

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**  
**July-21**

**CALL VOLUME**

**Jul '21**

Month of Jul 6,934  
 Year to date - 2021 56,972

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	560	4,993
Referral	4,129	26,220
Total I&R calls	4,689	31,213
Follow-up	204	2,119
Care Coordination	156	869
Advocacy	3	27
Crisis	3	32
Disaster	148	1,770
Outreach	3	18
Total Calls with Demographic Info	5,206	36,048
Call Back	320	2,480
Silent/Static	386	2,019
Voicemail	44	2,072
Other	978	14,353

**COURT OUTREACH ACTIVITY**

Month of Jul 0  
 Year to date - 2021 0

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Jul '21**

**% of**

**YTD**

**% of YTD**

Less than 18	15	<1%	78	<1%
18-20	79	1.5%	448	1.2%
21-29	454	8.7%	2,338	6.5%
30-39	641	12.3%	3,522	9.8%
40-49	485	9.3%	2,958	8.2%
50-59	788	15.1%	4,455	12.4%
Seniors - age 60+	1,050	20.2%	10,487	29.1%
Caller Declined	653	12.5%	4,417	12.3%
Did not Ask	1,041	20.0%	7,345	20.4%

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<b>CALLER ETHNICITY</b>	<b>Jul '21</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 African American/Black	889	17.1%	5,038	14.0%
2 Caucasian	632	12.1%	4,451	12.3%
3 Hispanic / Latino	465	8.9%	3,042	8.4%
3 Multi-ethnic	131	2.5%	694	1.9%
4 Other	56	1.1%	542	1.5%
5 Asian	56	1.1%	540	1.5%
7 Pacific Islander / Native Hawaiian	42	<1%	186	<1%
8 Middle Eastern	39	<1%	146	<1%
9 Native American	38	<1%	177	<1%
10 Russian / Slavic	6	<1%	71	<1%
11 Caller declined to answer	1,079	20.7%	8,460	23.5%
12 Did not ask	1,773	34.1%	12,701	35.2%
<b>Military/Veterans</b>	132	2.5%	1,228	3.4%
<b>First 5 Families/Children 0-5</b>	536	10.3%	3,017	8.4%

<b>CALLER GENDER</b>	<b>Jul '21</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
Female	2,922	56.1%	20,400	56.6%
Male	1,345	25.8%	8,993	24.9%
Non-binary	4	<1%	15	<1%
Trans Female	3	<1%	23	<1%
Intersex	2	<1%	11	<1%
Trans Male	1	<1%	10	<1%
Unknown	27	<1%	187	<1%
Client declined	407	7.8%	2,465	6.8%
Did not ask	495	9.5%	3,944	10.9%

<b>NUMBER IN HOUSEHOLD</b>	<b>Jul '21</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1	2,808	53.9%	19,438	53.9%
2	800	15.4%	5,647	15.7%
3	364	7.0%	2,214	6.1%
4	236	4.5%	1,381	3.8%
5	117	2.2%	741	2.1%
6+	114	2.2%	631	1.8%
Unknown	767	14.7%	5,996	16.6%

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<b><u>APPROXIMATE MONTHLY INCOME</u></b>	<b><u>Jul '21</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
No Income	656	12.6%	5,918	16.4%
Less than \$1,000	1,057	20.3%	5,050	14.0%
\$1,001 - \$1,500	402	7.7%	2,354	6.5%
\$1,501 - \$2,000	321	6.2%	2,068	5.7%
\$2,001 - \$2,500	159	3.1%	1,210	3.4%
\$2,501 - \$3,000	88	1.7%	777	2.2%
\$3,001 - \$4,000	63	1.2%	758	2.1%
\$4,001 - \$5,000	28	<1%	312	<1%
More than \$5,000	28	<1%	275	<1%
Unknown	2,404	46.2%	17,326	48.1%

