

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-22

CALL VOLUME

Mar '22

Month of Mar 11,721
 Year to date - 2022 36,500

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,447	3,471
Referral	5,207	17,336
Total I&R calls	6,654	20,807
Follow-up	729	1,445
Care Coordination	31	102
Advocacy	3	13
Crisis	2	2
Disaster	16	283
Outreach	0	1
Total Calls with Demographic Info	7,435	22,653
Call Back	620	1,824
Silent/Static	552	1,594
Voicemail	341	956
Other	2,773	9,473

COURT OUTREACH ACTIVITY

Month of Mar 0
 Year to date - 2022 0

CLIENT PROFILE

AGE RANGES OF CALLERS

Mar '22

% of

YTD

% of YTD

Less than 18	15	<1%	41	<1%
18-20	100	1.3%	247	1.1%
21-29	508	6.8%	1,558	6.9%
30-39	740	10.0%	2,259	10.0%
40-49	684	9.2%	2,056	9.1%
50-59	1,048	14.1%	2,982	13.2%
Seniors - age 60+	2,199	29.6%	6,738	29.7%
Caller Declined	849	11.4%	3,010	13.3%
Did not Ask	1,292	17.4%	3,762	16.6%

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<u>CALLER ETHNICITY</u>	<u>Mar '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	1,344	18.1%	4,225	18.7%
2 African American/Black	1,157	15.6%	3,616	16.0%
3 Hispanic / Latino	636	8.6%	1,813	8.0%
3 Multi-ethnic	208	2.8%	641	2.8%
4 Asian	152	2.0%	489	2.2%
5 Other	87	1.2%	307	1.4%
7 Middle Eastern	66	<1%	179	<1%
8 Pacific Islander / Native Hawaiian	50	<1%	150	<1%
9 Native American	34	<1%	149	<1%
10 Russian / Slavic	12	<1%	50	<1%
11 Caller declined to answer	1,423	19.1%	4,601	20.3%
12 Did not ask	2,266	30.5%	6,433	28.4%
<u>Military/Veterans</u>	322	4.3%	1,004	4.4%
<u>First 5 Families/Children 0-5</u>	535	7.2%	1,714	7.6%

<u>CALLER GENDER</u>	<u>Mar '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Female	4,368	58.7%	13,385	59.1%
Male	1,933	26.0%	5,819	25.7%
Non-binary	13	<1%	31	<1%
Trans Female	5	<1%	13	<1%
Trans Male	1	<1%	5	<1%
Intersex	0	0.0%	1	<1%
Unknown	33	<1%	101	<1%
Client declined	564	7.6%	1,861	8.2%
Did not ask	518	7.0%	1,437	6.3%

<u>NUMBER IN HOUSEHOLD</u>	<u>Mar '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	4,161	56.0%	12,510	55.2%
2	1,382	18.6%	4,098	18.1%
3	431	5.8%	1,416	6.3%
4	269	3.6%	863	3.8%
5	124	1.7%	438	1.9%
6+	104	1.4%	296	1.3%
Unknown	964	13.0%	3,032	13.4%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>Mar '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
No Income	882	11.9%	2,576	11.4%
Less than \$1,000	885	11.9%	2,590	11.4%
\$1,001 - \$1,500	677	9.1%	1,960	8.7%
\$1,501 - \$2,000	463	6.2%	1,383	6.1%
\$2,001 - \$2,500	288	3.9%	1,012	4.5%
\$2,501 - \$3,000	273	3.7%	806	3.6%
\$3,001 - \$4,000	272	3.7%	1,006	4.4%
\$4,001 - \$5,000	98	1.3%	414	1.8%
More than \$5,000	89	1.2%	308	1.4%
Unknown	3,508	47.2%	10,598	46.8%

<u>TOP SOURCES OF INCOME</u>	<u>Mar '22</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Job	1,264	17.0%	3,593	15.9%
2 SS	1,226	16.5%	3,518	15.5%
3 No current source of income	842	11.3%	2,498	11.0%
4 SSI	716	9.6%	2,260	10.0%
5 Pension	391	5.3%	1,370	6.0%
6 SSD (SSDI)	258	3.5%	693	3.1%
7 TANF (CalWORKs)	221	3.0%	687	3.0%
8 Other	219	2.9%	702	3.1%
9 Unemployment	75	1.0%	195	<1%
10 SDI	57	<1%	168	<1%
11 Self-Employed	57	<1%	129	<1%
12 General Assistance	47	<1%	195	<1%
13 Child Support	20	<1%	41	<1%
14 Student Financial Aid	15	<1%	35	<1%
15 Workers Comp	11	<1%	32	<1%
16 Family	9	<1%	36	<1%
17 AB 12 Foster Care	9	<1%	20	<1%
18 Alimony	6	<1%	20	<1%
19 Insurance	5	<1%	9	<1%
20 Unknown (caller declined + did not ask)	1,987	26.7%	6,452	28.5%

