

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
March-21

CALL VOLUME

Mar '21

Month of Mar 7,880
Year to date - 2021 30,516

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	625	3,130
Referral	3,256	10,535
Total I&R calls	3,881	13,665
Follow-up	495	799
Care Coordination	79	191
Advocacy	6	16
Crisis	0	20
Disaster	255	1,198
Outreach	2	7
Total Calls with Demographic Info	4,718	15,896
Call Back	435	1,422
Silent/Static	209	713
Voicemail	407	1,629
Other	2,111	10,856

COURT OUTREACH ACTIVITY

Month of Mar 0
Year to date - 2021 0

CLIENT PROFILE

AGE RANGES OF CALLERS

Mar '21

% of

YTD

% of YTD

Less than 18	8	<1%	24	<1%
18-20	51	1.1%	157	<1%
21-29	232	4.9%	853	5.4%
30-39	405	8.6%	1,325	8.3%
40-49	388	8.2%	1,204	7.6%
50-59	586	12.4%	1,754	11.0%
Seniors - age 60+	1,649	35.0%	5,620	35.4%
Caller Declined	457	9.7%	1,606	10.1%
Did not Ask	942	20.0%	3,353	21.1%

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<u>CALLER ETHNICITY</u>	<u>Mar '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	588	12.5%	2,077	13.1%
2 African American/Black	555	11.8%	1,921	12.1%
3 Hispanic / Latino	546	11.6%	1,388	8.7%
3 Asian	99	2.1%	305	1.9%
4 Other	70	1.5%	317	2.0%
5 Multi-ethnic	64	1.4%	260	1.6%
7 Middle Eastern	27	<1%	65	<1%
8 Native American	22	<1%	77	<1%
9 Pacific Islander / Native Hawaiian	20	<1%	84	<1%
10 Russian / Slavic	10	<1%	31	<1%
11 Caller declined to answer	965	20.5%	3,513	22.1%
12 Did not ask	1,752	37.1%	5,858	36.9%

<u>Military/Veterans</u>	199	4.2%	645	4.1%
<u>First 5 Families/Children 0-5</u>	296	6.3%	1,144	7.2%

<u>CALLER GENDER</u>	<u>Mar '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Female	2,652	56.2%	9,240	58.1%
Male	1,228	26.0%	4,138	26.0%
Intersex	2	<1%	6	<1%
Trans Female	1	<1%	6	<1%
Trans Male	1	<1%	2	<1%
Non-binary	0	0.0%	1	<1%
Unknown	16	<1%	65	<1%
Client declined	157	3.3%	640	4.0%
Did not ask	661	14.0%	1,798	11.3%

<u>NUMBER IN HOUSEHOLD</u>	<u>Mar '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	2,664	56.5%	8,647	54.4%
2	747	15.8%	2,603	16.4%
3	291	6.2%	919	5.8%
4	173	3.7%	563	3.5%
5	106	2.2%	371	2.3%
6+	57	1.2%	252	1.6%
Unknown	680	14.4%	2,541	16.0%

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APPROXIMATE MONTHLY INCOME	Mar '21	% of	YTD	% of YTD
No Income	834	17.7%	2,978	18.7%
Less than \$1,000	483	10.2%	1,778	11.2%
\$1,001 - \$1,500	260	5.5%	972	6.1%
\$1,501 - \$2,000	294	6.2%	926	5.8%
\$2,001 - \$2,500	220	4.7%	635	4.0%
\$2,501 - \$3,000	129	2.7%	448	2.8%
\$3,001 - \$4,000	106	2.2%	481	3.0%
\$4,001 - \$5,000	45	<1%	195	1.2%
More than \$5,000	37	<1%	144	<1%
Unknown	2,310	49.0%	7,339	46.2%

TOP SOURCES OF INCOME	Mar '21	% of	YTD	% of YTD
1 No current source of income	709	15.0%	2,762	17.4%
2 Job	694	14.7%	2,030	12.8%
3 SS	685	14.5%	2,203	13.9%
4 SSI	366	7.8%	1,092	6.9%
5 Other	291	6.2%	926	5.8%
6 Pension	231	4.9%	742	4.7%
7 Unemployment	190	4.0%	706	4.4%
8 SSD (SSDI)	144	3.1%	426	2.7%
9 TANF (CalWORKs)	104	2.2%	328	2.1%
10 General Assistance	31	<1%	97	<1%
11 SDI	25	<1%	102	<1%
12 Self-Employed	25	<1%	72	<1%
13 Workers Comp	21	<1%	35	<1%
14 Alimony	7	<1%	16	<1%
15 Child Support	6	<1%	18	<1%
16 Family	5	<1%	20	<1%
17 Insurance	2	<1%	6	<1%
18 Student Financial Aid	2	<1%	3	<1%
19 AB 12 Foster Care	0	0.0%	1	<1%
20 Unknown (caller declined + did not ask)	1,180	25.0%	4,311	27.1%

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TOP ZIP CODES (Mar '21)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	321	1	95823	Sacramento	1,014
2	95825	Sacramento	183	2	95825	Sacramento	639
3	95838	Sacramento	170	3	95608	Carmichael	520
4	95828	Sacramento	161	4	95828	Sacramento	495
5	95608	Carmichael	154	5	95815	Sacramento	486
6	95815	Sacramento	147	6	95838	Sacramento	477
7	95822	Sacramento	137	7	95822	Sacramento	459
8	95820	Sacramento	130	8	95821	Sacramento	443
9	95824	Sacramento	128	9	95820	Sacramento	417
10	95660	North Highlands	121	10	95621	Citrus Heights	386