<b><u>TOP SOURCES OF INCOME</u></b>	<b><u>Jul '21</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 No current source of income	628	12.1%	5,458	15.1%
2 SSI	618	11.9%	3,176	8.8%
3 SS	572	11.0%	4,530	12.6%
4 Job	551	10.6%	4,138	11.5%
5 Unemployment	262	5.0%	1,635	4.5%
6 Other	210	4.0%	1,969	5.5%
7 SSD (SSDI)	200	3.8%	1,189	3.3%
8 TANF (CalWORKs)	186	3.6%	994	2.8%
9 SDI	94	1.8%	268	<1%
10 General Assistance	83	1.6%	327	<1%
11 Pension	77	1.5%	1,176	3.3%
12 Self-Employed	16	<1%	173	<1%
13 Family	11	<1%	64	<1%
14 Workers Comp	8	<1%	92	<1%
15 Child Support	8	<1%	47	<1%
16 AB 12 Foster Care	6	<1%	23	<1%
17 Student Financial Aid	4	<1%	10	<1%
18 Alimony	3	<1%	24	<1%
19 Insurance	2	<1%	13	<1%
20 Unknown (caller declined + did not ask)	1,667	32.0%	10,742	29.8%

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**STATISTICS SUMMARY**

**July-21**

<b>TOP ZIP CODES (Jul '21 )</b>			<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>			<b># of CALLS</b>
1	95823	Sacramento	421	1	95823	Sacramento	2,480
2	95838	Sacramento	222	2	95825	Sacramento	1,453
3	95825	Sacramento	203	3	95838	Sacramento	1,189
4	95821	Sacramento	175	4	95815	Sacramento	1,143
5	95820	Sacramento	168	5	95608	Carmichael	1,085
6	95608	Carmichael	160	6	95820	Sacramento	1,079
7	95815	Sacramento	156	7	95828	Sacramento	1,065
8	95660	North Highlands	155	8	95822	Sacramento	1,059
9	95828	Sacramento	149	9	95821	Sacramento	1,028
10	95822	Sacramento	146	10	95660	North Highlands	932

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Jul '21</b>	<b>% of <sup>3</sup></b>
<b>1 Housing<sup>2</sup></b>	<b>4,950</b>	<b>95.1%</b>
Housing Search and Information	1,366	26.2%
Emergency Shelter (including Homeless Motel Vouchers)	1,017	19.5%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	851	16.3%
Housing Expense Assistance	629	12.1%
Landlord/Tenant Assistance	393	7.5%
<b>2 Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>1,114</b>	<b>21.4%</b>
Legal Counseling	119	2.3%
Consumer Complaints	111	2.1%
Crime Reporting	107	2.1%
General Legal Aid	100	1.9%
Family Law	80	1.5%
<b>3 Utility Assistance<sup>2</sup></b>	<b>816</b>	<b>15.7%</b>
Utility Assistance (including Utility Service Payment Assistance)	797	15.3%
Utility Service Providers	17	<1%
<b>4 Information Services<sup>2</sup></b>	<b>776</b>	<b>14.9%</b>
Information and Referral	431	8.3%
Information Sources (including 311 Services)	232	4.5%
<b>5 Individual, Family, and Community Support<sup>2</sup></b>	<b>762</b>	<b>14.6%</b>
Case/Care Management	147	2.8%
In Home Assistance	86	1.7%
Community Action/Social Advocacy Groups	81	1.6%
Protective Services	58	1.1%
Animal Regulation	52	<1%

