

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
November-20

CALL VOLUME

November '20

Month of November	8,242
Year to date - 2020	112,158

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	755	13,568
Referral	4,108	39,964
Total I&R calls	4,863	53,532
Follow-up	357	4,838
Advocacy	1	49
Crisis	0	9
Disaster	327	8,617
Outreach	2	12
Voicemail	0	229
Total Calls with Demographic Info	5,550	67,286
Call Back	198	5,908
Silent/Static	262	3,178
Voicemail	272	1,345
Other	1,960	35,142

COURT OUTREACH ACTIVITY

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

CLIENT PROFILE

AGE RANGES OF CALLERS

November '20 % of

YTD % of YTD

Less than 18	17	<1%	161	<1%
18-20	69	1.2%	683	1.0%
21-29	388	7.0%	3,918	5.8%
30-39	632	11.4%	5,577	8.3%
40-49	454	8.2%	4,644	6.9%
50-59	662	11.9%	6,318	9.4%
Seniors - age 60+	1,332	24.0%	21,741	32.3%
Caller Declined	768	13.8%	2,728	4.1%
Did not Ask	1,228	22.1%	21,516	32.0%

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CALLER ETHNICITY	November '20	% of	YTD	% of YTD
1 African American/Black	825	14.9%	8,178	12.2%
2 Caucasian	689	12.4%	10,026	14.9%
3 Hispanic / Latino	475	8.6%	4,918	7.3%
3 Multi-ethnic	131	2.4%	1,127	1.7%
4 Other	85	1.5%	1,300	1.9%
5 Asian	76	1.4%	1,094	1.6%
7 Middle Eastern	32	<1%	287	<1%
8 Native American	34	<1%	382	<1%
9 Pacific Islander / Native Hawaiian	34	<1%	314	<1%
10 Russian / Slavic	6	<1%	171	<1%
11 Caller declined to answer	1,137	20.5%	4,375	6.5%
12 Did not ask	2,026	36.5%	35,114	52.2%
Military/Veterans	191	3.4%	2,897	4.3%
First 5 Families/Children 0-5	689	12.4%	5,305	7.9%

CALLER GENDER	November '20	% of	YTD	% of YTD
Female	3,105	55.9%	35,941	53.4%
Male	1,269	22.9%	15,941	23.7%
Trans Male	1	<1%	12	<1%
Intersex	0	0.0%	62	<1%
Non-binary	0	0.0%	24	<1%
Trans Female	0	0.0%	11	<1%
Unknown	19	<1%	400	<1%
Client declined	563	10.1%	2,012	3.0%
Did not ask	593	10.7%	12,883	19.1%

NUMBER IN HOUSEHOLD	November '20	% of	YTD	% of YTD
1	2,589	46.6%	23,660	35.2%
2	860	15.5%	8,932	13.3%
3	413	7.4%	3,377	5.0%
4	321	5.8%	2,169	3.2%
5	246	4.4%	1,258	1.9%
6+	250	4.5%	1,090	1.6%
Unknown	871	15.7%	26,800	39.8%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>November '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
No Income	1,115	20.1%	4,449	6.6%
Less than \$1,000	1,109	20.0%	8,839	13.1%
\$1,001 - \$1,500	403	7.3%	3,743	5.6%
\$1,501 - \$2,000	268	4.8%	2,953	4.4%
\$2,001 - \$2,500	130	2.3%	1,800	2.7%
\$2,501 - \$3,000	75	1.4%	944	1.4%
\$3,001 - \$4,000	65	1.2%	1,295	1.9%
\$4,001 - \$5,000	21	<1%	552	<1%
More than \$5,000	33	<1%	420	<1%
Unknown	2,331	42.0%	42,291	62.9%

