

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
May-20

CALL VOLUME

May '20

Month of May	8,415
Year to date - 2020	68,838

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,156	6,674
Referral	2,483	18,583
Total I&R calls	3,639	25,257
Follow-up	652	2,216
Advocacy	7	26
Crisis	3	20
Disaster	1,449	5,919
Outreach	3	8
Voicemail	0	229
Total Calls with Demographic Info	5,753	33,675
Call Back	337	5,021
Silent/Static	290	1,510
Voicemail	198	540
Other	1,926	29,021

COURT OUTREACH ACTIVITY

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

CLIENT PROFILE

AGE RANGES OF CALLERS

May '20

% of

YTD

% of YTD

Less than 18	9	<1%	72	<1%
18-20	55	<1%	276	<1%
21-29	319	5.5%	1,923	5.7%
30-39	464	8.1%	2,729	8.1%
40-49	371	6.4%	2,398	7.1%
50-59	493	8.6%	3,262	9.7%
Seniors - age 60+	2,048	35.6%	12,139	36.0%
Caller Declined	43	<1%	150	<1%
Did not Ask	1,951	33.9%	10,726	31.9%

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<u>CALLER ETHNICITY</u>	<u>May '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	941	16.4%	6,030	17.9%
2 African American/Black	711	12.4%	4,237	12.6%
3 Hispanic / Latino	343	6.0%	2,632	7.8%
3 Other	141	2.5%	775	2.3%
4 Asian	100	1.7%	629	1.9%
5 Multi-ethnic	80	1.4%	600	1.8%
7 Native American	46	<1%	215	<1%
8 Middle Eastern	31	<1%	144	<1%
9 Pacific Islander / Native Hawaiian	31	<1%	167	<1%
10 Russian / Slavic	16	<1%	118	<1%
11 Caller declined to answer	103	1.8%	485	1.4%
12 Did not ask	3,210	55.8%	17,643	52.4%
<u>Military/Veterans</u>	254	4.4%	1,708	5.1%
<u>First 5 Families/Children 0-5</u>	406	7.1%	2,423	7.2%

<u>CALLER GENDER</u>	<u>May '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Female	3,054	53.1%	18,380	54.6%
Male	1,473	25.6%	8,384	24.9%
Intersex	6	<1%	41	<1%
Trans Male	1	<1%	7	<1%
Non-binary	0	0.0%	14	<1%
Trans Female	0	0.0%	7	<1%
Unknown	32	<1%	257	<1%
Client declined	12	<1%	74	<1%
Did not ask	1,175	20.4%	6,511	19.3%

<u>NUMBER IN HOUSEHOLD</u>	<u>May '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1,918	33.3%	11,690	34.7%
2	817	14.2%	5,060	15.0%
3	268	4.7%	1,731	5.1%
4	154	2.7%	1,102	3.3%
5	88	1.5%	568	1.7%
6+	73	1.3%	472	1.4%
Unknown	2,435	42.3%	13,052	38.8%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>May '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
No Income	263	4.6%	950	2.8%
Less than \$1,000	646	11.2%	3,972	11.8%
\$1,001 - \$1,500	323	5.6%	1,812	5.4%
\$1,501 - \$2,000	209	3.6%	1,624	4.8%
\$2,001 - \$2,500	102	1.8%	1,133	3.4%
\$2,501 - \$3,000	53	<1%	499	1.5%
\$3,001 - \$4,000	58	1.0%	898	2.7%
\$4,001 - \$5,000	17	<1%	420	1.2%
More than \$5,000	18	<1%	268	<1%
Unknown	4,064	70.6%	22,099	65.6%

<u>TOP SOURCES OF INCOME</u>	<u>May '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 SS	712	12.4%	3,671	10.9%
2 SSI	486	8.4%	2,343	7.0%
3 No current source of income	353	6.1%	1,678	5.0%
4 Job	319	5.5%	3,599	10.7%
5 Pension	208	3.6%	1,496	4.4%
6 TANF (CalWORKs)	179	3.1%	953	2.8%
7 SSD (SSDI)	166	2.9%	785	2.3%
8 Unemployment	82	1.4%	270	<1%
9 General Assistance	71	1.2%	358	1.1%
10 Other	34	<1%	190	<1%
11 Self-Employed	29	<1%	139	<1%
12 SDI	17	<1%	110	<1%
13 Family	7	<1%	21	<1%
14 Child Support	5	<1%	46	<1%
15 Alimony	5	<1%	32	<1%
16 Workers Comp	2	<1%	31	<1%
17 Student Financial Aid	2	<1%	21	<1%
18 Insurance	2	<1%	9	<1%
19 AB 12 Foster Care	1	<1%	6	<1%
20 Unknown (caller declined + did not ask)	3,073	53.4%	17,917	53.2%

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TOP ZIP CODES (May '20)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	372	1	95823	Sacramento	1,999
2	95825	Sacramento	207	2	95821	Sacramento	1,087
3	95822	Sacramento	183	3	95828	Sacramento	1,057
4	95821	Sacramento	173	4	95608	Carmichael	1,054
5	95828	Sacramento	171	5	95825	Sacramento	1,008
6	95670	Gold River/Rancho C	167	6	95822	Sacramento	975
7	95815	Sacramento	165	7	95815	Sacramento	966
8	95820	Sacramento	154	8	95670	Gold River/Rancho C	951
9	95838	Sacramento	151	9	95621	Citrus Heights	859
10	95608	Carmichael	145	10	95826	Sacramento	842

