

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-21

CALL VOLUME

May '21

Month of May	6,255
Year to date - 2021	43,255

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	421	3,984
Referral	3,835	17,882
Total I&R calls	4,256	21,866
Follow-up	318	1,660
Care Coordination	198	541
Advocacy	6	23
Crisis	2	26
Disaster	105	1,525
Outreach	3	15
Total Calls with Demographic Info	4,888	25,656
Call Back	150	1,805
Silent/Static	318	1,322
Voicemail	133	1,977
Other	766	12,495

COURT OUTREACH ACTIVITY

Month of May	0
Year to date - 2021	0

CLIENT PROFILE

AGE RANGES OF CALLERS

May '21

% of

YTD

% of YTD

Less than 18	14	<1%	46	<1%
18-20	79	1.6%	295	1.1%
21-29	352	7.2%	1,478	5.8%
30-39	505	10.3%	2,268	8.8%
40-49	421	8.6%	1,971	7.7%
50-59	623	12.7%	2,982	11.6%
Seniors - age 60+	1,083	22.2%	8,213	32.0%
Caller Declined	806	16.5%	3,098	12.1%
Did not Ask	1,005	20.6%	5,305	20.7%

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CALLER ETHNICITY	May '21	% of	YTD	% of YTD
1 African American/Black	670	13.7%	3,224	12.6%
2 Caucasian	554	11.3%	3,195	12.5%
3 Hispanic / Latino	371	7.6%	2,161	8.4%
3 Multi-ethnic	94	1.9%	438	1.7%
4 Other	60	1.2%	422	1.6%
5 Asian	53	1.1%	436	1.7%
7 Pacific Islander / Native Hawaiian	16	<1%	115	<1%
8 Native American	14	<1%	114	<1%
9 Russian / Slavic	13	<1%	58	<1%
10 Middle Eastern	9	<1%	96	<1%
11 Caller declined to answer	1,447	29.6%	6,255	24.4%
12 Did not ask	1,587	32.5%	9,142	35.6%
Military/Veterans	148	3.0%	952	3.7%
First 5 Families/Children 0-5	448	9.2%	1,946	7.6%

CALLER GENDER	May '21	% of	YTD	% of YTD
Female	2,627	53.7%	14,567	56.8%
Male	1,154	23.6%	6,441	25.1%
Trans Female	6	<1%	14	<1%
Trans Male	2	<1%	7	<1%
Non-binary	1	<1%	4	<1%
Intersex	0	0.0%	9	<1%
Unknown	28	<1%	125	<1%
Client declined	596	12.2%	1,669	6.5%
Did not ask	474	9.7%	2,820	11.0%

NUMBER IN HOUSEHOLD	May '21	% of	YTD	% of YTD
1	2,560	52.4%	13,865	54.0%
2	712	14.6%	4,081	15.9%
3	301	6.2%	1,504	5.9%
4	178	3.6%	919	3.6%
5	79	1.6%	529	2.1%
6+	93	1.9%	412	1.6%
Unknown	965	19.7%	4,346	16.9%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>May '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
No Income	758	15.5%	4,520	17.6%
Less than \$1,000	732	15.0%	3,049	11.9%
\$1,001 - \$1,500	305	6.2%	1,564	6.1%
\$1,501 - \$2,000	257	5.3%	1,424	5.6%
\$2,001 - \$2,500	142	2.9%	924	3.6%
\$2,501 - \$3,000	78	1.6%	611	2.4%
\$3,001 - \$4,000	67	1.4%	623	2.4%
\$4,001 - \$5,000	24	<1%	257	1.0%
More than \$5,000	47	<1%	221	<1%
Unknown	2,478	50.7%	12,463	48.6%

<u>TOP SOURCES OF INCOME</u>	<u>May '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No current source of income	685	14.0%	4,148	16.2%
2 SS	507	10.4%	3,323	13.0%
3 SSI	492	10.1%	1,979	7.7%
4 Job	486	9.9%	3,064	11.9%
5 Other	310	6.3%	1,535	6.0%
6 Unemployment	237	4.8%	1,142	4.5%
7 SSD (SSDI)	198	4.1%	777	3.0%
8 TANF (CalWORKs)	158	3.2%	601	2.3%
9 Pension	101	2.1%	1,037	4.0%
10 General Assistance	48	<1%	175	<1%
11 SDI	24	<1%	147	<1%
12 Self-Employed	23	<1%	123	<1%
13 Workers Comp	11	<1%	56	<1%
14 Family	10	<1%	40	<1%
15 Child Support	6	<1%	29	<1%
16 AB 12 Foster Care	6	<1%	9	<1%
17 Insurance	3	<1%	11	<1%
18 Alimony	3	<1%	19	<1%
19 Student Financial Aid	2	<1%	5	<1%
20 Unknown (caller declined + did not ask)	1,578	32.3%	7,436	29.0%

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TOP ZIP CODES (May '21)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	305	1	95823	Sacramento	1,656
2	95825	Sacramento	210	2	95825	Sacramento	1,060
3	95815	Sacramento	168	3	95815	Sacramento	813
4	95822	Sacramento	163	4	95608	Carmichael	801
5	95608	Carmichael	145	5	95838	Sacramento	783
6	95660	North Highlands	145	6	95828	Sacramento	772
7	95670	Gold River/Rancho C	145	7	95822	Sacramento	765
8	95838	Sacramento	142	8	95821	Sacramento	697
9	95820	Sacramento	141	9	95820	Sacramento	686
10	95828	Sacramento	134	10	95670	Gold River/Rancho C	674