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TOP ZIP CODES (Mar '22)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		538	1	95823	Sacramento	1,044	
2	95825	Sacramento		304	2	95815	Sacramento	574	
3	95828	Sacramento		266	3	95825	Sacramento	560	
4	95838	Sacramento		266	4	95608	Carmichael	542	
5	95670	Gold River/Rancho C		254	5	95838	Sacramento	527	
6	95815	Sacramento		252	6	95821	Sacramento	515	
7	95822	Sacramento		252	7	95822	Sacramento	515	
8	95608	Carmichael		248	8	95828	Sacramento	511	
9	95821	Sacramento		235	9	95670	Gold River/Rancho C	495	
10	95820	Sacramento		212	10	95820	Sacramento	427	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Mar '22	% of ³
1 Housing²	6,057	81.5%
Housing Search and Information	1,703	22.9%
Emergency Shelter (including Homeless Motel Vouchers)	1,091	14.7%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,021	13.7%
Housing Expense Assistance	685	9.2%
Transitional Housing/Shelter	467	6.3%
2 Income Support/Assistance²	1,966	26.4%
Tax Preparation Assistance	1,333	17.9%
Online Tax Preparation/E-Filing Sites	301	4.0%
Basic Income Maintenance Programs	63	<1%
Tax Information	51	<1%
Household Related Public Assistance Programs	50	<1%
3 Utility Assistance²	992	13.3%
Utility Assistance (including Utility Service Payment Assistance)	963	13.0%
Utility Service Providers	27	<1%
4 Legal, Consumer, and Public Safety Services²	789	10.6%
Consumer Complaints	75	1.0%
Legal Counseling	74	<1%
Crime Reporting	71	<1%
Records/Licenses/Permits	56	<1%
Family Law	53	<1%

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5 Information Services²	712	9.6%
Information and Referral	530	7.1%
Information Sources (including 311 Services)	152	2.0%
6 Individual, Family, and Community Support²	682	9.2%
In Home Assistance	104	1.4%
Case/Care Management	89	1.2%
Street Outreach Programs	78	1.0%
Community Action/Social Advocacy Groups	66	<1%
Veterinary Services	50	<1%
7 Mental Health/Addictions²	596	8.0%
Crisis Intervention	169	2.3%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	139	1.9%
Counseling Services	51	<1%
Outpatient Mental Health Facilities	47	<1%
Mental Health Evaluation	45	<1%
8 Food/Meals²	552	7.4%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	269	3.6%
Emergency Food (including Food Pantries)	223	3.0%
9 Healthcare²	435	5.9%
Dental Care	54	<1%
Mother and Infant Care	46	<1%
Disease/Disability Specific Screening/Diagnosis	35	<1%
Health Insurance Information/Counseling	32	<1%
Medical Public Assistance Programs	31	<1%
10 Clothing/Personal/Household Needs²	348	4.7%
11 Other Government/Economic Services²	232	3.1%
12 Transportation²	195	2.6%
13 Employment²	105	1.4%
14 Disaster Services²	79	1.1%
15 Arts, Culture, and Recreation²	51	<1%
16 Volunteers/Donations²	46	<1%
17 Education²	44	<1%

TOP UNMET NEEDS

Mar '22

1 Tax Preparation Assistance	178
2 Emergency Shelter (including Homeless Motel Vouchers)	140
3 Nutrition Related Public Assistance Programs	30
4 Housing Expense Assistance	24
5 Online Tax Preparation/E-Filing Sites	21

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<u>Most Frequently Referred Programs</u>	<u>Mar '22</u>	<u>% of</u>
1 Volunteer Income Tax Assistance Program - Capital Region VITA Coalition	903	12.1%
2 Housing Assistance - Sacramento Self Help Housing	741	10.0%
3 Family Assistance - SVdP	385	5.2%
4 Tax-Aide - AARP	352	4.7%
5 Mutual Housing California	273	3.7%
6 Shelter Sacramento - SHELTER, Inc.	249	3.3%
7 Rental Assistance - The Salvation Army	247	3.3%
8 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	234	3.1%
9 Property Listing - Mercy Housing California	205	2.8%
10 CalFresh Application Assistance - 2-1-1 Sacramento	189	2.5%
11 Home Energy Assistance Program (HEAP) - Community Resource Project	188	2.5%
12 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	187	2.5%
13 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	171	2.3%
14 Family Promise of Sacramento	168	2.3%
15 Utility Assistance - The Salvation Army	166	2.2%
16 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As:	164	2.2%
17 Community Housing Opportunities Corporation	152	2.0%
18 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	144	1.9%
19 Safety Net Program - Volunteers of America	140	1.9%
20 MyFreeTaxes.com - United Way Worldwide	140	1.9%
21 Room & Board - Helping Hearts Foundation	132	1.8%
22 3-1-1 Connect - Sacramento County	115	1.5%
23 Saint John's Program for Real Change	111	1.5%
24 Residential Family Shelter - Volunteers of America	107	1.4%
25 Sacramento County Department of Human Assistance - CalFresh	97	1.3%
26 WEAVE	89	1.2%
27 Sacramento County - Legal Services of Northern California	84	1.1%
28 California Tobacco Control Project - Gift Card Incentive Program	78	1.0%
29 City of Sacramento 311	74	<1%
30 Domestic Violence Shelter - Lao Family Community Development	70	<1%
All Other Referrals	5,963	
Total Referrals	12,318	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Mar '22</u>	<u>YTD</u>
Unique Visitors	9,459	23,553
Directory Searches	4,241	13,841
Resource Page Views	26,862	74,232
Total Page Views	31,103	88,073

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%.