

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-21

CALL VOLUME

Jun '21

Month of Jun 6,783
 Year to date - 2021 50,038

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	449	4,433
Referral	4,209	22,091
Total I&R calls	4,658	26,524
Follow-up	255	1,915
Care Coordination	172	713
Advocacy	1	24
Crisis	3	29
Disaster	97	1,622
Outreach	0	15
Total Calls with Demographic Info	5,186	30,842
Call Back	355	2,160
Silent/Static	311	1,633
Voicemail	51	2,028
Other	880	13,375

COURT OUTREACH ACTIVITY

Month of Jun 0
 Year to date - 2021 0

CLIENT PROFILE

AGE RANGES OF CALLERS

Jun '21

% of

YTD

% of YTD

Less than 18	17	<1%	63	<1%
18-20	74	1.4%	369	1.2%
21-29	406	7.8%	1,884	6.1%
30-39	613	11.8%	2,881	9.3%
40-49	502	9.7%	2,473	8.0%
50-59	685	13.2%	3,667	11.9%
Seniors - age 60+	1,224	23.6%	9,437	30.6%
Caller Declined	666	12.8%	3,764	12.2%
Did not Ask	999	19.3%	6,304	20.4%

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CALLER ETHNICITY	Jun '21	% of	YTD	% of YTD
1 African American/Black	925	17.8%	4,149	13.5%
2 Caucasian	624	12.0%	3,819	12.4%
3 Hispanic / Latino	416	8.0%	2,577	8.4%
3 Multi-ethnic	125	2.4%	563	1.8%
4 Other	64	1.2%	486	1.6%
5 Asian	48	<1%	484	1.6%
7 Pacific Islander / Native Hawaiian	29	<1%	144	<1%
8 Native American	25	<1%	139	<1%
9 Middle Eastern	11	<1%	107	<1%
10 Russian / Slavic	7	<1%	65	<1%
11 Caller declined to answer	1,126	21.7%	7,381	23.9%
12 Did not ask	1,786	34.4%	10,928	35.4%
Military/Veterans	144	2.8%	1,096	3.6%
First 5 Families/Children 0-5	535	10.3%	2,481	8.0%

CALLER GENDER	Jun '21	% of	YTD	% of YTD
Female	2,911	56.1%	17,478	56.7%
Male	1,207	23.3%	7,648	24.8%
Non-binary	7	<1%	11	<1%
Trans Female	6	<1%	20	<1%
Trans Male	2	<1%	9	<1%
Intersex	0	0.0%	9	<1%
Unknown	35	<1%	160	<1%
Client declined	389	7.5%	2,058	6.7%
Did not ask	629	12.1%	3,449	11.2%

NUMBER IN HOUSEHOLD	Jun '21	% of	YTD	% of YTD
1	2,765	53.3%	16,630	53.9%
2	766	14.8%	4,847	15.7%
3	346	6.7%	1,850	6.0%
4	226	4.4%	1,145	3.7%
5	95	1.8%	624	2.0%
6+	105	2.0%	517	1.7%
Unknown	883	17.0%	5,229	17.0%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>Jun '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
No Income	742	14.3%	5,262	17.1%
Less than \$1,000	944	18.2%	3,993	12.9%
\$1,001 - \$1,500	388	7.5%	1,952	6.3%
\$1,501 - \$2,000	323	6.2%	1,747	5.7%
\$2,001 - \$2,500	127	2.4%	1,051	3.4%
\$2,501 - \$3,000	78	1.5%	689	2.2%
\$3,001 - \$4,000	72	1.4%	695	2.3%
\$4,001 - \$5,000	27	<1%	284	<1%
More than \$5,000	26	<1%	247	<1%
Unknown	2,459	47.4%	14,922	48.4%

<u>TOP SOURCES OF INCOME</u>	<u>Jun '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No current source of income	682	13.2%	4,830	15.7%
2 SS	635	12.2%	3,958	12.8%
3 SSI	579	11.2%	2,558	8.3%
4 Job	523	10.1%	3,587	11.6%
5 Unemployment	231	4.5%	1,373	4.5%
6 Other	224	4.3%	1,759	5.7%
7 SSD (SSDI)	212	4.1%	989	3.2%
8 TANF (CalWORKs)	207	4.0%	808	2.6%
9 General Assistance	69	1.3%	244	<1%
10 Pension	62	1.2%	1,099	3.6%
11 Self-Employed	34	<1%	157	<1%
12 Workers Comp	28	<1%	84	<1%
13 SDI	27	<1%	174	<1%
14 Family	13	<1%	53	<1%
15 Child Support	10	<1%	39	<1%
16 AB 12 Foster Care	8	<1%	17	<1%
17 Alimony	2	<1%	21	<1%
18 Student Financial Aid	1	<1%	6	<1%
19 Insurance	0	0.0%	11	<1%
20 Unknown (caller declined + did not ask)	1,639	31.6%	9,075	29.4%

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TOP ZIP CODES (Jun '21)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	403	1	95823	Sacramento	2,059
2	95820	Sacramento	225	2	95825	Sacramento	1,250
3	95825	Sacramento	190	3	95815	Sacramento	987
4	95838	Sacramento	184	4	95838	Sacramento	967
5	95815	Sacramento	174	5	95608	Carmichael	925
6	95821	Sacramento	156	6	95828	Sacramento	916
7	95822	Sacramento	148	7	95822	Sacramento	913
8	95828	Sacramento	144	8	95820	Sacramento	911
9	95833	Sacramento	138	9	95821	Sacramento	853
10	95660	North Highlands	137	10	95670	Gold River/Rancho C	797