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<b>6 Healthcare<sup>2</sup></b>	<b>749</b>	<b>14.4%</b>
Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	104	2.0%
Immunizations (including COVID-19 Immunizations)	91	1.7%
Communicable Disease Control (including COVID-19 Control)	60	1.2%
Health Education (including COVID-19 Vaccine Information)	58	1.1%
Mother and Infant Care	52	<1%
<b>7 Mental Health/Addictions<sup>2</sup></b>	<b>682</b>	<b>13.1%</b>
Substance Use Disorder Treatment Programs	166	3.2%
Crisis Intervention	163	3.1%
Mental Health Evaluation	79	1.5%
Counseling Services	52	<1%
Outpatient Mental Health Facilities	47	<1%
<b>8 Food/Meals<sup>2</sup></b>	<b>399</b>	<b>7.7%</b>
Emergency Food (including Food Pantries)	203	3.9%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	129	2.5%
<b>9 Income Support/Assistance<sup>2</sup></b>	<b>330</b>	<b>6.3%</b>
Household Related Public Assistance Programs	60	1.2%
Online Tax Preparation/E-Filing Sites	51	<1%
Basic Income Maintenance Programs (including TANF, SSI)	44	<1%
EBT Card Services	39	<1%
Tax Information	31	<1%
<b>10 Other Government/Economic Services<sup>2</sup></b>	<b>313</b>	<b>6.0%</b>
<b>11 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>304</b>	<b>5.8%</b>
<b>12 Transportation<sup>2</sup></b>	<b>198</b>	<b>3.8%</b>
<b>13 Disaster Services<sup>2</sup></b>	<b>160</b>	<b>3.1%</b>
<b>14 Employment<sup>2</sup></b>	<b>105</b>	<b>2.0%</b>
<b>15 Arts, Culture, and Recreation<sup>2</sup></b>	<b>85</b>	<b>1.6%</b>
<b>16 Volunteers/Donations<sup>2</sup></b>	<b>71</b>	<b>1.4%</b>
<b>17 Education<sup>2</sup></b>	<b>55</b>	<b>1.1%</b>

**TOP UNMET NEEDS**

**Jul '21**

1 Emergency Shelter (including Homeless Motel Vouchers)	57
2 Substance Use Disorder Treatment Programs (Smoking/Vaping Cessation)	41
3 Housing Expense Assistance	17
4 Housing Search and Information	16
5 Utility Assistance	13

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## STATISTICS SUMMARY

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<b>Most Frequently Referred Programs</b>	<b>Jul '21</b>	<b>% of</b>
1 Housing Assistance - Sacramento Self Help Housing	582	11.2%
2 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As:	304	5.8%
3 Motel Vouchers - The Salvation Army	236	4.5%
4 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	211	4.1%
5 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	194	3.7%
6 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	186	3.6%
7 Mutual Housing California	179	3.4%
8 Rental Assistance - The Salvation Army	172	3.3%
9 3-1-1 Connect - Sacramento County	168	3.2%
10 California Smokers' Helpline	144	2.8%
11 First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House	136	2.6%
12 Home Energy Assistance Program (HEAP) - Community Resource Project	127	2.4%
13 Sacramento County - Legal Services of Northern California	123	2.4%
14 Family Promise of Sacramento	119	2.3%
15 Mercy Housing California	113	2.2%
16 Utility Assistance - The Salvation Army	107	2.1%
17 City of Sacramento 311	107	2.1%
18 Emergency Motel Vouchers - Francis House - A Program of Next Move	105	2.0%
19 Sacramento County Department of Human Assistance - CalFresh	105	2.0%
20 Senior Legal Hotline - Legal Services of Northern California	87	1.7%
21 Community Housing Opportunities Corporation	82	1.6%
22 Room & Board - Helping Hearts Foundation	80	1.5%
23 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	75	1.4%
24 Shelter Sacramento - Shelter, Inc.	73	1.4%
25 Project Roomkey - CARES - Sacramento Steps Forward	71	1.4%
26 WEAVE	63	1.2%
27 Friendship Park - Loaves & Fishes	62	1.2%
28 City of Sacramento Office of Community Response - Safe Ground	62	1.2%
29 Sacramento County Behavioral Health Services - Access Team	61	1.2%
30 Senior Program - Women's Civic Improvement Club of Sacramento	60	1.2%
All Other Referrals	5,768	
Total Referrals	9,962	

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**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Jul '21</u></b>	<b><u>YTD</u></b>
Unique Visitors	10,238	60,145
Directory Searches	4,506	27,971
Resource Page Views	24,676	161,804
Total Page Views	29,182	189,775

<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%.