

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**  
**June-20**

**CALL VOLUME**

**June '20**

Month of June	7,511
Year to date - 2020	76,349

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	1,535	8,209
Referral	2,856	21,439
Total I&R calls	4,391	29,648
Follow-up	499	2,715
Advocacy	1	27
Crisis	2	22
Disaster	784	6,703
Outreach	0	8
Voicemail	0	229
Total Calls with Demographic Info	5,677	39,352
Call Back	215	5,236
Silent/Static	341	1,851
Voicemail	100	640
Other	1,178	30,199

**COURT OUTREACH ACTIVITY**

Month of June	0
Year to date - 2020	1,641

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**June '20      % of**

**YTD      % of YTD**

Less than 18	17	<1%	89	<1%
18-20	67	1.2%	343	<1%
21-29	323	5.7%	2,246	5.7%
30-39	404	7.1%	3,133	8.0%
40-49	351	6.2%	2,749	7.0%
50-59	498	8.8%	3,760	9.6%
Seniors - age 60+	1,712	30.2%	13,851	35.2%
Caller Declined	133	2.3%	283	<1%
Did not Ask	2,172	38.3%	12,898	32.8%

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<b><u>CALLER ETHNICITY</u></b>	<b><u>June '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 Caucasian	708	12.5%	6,738	17.1%
2 African American/Black	632	11.1%	4,869	12.4%
3 Hispanic / Latino	341	6.0%	2,973	7.6%
3 Other	152	2.7%	927	2.4%
4 Asian	80	1.4%	709	1.8%
5 Multi-ethnic	71	1.3%	671	1.7%
7 Native American	22	<1%	237	<1%
8 Middle Eastern	19	<1%	163	<1%
9 Pacific Islander / Native Hawaiian	14	<1%	181	<1%
10 Russian / Slavic	14	<1%	132	<1%
11 Caller declined to answer	222	3.9%	707	1.8%
12 Did not ask	3,402	59.9%	21,045	53.5%
<b><u>Military/Veterans</u></b>	197	3.5%	1,905	4.8%
<b><u>First 5 Families/Children 0-5</u></b>	402	7.1%	2,825	7.2%

<b><u>CALLER GENDER</u></b>	<b><u>June '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
Female	2,947	51.9%	21,327	54.2%
Male	1,332	23.5%	9,716	24.7%
Intersex	7	<1%	48	<1%
Non-binary	1	<1%	15	<1%
Trans Male	0	0.0%	7	<1%
Trans Female	0	0.0%	7	<1%
Unknown	35	<1%	292	<1%
Client declined	118	2.1%	192	<1%
Did not ask	1,237	21.8%	7,748	19.7%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>June '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	1,691	29.8%	13,381	34.0%
2	628	11.1%	5,688	14.5%
3	237	4.2%	1,968	5.0%
4	129	2.3%	1,231	3.1%
5	72	1.3%	640	1.6%
6+	62	1.1%	534	1.4%
Unknown	2,858	50.3%	15,910	40.4%

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## STATISTICS SUMMARY

June-20

### **APPROXIMATE MONTHLY INCOME**

	<b><u>June '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
No Income	172	3.0%	1,122	2.9%
Less than \$1,000	677	11.9%	4,649	11.8%
\$1,001 - \$1,500	287	5.1%	2,099	5.3%
\$1,501 - \$2,000	195	3.4%	1,819	4.6%
\$2,001 - \$2,500	94	1.7%	1,227	3.1%
\$2,501 - \$3,000	71	1.3%	570	1.4%
\$3,001 - \$4,000	53	<1%	951	2.4%
\$4,001 - \$5,000	16	<1%	436	1.1%
More than \$5,000	21	<1%	289	<1%
Unknown	4,091	72.1%	26,190	66.6%

### **TOP SOURCES OF INCOME**

	<b><u>June '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 SS	589	10.4%	4,260	10.8%
2 SSI	504	8.9%	2,847	7.2%
3 Job	355	6.3%	3,954	10.0%
4 No current source of income	303	5.3%	1,981	5.0%
5 SSD (SSDI)	160	2.8%	945	2.4%
6 TANF (CalWORKs)	156	2.7%	1,109	2.8%
7 Pension	144	2.5%	1,640	4.2%
8 General Assistance	80	1.4%	438	1.1%
9 Unemployment	79	1.4%	349	<1%
10 Other	35	<1%	225	<1%
11 Self-Employed	27	<1%	166	<1%
12 SDI	20	<1%	130	<1%
13 Child Support	5	<1%	51	<1%
14 Workers Comp	5	<1%	36	<1%
15 Student Financial Aid	5	<1%	26	<1%
16 Family	3	<1%	24	<1%
17 Alimony	2	<1%	34	<1%
18 AB 12 Foster Care	1	<1%	7	<1%
19 Insurance	1	<1%	10	<1%
20 Unknown (caller declined + did not ask)	3,203	56.4%	21,120	53.7%

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**STATISTICS SUMMARY**

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<b>TOP ZIP CODES (June '20 )</b>			<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>			<b># of CALLS</b>
1	95823	Sacramento	346	1	95823	Sacramento	2,345
2	95815	Sacramento	210	2	95821	Sacramento	1,258
3	95838	Sacramento	185	3	95608	Carmichael	1,215
4	95825	Sacramento	184	4	95828	Sacramento	1,213
5	95822	Sacramento	177	5	95825	Sacramento	1,192
6	95821	Sacramento	171	6	95815	Sacramento	1,176
7	95608	Carmichael	161	7	95822	Sacramento	1,152
8	95828	Sacramento	156	8	95670	Gold River/Rancho C	1,088
9	95820	Sacramento	152	9	95838	Sacramento	1,020
10	95670	Gold River/Rancho C	137	10	95820	Sacramento	965