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		Mar '21	% of ³
1	Housing²	3,575	75.8%
	Housing Search and Information	1,026	21.7%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	747	15.8%
	Emergency Shelter (including Homeless Motel Vouchers)	513	10.9%
	Housing Expense Assistance	465	9.9%
	Transitional Housing/Shelter	215	4.6%
2	Income Support/Assistance²	1,444	30.6%
	Online Tax Preparation/E-Filing Sites	800	17.0%
	Tax Preparation Assistance	397	8.4%
	Tax Information	61	1.3%
	Tax Collection Agencies	38	<1%
	EBT Card Services	33	<1%
3	Healthcare²	912	19.3%
	Immunizations (including COVID-19 Immunizations)	309	6.5%
	Health Education (including COVID-19 Vaccine Information)	255	5.4%
	Communicable Disease Control (including COVID-19 Control)	88	1.9%
	Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	26	<1%
	Dental Care	23	<1%
4	Information Services²	579	12.3%
	Information and Referral	336	7.1%
	Information Sources (including 311 Services)	218	4.6%



STATISTICS SUMMARY
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5 Legal, Consumer, and Public Safety Services²	554	11.7%
Legal Counseling	93	2.0%
General Legal Aid	49	1.0%
Consumer Complaints	41	<1%
Advocacy	38	<1%
Family Law	36	<1%
6 Utility Assistance²	492	10.4%
Utility Assistance (including Utility Service Payment Assistance)	479	10.2%
Utility Service Providers	11	<1%
7 Individual, Family, and Community Support²	455	9.6%
Community Action/Social Advocacy Groups	110	2.3%
In Home Assistance	90	1.9%
Case/Care Management	60	1.3%
Veterinary Services	23	<1%
Support Groups	19	<1%
8 Food/Meals²	355	7.5%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	175	3.7%
Emergency Food	111	2.4%
Meals (including Home Delivered Meals)	50	1.1%
9 Mental Health/Addictions²	251	5.3%
10 Disaster Services²	173	3.7%
11 Other Government/Economic Services²	135	2.9%
12 Transportation²	95	2.0%
13 Clothing/Personal/Household Needs²	76	1.6%
14 Employment²	52	1.1%
15 Arts, Culture, and Recreation²	49	1.0%
16 Volunteers/Donations²	36	<1%
17 Education²	32	<1%

TOP UNMET NEEDS

Mar '21

1 Tax Preparation Assistance (including VITA and AARP Tax Aide Programs)	330
2 Emergency Shelter (including Homeless Motel Vouchers)	45
3 Online Tax Preparation/E-Filing Sites	36
4 COVID-19 Immunization Clinics	22
5 Housing Expense Assistance	20

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Most Frequently Referred Programs	Mar '21	% of
1 Housing Assistance - Sacramento Self Help Housing	361	7.7%
2 Volunteer Income Tax Assistance Program - Capital Region VITA Coalition	297	6.3%
3 MyFreeTaxes.com - United Way Worldwide	227	4.8%
4 Online Tax Assistance - AARP	193	4.1%
5 Tax-Aide - AARP	192	4.1%
6 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental Ass	183	3.9%
7 Mutual Housing California	161	3.4%
8 Community Housing Opportunities Corporation	151	3.2%
9 Rental Assistance - The Salvation Army	126	2.7%
10 Sacramento County Public Health Division - COVID-19 Vaccine Information	125	2.6%
11 Motel Vouchers - The Salvation Army	120	2.5%
12 Winter Warming Shelters - Community Link	120	2.5%
13 Sacramento County Department of Human Assistance - CalFresh	119	2.5%
14 Mercy Housing California	117	2.5%
15 United States Internal Revenue Service - Taxpayer Assistance Center	107	2.3%
16 Free Tax Filing Online - Credit Karma	105	2.2%
17 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	102	2.2%
18 First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House	101	2.1%
19 GetYourRefund.org - United Way California Capital Region	101	2.1%
20 My Free Taxes - United Way California Capital Region	87	1.8%
21 CalFresh Application Assistance - 2-1-1 Sacramento	87	1.8%
22 Utility Assistance - The Salvation Army	83	1.8%
23 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	82	1.7%
24 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	76	1.6%
25 Senior Program - Women's Civic Improvement Club of Sacramento	74	1.6%
26 Room & Board - Helping Hearts Foundation	72	1.5%
27 Home Energy Assistance Program (HEAP) - Community Resource Project	70	1.5%
28 COVID-19 Vaccines - Natomas Unified School District	66	1.4%
29 Whispering Pines Apartments - Visionary Home Builders of California	61	1.3%
30 Emergency Motel Vouchers - Francis House - A Program of Next Move	60	1.3%
All Other Referrals	4,038	
Total Referrals	7,864	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Mar '21</u>	<u>YTD</u>
Unique Visitors	10,767	28,478
Directory Searches	3,389	11,382
Resource Page Views	23,706	67,105
Total Page Views	27,095	78,487

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%.