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	May '20	% of ³
1 Housing & Shelter²	3,210	55.8%
Low Income/Subsidized Rental Housing	1,503	26.1%
Transitional Housing/Shelters/Motel Vouchers	708	12.3%
Rent Assistance	474	8.2%
Contact Information for Housing & Shelter Organizations	223	3.9%
Landlord /Tenant Issues	212	3.7%
Mortgage Assistance	14	<1%
2 Healthcare²	1,689	29.4%
COVID-19	1,325	23.0%
Nursing Homes & Adult Care	149	2.6%
Medical Providers	74	1.3%
Health Insurance Information/Counseling	51	<1%
Dental Care	29	<1%
Medical Equipment	21	<1%
Screening, Testing, Immunizations	12	<1%
3 Food/Meals²	1,031	17.9%
Home-delivered Meals	601	10.4%
Food Pantries	242	4.2%
CalFresh and WIC	164	2.9%
Meals - Soup Kitchens/Congregate Meals	22	<1%
4 Government & Legal	708	12.3%
Contact Information for Government & Legal Organizations	267	4.6%
Law Enforcement/Judicial Services	233	4.1%
Legal Assistance	135	2.3%
Child & Family Law	66	1.1%
Immigration Assistance	7	<1%

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5 Employment & Income	472	8.2%
Tax Preparation	219	3.8%
Financial Assistance	183	3.2%
Job Search	32	<1%
Unemployment Benefits	18	<1%
Contact Information for Employment Organizations	13	<1%
6 Disaster	383	6.7%
7 Mental Health & Addictions²	315	5.5%
Substance Abuse & Addictions	98	1.7%
Mental Health Evaluation and Treatment	96	1.7%
Crisis Intervention & Suicide	82	1.4%
Inpatient/Outpatient Mental Health Facilities	34	<1%
8 Clothing/Personal/Household Needs²	178	3.1%
Personal Hygiene Products	44	<1%
Clothing	43	<1%
Home Furnishings	34	<1%
Other Clothing & Household	24	<1%
Appliances	24	<1%
9 Utilities²	177	3.1%
Utility Payment Assistance	125	2.2%
Phone & Internet	19	<1%
Contacts Information for Utility Organizations	27	<1%
10 Transportation	70	1.2%
11 Child Care & Parenting	31	<1%
12 Education	9	<1%

TOP UNMET NEEDS

May '20

1 Home Delivered Meals	97
2 Homeless Motel Vouchers	68
3 COVID-19 Control	66
4 General Disaster Information	37
5 Tax Preparation Assistance	24
6 Rent Payment Assistance	15
7 Homeless Shelter	14

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Most Frequently Referred Programs		May '20	% of
1	2-1-1 Sacramento Disaster Housing/Shelters Resources - Community Link	586	10.2%
2	2-1-1 Sacramento General Disaster Resources - Community Link	514	8.9%
3	Housing Assistance - Sacramento Self Help Housing	462	8.0%
4	City of Sacramento Community Development Department - Great Plates Delivered	307	5.3%
5	2-1-1 Sacramento Disaster Food Resources - Community Link	242	4.2%
6	Mercy Housing California	182	3.2%
7	Mutual Housing California	181	3.1%
8	Core Services - Resources for Independent Living	176	3.1%
9	Sacramento County Department of Human Assistance - CalFresh	153	2.7%
10	Rental Assistance - The Salvation Army	152	2.6%
11	Motel Vouchers - Travelers Aid	130	2.3%
12	Renters Helpline - Sacramento Self Help Housing	126	2.2%
13	SHRA - Affordable Housing Options Program	118	2.1%
14	United States Internal Revenue Service - Taxpayer Assistance Center	110	1.9%
15	City of Sacramento 311	109	1.9%
16	Community Housing Opportunities Corporation	96	1.7%
17	Rent Payment Assistance - Travelers Aid	96	1.7%
18	Diversion Eligibility Assessment - Francis House Center	91	1.6%
19	SHRA - Housing Choice Voucher Program	91	1.6%
20	Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	89	1.5%
21	Legal Services of Northern California	84	1.5%
22	2-1-1 Sacramento Disaster Employer/Employee Resources	82	1.4%
23	Family Assistance - Saint Vincent de Paul Society - SVdP	79	1.4%
24	3-1-1 Connect - Sacramento County	76	1.3%
25	CalFresh Application Assistance - 2-1-1 Sacramento	76	1.3%
26	Meals/Grocery Delivery Service	73	1.3%
27	Food Pantry Delivery - Bayside Church/Shaper Hands	57	<1%
28	Home Delivered Meals Program - Meals on Wheels by ACC	57	<1%
29	Family Promise of Sacramento	56	<1%
30	Saint John's Program for Real Change	55	<1%
		3,932	
		8,638	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>May '20</u>	<u>YTD</u>
Unique Visitors	11,561	47,270
Directory Searches	12,625	82,693
Resource Page Views	24,610	134,965
Total Page Views	37,235	217,658

¹Data sub-categories realigned 04/01/18

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%.