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>June '20</b>	<b>% of <sup>3</sup></b>
<b>1 Housing &amp; Shelter<sup>2</sup></b>	<b>3,213</b>	<b>56.6%</b>
Low Income/Subsidized Rental Housing	1,575	27.7%
Transitional Housing/Shelters/Motel Vouchers	684	12.0%
Rent Assistance	407	7.2%
Landlord /Tenant Issues	224	3.9%
Contact Information for Housing & Shelter Organizations	209	3.7%
Home Repair/Maintenance	93	1.6%
<b>2 Healthcare<sup>2</sup></b>	<b>1,165</b>	<b>20.5%</b>
COVID-19	839	14.8%
Nursing Homes & Adult Care	112	2.0%
Health Insurance Information/Counseling	58	1.0%
Medical Providers	43	<1%
Dental Care	42	<1%
Medical Equipment	26	<1%
Other Health Services	18	<1%
<b>3 Government &amp; Legal</b>	<b>728</b>	<b>12.8%</b>
Contact Information for Government & Legal Organizations	251	4.4%
Government	243	4.3%
Legal Assistance	170	3.0%
Child & Family Law	63	1.1%
<b>4 Food/Meals<sup>2</sup></b>	<b>611</b>	<b>10.8%</b>
Food Pantries	226	4.0%
Home-delivered Meals	223	3.9%
CalFresh and WIC	127	2.2%
Meals - Soup Kitchens/Congregate Meals	35	<1%

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<b>5 Employment &amp; Income</b>	<b>562</b>	<b>9.9%</b>
Tax Preparation	373	6.6%
Financial Assistance	98	1.7%
Job Search	46	<1%
Unemployment Benefits	30	<1%
Money Management	8	<1%
<b>6 Mental Health &amp; Addictions<sup>2</sup></b>	<b>292</b>	<b>5.1%</b>
Mental Health Evaluation and Treatment	119	2.1%
Substance Abuse & Addictions	75	1.3%
Crisis Intervention & Suicide	60	1.1%
Inpatient/Outpatient Mental Health Facilities	35	<1%
<b>7 Disaster</b>	<b>174</b>	<b>3.1%</b>
<b>8 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>163</b>	<b>2.9%</b>
Clothing	43	<1%
Appliances	42	<1%
Personal Hygiene Products	30	<1%
Home Furnishings	28	<1%
Other Clothing & Household	15	<1%
<b>9 Utilities<sup>2</sup></b>	<b>152</b>	<b>2.7%</b>
Utility Payment Assistance	104	1.8%
Phone & Internet	25	<1%
Contacts Information for Utility Organizations	16	<1%
<b>10 Transportation</b>	<b>89</b>	<b>1.6%</b>
<b>11 Child Care &amp; Parenting</b>	<b>27</b>	<b>&lt;1%</b>
<b>12 Education</b>	<b>19</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**June '20**

1 Tax Preparation Assistance	38
2 Homeless Motel Vouchers	33
3 Home Delivered Meals	28
4 Homeless Shelter	17
5 Temporary Financial Assistance	6
6 Gas Money	6

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<b>Most Frequently Referred Programs</b>	<b>June '20</b>	<b>% of</b>
1 Housing Assistance - Sacramento Self Help Housing	488	8.6%
2 2-1-1 Sacramento General Disaster Resources - Community Link	373	6.6%
3 2-1-1 Sacramento Disaster Housing/Shelters Resources - Community Link	313	5.5%
4 Mercy Housing California	201	3.5%
5 Rental Assistance - The Salvation Army	179	3.2%
6 Mutual Housing California	177	3.1%
7 Diversion Eligibility Assessment - Francis House Center	168	3.0%
8 Core Services - Resources for Independent Living	156	2.7%
9 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	139	2.4%
10 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	131	2.3%
11 Sacramento County Department of Human Assistance - CalFresh	128	2.3%
12 2-1-1 Sacramento Disaster Food Resources - Community Link	108	1.9%
13 Rent Payment Assistance - Travelers Aid Emergency Assistance Agency	103	1.8%
14 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	100	1.8%
15 City of Sacramento 311	93	1.6%
16 Legal Services of Northern California - Sacramento County	92	1.6%
17 Community Housing Opportunities Corporation	91	1.6%
18 2-1-1 Sacramento	87	1.5%
19 Field Outreach - Sacramento Steps Forward	82	1.4%
20 CalFresh Application Assistance - 2-1-1 Sacramento	76	1.3%
21 Motel Vouchers - Travelers Aid Emergency Assistance Agency	76	1.3%
22 3-1-1 Connect - Sacramento County	74	1.3%
23 2-1-1 Sacramento Disaster Employer/Employee Resources	69	1.2%
24 Contact Site for Appointment - Volunteer Income Tax Assistance Program - Capital Region \	66	1.2%
25 Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	64	1.1%
26 United States Internal Revenue Service - Taxpayer Assistance Center	62	1.1%
27 Home Delivered Meals Program - Meals on Wheels by ACC	61	1.1%
28 My Free Taxes - United Way California Capital Region	59	1.0%
29 Housing Placement Services - Helping Hearts Foundation	57	1.0%
30 Virtual Free Tax Help - United Way California Capital Region	54	<1%
All Other Referrals	4,354	
Total Referrals	8,281	

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**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>June '20</u></b>	<b><u>YTD</u></b>
Unique Visitors	11,326	55,118
Directory Searches	11,260	93,953
Resource Page Views	23,628	158,593
Total Page Views	34,888	252,546

<sup>1</sup>Data sub-categories realigned 04/01/18

<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%.