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Jun '21	% of ³
1 Housing²	4,732	91.2%
Housing Search and Information	1,132	21.8%
Emergency Shelter (including Homeless Motel Vouchers)	974	18.8%
Housing Expense Assistance	786	15.2%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	687	13.2%
Landlord/Tenant Assistance	381	7.3%
2 Legal, Consumer, and Public Safety Services²	1,079	20.8%
Legal Counseling	120	2.3%
Crime Reporting	104	2.0%
Consumer Complaints	81	1.6%
General Legal Aid	78	1.5%
Records/Licenses/Permits	67	1.3%
3 Utility Assistance²	940	18.1%
Utility Assistance (including Utility Service Payment Assistance)	923	17.8%
Utility Service Providers	16	<1%
4 Individual, Family, and Community Support²	831	16.0%
Case/Care Management	160	3.1%
Community Action/Social Advocacy Groups	112	2.2%
In Home Assistance	110	2.1%
Animal Regulation	57	1.1%
Respite Care	52	1.0%

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5 Mental Health/Addictions²	807	15.6%
Substance Use Disorder Treatment Programs	194	3.7%
Crisis Intervention	137	2.6%
Mental Health Evaluation	80	1.5%
Counseling Services	69	1.3%
Outpatient Mental Health Facilities	42	<1%
6 Information Services²	778	15.0%
Information and Referral	427	8.2%
Information Sources (including 311 Services)	280	5.4%
7 Healthcare²	666	12.8%
Immunizations (including COVID-19 Immunizations)	77	1.5%
Dental Care	56	1.1%
Health Education (including COVID-19 Vaccine Information)	54	1.0%
Communicable Disease Control (including COVID-19 Control)	51	<1%
Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	51	<1%
8 Food/Meals²	482	9.3%
Emergency Food (including Food Pantries)	273	5.3%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	139	2.7%
9 Income Support/Assistance²	325	6.3%
Basic Income Maintenance Programs (including TANF, SSI)	55	1.1%
Household Related Public Assistance Programs	50	<1%
Online Tax Preparation/E-Filing Sites	49	<1%
EBT Card Services	41	<1%
Tax Information	37	<1%
10 Other Government/Economic Services²	307	5.9%
11 Clothing/Personal/Household Needs²	241	4.6%
12 Transportation²	218	4.2%
13 Arts, Culture, and Recreation²	156	3.0%
14 Disaster Services²	140	2.7%
15 Employment²	134	2.6%
17 Volunteers/Donations²	64	1.2%
18 Education²	37	<1%

TOP UNMET NEEDS

Jun '21

1 Emergency Shelter (including Homeless Motel Vouchers)	69
2 Substance Use Disorder Treatment Programs (Smoking/Vaping Cessation)	62
3 Housing Expense Assistance	21
4 Housing Search and Information	16
5 Disaster Relief Services (Extreme Heat Cooling Programs)	14

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Most Frequently Referred Programs	Jun '21	% of
1 Housing Assistance - Sacramento Self Help Housing	512	9.9%
2 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As:	322	6.2%
3 California Smokers' Helpline	247	4.8%
4 Motel Vouchers - The Salvation Army	217	4.2%
5 Rental Assistance - The Salvation Army	208	4.0%
6 First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House	184	3.5%
7 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	178	3.4%
8 3-1-1 Connect - Sacramento County	141	2.7%
9 Home Energy Assistance Program (HEAP) - Community Resource Project	140	2.7%
10 Utility Assistance - The Salvation Army	137	2.6%
11 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	133	2.6%
12 Emergency Motel Vouchers - Francis House - A Program of Next Move	128	2.5%
13 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	128	2.5%
14 Mutual Housing California	108	2.1%
15 Senior Program - Women's Civic Improvement Club of Sacramento	108	2.1%
16 Sacramento County Department of Human Assistance - CalFresh	106	2.0%
17 Sacramento County - Legal Services of Northern California	103	2.0%
18 Cooling & Clean Air Center - Community Link	91	1.8%
19 City of Sacramento 311	90	1.7%
20 City of Sacramento Office of Community Response - Safe Ground	90	1.7%
21 Family Promise of Sacramento	88	1.7%
22 Senior Legal Hotline - Legal Services of Northern California	83	1.6%
23 Project Roomkey - CARES - Sacramento Steps Forward	80	1.5%
24 Sacramento County Behavioral Health Services - Access Team	75	1.4%
25 Room & Board - Helping Hearts Foundation	72	1.4%
26 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	72	1.4%
27 Shelter Sacramento - Shelter, Inc.	69	1.3%
28 CalFresh Application Assistance - 2-1-1 Sacramento	66	1.3%
29 Community Housing Opportunities Corporation	66	1.3%
30 Mercy Housing California	59	1.1%
30 Relief for Energy Assistance through Community Help (REACH) - Pacific Gas & Electric	59	1.1%
30 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	59	1.1%
All Other Referrals	5,530	
Total Referrals	9,749	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Jun '21</u>	<u>YTD</u>
Unique Visitors	10,332	52,464
Directory Searches	4,495	23,465
Resource Page Views	23,844	137,128
Total Page Views	28,339	160,593

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%.