1,770	22.0%	1,770	22.0%
12 Did not ask	2,259	28.1%	2,259	28.1%

<u>Military/Veterans</u>	319	4.0%	319	4.0%
<u>First 5 Families/Children 0-5</u>	663	8.3%	663	8.3%

<u>CALLER GENDER</u>	<u>Jan '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Female	4,763	59.3%	4,763	59.3%
Male	1,968	24.5%	1,968	24.5%
Non-binary	12	<1%	12	<1%
Trans Female	3	<1%	3	<1%
Trans Male	2	<1%	2	<1%
Intersex	1	<1%	1	<1%
Unknown	36	<1%	36	<1%
Client declined	719	8.9%	719	8.9%
Did not ask	532	6.6%	532	6.6%

<u>NUMBER IN HOUSEHOLD</u>	<u>Jan '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	4,412	54.9%	4,412	54.9%
2	1,318	16.4%	1,318	16.4%
3	519	6.5%	519	6.5%
4	326	4.1%	326	4.1%
5	175	2.2%	175	2.2%
6+	88	1.1%	88	1.1%
Unknown	1,198	14.9%	1,198	14.9%

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APPROXIMATE MONTHLY INCOME	Jan '22	% of	YTD	% of YTD
No Income	944	11.7%	944	11.7%
Less than \$1,000	899	11.2%	899	11.2%
\$1,001 - \$1,500	651	8.1%	651	8.1%
\$1,501 - \$2,000	449	5.6%	449	5.6%
\$2,001 - \$2,500	334	4.2%	334	4.2%
\$2,501 - \$3,000	249	3.1%	249	3.1%
\$3,001 - \$4,000	316	3.9%	316	3.9%
\$4,001 - \$5,000	148	1.8%	148	1.8%
More than \$5,000	100	1.2%	100	1.2%
Unknown	3,946	49.1%	3,946	49.1%

TOP SOURCES OF INCOME	Jan '22	% of	YTD	% of YTD
1 SS	1,156	14.4%	1,156	14.4%
2 Job	1,045	13.0%	1,045	13.0%
3 No current source of income	914	11.4%	914	11.4%
4 SSI	851	10.6%	851	10.6%
5 Pension	427	5.3%	427	5.3%
6 Other	258	3.2%	258	3.2%
7 TANF (CalWORKs)	252	3.1%	252	3.1%
8 SSD (SSDI)	220	2.7%	220	2.7%
9 General Assistance	71	<1%	71	<1%
10 SDI	54	<1%	54	<1%
11 Unemployment	54	<1%	54	<1%
12 Self-Employed	31	<1%	31	<1%
13 Family	17	<1%	17	<1%
14 Workers Comp	11	<1%	11	<1%
15 Child Support	10	<1%	10	<1%
16 Student Financial Aid	8	<1%	8	<1%
17 AB 12 Foster Care	6	<1%	6	<1%
18 Alimony	5	<1%	5	<1%
19 Insurance	3	<1%	3	<1%
20 Unknown (caller declined + did not ask)	2,643	32.9%	2,643	32.9%

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TOP ZIP CODES (Jan '22)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	554	1	95823	Sacramento	554
2	95825	Sacramento	298	2	95825	Sacramento	298
3	95822	Sacramento	288	3	95822	Sacramento	288
4	95815	Sacramento	275	4	95815	Sacramento	275
5	95608	Carmichael	262	5	95608	Carmichael	262
6	95670	Gold River/Rancho C	253	6	95670	Gold River/Rancho C	253
7	95820	Sacramento	252	7	95820	Sacramento	252
8	95838	Sacramento	248	8	95838	Sacramento	248
9	95821	Sacramento	241	9	95821	Sacramento	241
10	95828	Sacramento	233	10	95828	Sacramento	233

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Jan '22	% of ³
1 Housing²	5,376	66.9%
Housing Search and Information	1,476	18.4%
Emergency Shelter (including Homeless Motel Vouchers)	1,051	13.1%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	955	11.9%
Housing Expense Assistance	536	6.7%
Transitional Housing/Shelter	409	5.1%
2 Income Support/Assistance²	2,207	27.5%
Tax Preparation Assistance	1,798	22.4%
Online Tax Preparation/E-Filing Sites	131	1.6%
Basic Income Maintenance Programs	87	1.1%
Household Related Public Assistance Programs	46	<1%
EBT Card Services	41	<1%
3 Healthcare²	1,111	13.8%
Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	492	6.1%
Communicable Disease Control	116	1.4%
Immunizations (including COVID-19 Immunizations)	84	1.0%
Community Clinics	63	<1%
Health Education	44	<1%
4 Utility Assistance²	1,007	12.5%
Utility Assistance (including Utility Service Payment Assistance)	979	12.2%
Utility Service Providers	21	<1%