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	May '21	% of ³
1 Housing²	6,019	123.1%
Housing Search and Information	1,542	31.5%
Emergency Shelter (including Homeless Motel Vouchers)	1,151	23.5%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,125	23.0%
Housing Expense Assistance	745	15.2%
Transitional Housing/Shelter	539	11.0%
2 Legal, Consumer, and Public Safety Services²	949	19.4%
Legal Counseling	108	2.2%
Crime Reporting	85	1.7%
Consumer Complaints	82	1.7%
Advocacy	73	1.5%
Benefits Assistance	72	1.5%
3 Individual, Family, and Community Support²	944	19.3%
Community Action/Social Advocacy Groups	217	4.4%
Case/Care Management	163	3.3%
In Home Assistance	155	3.2%
Animal Regulation	45	<1%
Veterinary Services	43	<1%
4 Income Support/Assistance²	809	16.6%
Online Tax Preparation/E-Filing Sites	299	6.1%
Tax Preparation Assistance	179	3.7%
Tax Information	59	1.2%
Household Related Public Assistance Programs	55	1.1%
Basic Income Maintenance Programs (including TANF, SSI)	45	<1%

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5 Information Services²	786	16.1%
Information and Referral	399	8.2%
Information Sources (including 311 Services)	312	6.4%
6 Healthcare²	569	11.6%
Immunizations (including COVID-19 Immunizations)	119	2.4%
Communicable Disease Control (including COVID-19 Control)	42	<1%
Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	41	<1%
Mother and Infant Care	41	<1%
Medical Public Assistance Programs	40	<1%
7 Mental Health/Addictions²	566	11.6%
Mental Health Evaluation	86	1.8%
Crisis Intervention	83	1.7%
Counseling Services	76	1.6%
Substance Use Disorder Treatment Programs	40	<1%
Individual Counseling	39	<1%
8 Utility Assistance²	551	11.3%
Utility Assistance (including Utility Service Payment Assistance)	530	10.8%
Utility Service Providers	18	<1%
9 Food/Meals²	502	10.3%
Food Stamps/SNAP	227	4.6%
Food Pantries	177	3.6%
10 Clothing/Personal/Household Needs²	317	6.5%
11 Other Government/Economic Services²	253	5.2%
12 Transportation²	200	4.1%
13 Arts, Culture, and Recreation²	154	3.2%
14 Employment²	130	2.7%
16 Disaster Services²	78	1.6%
17 Volunteers/Donations²	48	<1%
18 Education²	46	<1%

TOP UNMET NEEDS

May '21

1 Tax Preparation Assistance (including VITA and AARP Tax Aide Programs)	79
2 Emergency Shelter (including Homeless Motel Vouchers)	71
3 Housing Expense Assistance	11
4 Utility Assistance	11
5 Online Tax Preparation/E-Filing Sites	9

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Most Frequently Referred Programs	May '21	% of
1 Housing Assistance - Sacramento Self Help Housing	668	13.7%
2 Motel Vouchers - The Salvation Army	247	5.1%
3 Rental Assistance - The Salvation Army	231	4.7%
4 Mutual Housing California	219	4.5%
5 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As:	205	4.2%
6 Community Housing Opportunities Corporation	191	3.9%
7 Volunteer Income Tax Assistance Program - Capital Region VITA Coalition	176	3.6%
8 Family Promise of Sacramento	145	3.0%
9 First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House	145	3.0%
10 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	141	2.9%
11 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	130	2.7%
12 Room & Board - Helping Hearts Foundation	126	2.6%
13 Emergency Motel Vouchers - Francis House - A Program of Next Move	126	2.6%
14 CalFresh Application Assistance - 2-1-1 Sacramento	123	2.5%
15 Shelter Sacramento - Shelter, Inc.	121	2.5%
16 Sacramento County Department of Human Assistance - CalFresh	117	2.4%
17 Mercy Housing California	113	2.3%
18 3-1-1 Connect - Sacramento County	110	2.3%
19 Saint John's Program for Real Change	100	2.0%
20 Legal Services of Northern California - Sacramento County	100	2.0%
21 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	99	2.0%
22 City of Sacramento 311	98	2.0%
23 City of Sacramento Office of Community Response - Safe Ground	97	2.0%
24 Home Energy Assistance Program (HEAP) - Community Resource Project	95	1.9%
25 Senior Program - Women's Civic Improvement Club of Sacramento	82	1.7%
26 MyFreeTaxes.com - United Way Worldwide	82	1.7%
27 United States Internal Revenue Service - Taxpayer Assistance Center	81	1.7%
28 Core Services - Resources for Independent Living	76	1.6%
29 Whispering Pines Apartments - Visionary Home Builders of California	71	1.5%
30 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	68	1.4%
All Other Referrals	5,430	
Total Referrals	9,813	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>May '21</u>	<u>YTD</u>
Unique Visitors	9,738	44,643
Directory Searches	3,855	18,970
Resource Page Views	23,622	113,284
Total Page Views	27,477	132,254

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%.