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5 Legal, Consumer, and Public Safety Services²	870	10.8%
Crime Reporting	90	1.1%
Legal Counseling	87	1.1%
Consumer Complaints	84	1.0%
Family Law	63	<1%
Records/Licenses/Permits	59	<1%
6 Information Services²	866	10.8%
Information and Referral	635	7.9%
Information Sources (including 311 Services)	196	2.4%
7 Mental Health/Addictions²	659	8.2%
Crisis Intervention	184	2.3%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	105	1.3%
Mental Health Evaluation	73	<1%
Counseling Services	51	<1%
Outpatient Mental Health Facilities	49	<1%
8 Individual, Family, and Community Support²	649	8.1%
Case/Care Management	100	1.2%
Street Outreach Programs	64	<1%
Respite Care	55	<1%
In Home Assistance	52	<1%
Community Action/Social Advocacy Groups	49	<1%
9 Food/Meals²	642	8.0%
Emergency Food (including Food Pantries)	268	3.3%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	254	3.2%
10 Disaster Services²	594	7.4%
11 Clothing/Personal/Household Needs²	324	4.0%
12 Other Government/Economic Services²	241	3.0%
13 Transportation²	154	1.9%
14 Employment²	93	1.2%
15 Volunteers/Donations²	59	<1%
16 Arts, Culture, and Recreation²	44	<1%
17 Education²	43	<1%

TOP UNMET NEEDS

Jan '22

1 Emergency Shelter (including Homeless Motel Vouchers)	187
2 Housing Expense Assistance	55
3 Tax Preparation Assistance	55
4 Online Tax Preparation/E-Filing Sites	20
5 Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	16

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<u>Most Frequently Referred Programs</u>	<u>Jan '22</u>	<u>% of</u>
1 Tax-Aide - AARP	943	11.7%
2 Housing Assistance - Sacramento Self Help Housing	621	7.7%
3 Warming Center - Union Gospel Mission	392	4.9%
4 Volunteer Income Tax Assistance Program - Capital Region VITA Coalition	372	4.6%
5 Family Assistance - St. Vincent de Paul	360	4.5%
6 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	356	4.4%
7 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	345	4.3%
8 Shelter Sacramento - SHELTER, Inc.	283	3.5%
9 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	217	2.7%
10 Sacramento County DHS - Public Health Division COVID-19 Testing Sites	206	2.6%
11 Mutual Housing California	188	2.3%
12 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	187	2.3%
13 Property Listing - Mercy Housing California	182	2.3%
14 Home Energy Assistance Program (HEAP)	180	2.2%
15 Family Promise of Sacramento	164	2.0%
16 Project Roomkey - CARES - Sacramento Steps Forward	148	1.8%
17 Room & Board - Helping Hearts Foundation	142	1.8%
18 CalFresh Application Assistance - 2-1-1 Sacramento	142	1.8%
19 Sacramento County Department of Human Assistance - CalFresh	127	1.6%
20 3-1-1 Connect - Sacramento County	119	1.5%
21 Utility Assistance - The Salvation Army	118	1.5%
22 Residential Family Shelter - Volunteers of America	104	1.3%
23 Saint John's Program for Real Change	103	1.3%
24 Community Housing Opportunities Corporation	98	1.2%
25 City of Sacramento 311	96	1.2%
26 General Library Services - Sacramento Public Library	88	1.1%
27 Mental Health Crisis Respite Center - Hope Cooperative	77	<1%
28 Sacramento County - Legal Services of Northern California	76	<1%
29 WEAVE	74	<1%
30 Sacramento County Behavioral Health Services - Access Team	69	<1%
All Other Referrals	6,646	
Total Referrals	13,223	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Jan '22</u>	<u>YTD</u>
Unique Visitors	8,958	8,958
Directory Searches	5,217	5,217
Resource Page Views	24,471	24,471
Total Page Views	29,688	29,688

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%.