<u>TOP SOURCES OF INCOME</u>	<u>November '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No current source of income	1,043	18.8%	5,325	7.9%
2 SSI	626	11.3%	5,523	8.2%
3 Job	560	10.1%	6,191	9.2%
4 SS	527	9.5%	7,185	10.7%
5 Other	423	7.6%	1,370	2.0%
6 Unemployment	365	6.6%	1,502	2.2%
7 TANF (CalWORKs)	215	3.9%	1,944	2.9%
8 SSD (SSDI)	164	3.0%	1,556	2.3%
9 Pension	80	1.4%	2,231	3.3%
10 General Assistance	70	1.3%	705	1.0%
11 SDI	48	<1%	313	<1%
12 Self-Employed	31	<1%	259	<1%
13 Child Support	12	<1%	100	<1%
14 Family	9	<1%	60	<1%
15 Student Financial Aid	8	<1%	48	<1%
16 Workers Comp	5	<1%	57	<1%
17 AB 12 Foster Care	2	<1%	19	<1%
18 Alimony	1	<1%	55	<1%
19 Insurance	0	0.0%	11	<1%
20 Unknown (caller declined + did not ask)	1,361	24.5%	32,832	48.8%

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TOP ZIP CODES (Sept '20)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	416	1	95823	Sacramento	4,225
2	95825	Sacramento	254	2	95815	Sacramento	2,250
3	95815	Sacramento	249	3	95825	Sacramento	2,178
4	95820	Sacramento	225	4	95828	Sacramento	2,054
5	95838	Sacramento	207	5	95821	Sacramento	1,956
6	95822	Sacramento	187	6	95822	Sacramento	1,926
7	95670	Gold River/Rancho C	178	7	95608	Carmichael	1,909
8	95824	Sacramento	154	8	95838	Sacramento	1,826
9	95828	Sacramento	154	9	95670	Gold River/Rancho C	1,806
10	95821	Sacramento	151	10	95820	Sacramento	1,799

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	November '20	% of ³
1 Housing & Shelter²	2,689	48.5%
Low Income/Subsidized Rental Housing	1,035	18.6%
Rent Assistance	666	12.0%
Transitional Housing/Shelters/Motel Vouchers	652	11.7%
Landlord /Tenant Issues	218	3.9%
Contact Information for Housing & Shelter Organizations	55	<1%
Home Repair/Maintenance	43	<1%
2 Food/Meals²	1,588	28.6%
Holiday meals	997	18.0%
Food Pantries	276	5.0%
CalFresh and WIC	181	3.3%
Home-delivered Meals	105	1.9%
3 Government & Legal	832	15.0%
Contact Information for Government & Legal Organizations	282	5.1%
Government	260	4.7%
Legal Assistance	203	3.7%
Child & Family Law	71	1.3%
4 Healthcare²	817	14.7%
COVID-19	399	7.2%
Nursing Homes & Adult Care	123	2.2%
Health Insurance Information/Counseling	82	1.5%
Medical Providers	70	1.3%
Dental Care	44	<1%
Other Health Services	32	<1%
Medical Equipment	18	<1%

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5 Clothing/Personal/Household Needs²	561	10.1%
Other Clothing & Household	234	4.2%
Seasonal/Holiday	142	2.6%
Clothing	85	1.5%
Personal Hygiene Products	44	<1%
Home Furnishings	41	<1%
6 Utilities²	550	9.9%
Utility Payment Assistance	260	4.7%
Phone & Internet	216	3.9%
Contacts Information for Utility Organizations	16	<1%
7 Employment & Income	386	7.0%
Financial Assistance	235	4.2%
Job Search	56	1.0%
Tax Preparation	51	<1%
Unemployment Benefits	24	<1%
Money Management	11	<1%
8 Mental Health & Addictions²	300	5.4%
Substance Abuse & Addictions	98	1.8%
Crisis Intervention & Suicide	84	1.5%
Mental Health Evaluation and Treatment	64	1.2%
Inpatient/Outpatient Mental Health Facilities	51	<1%
9 Transportation	73	1.3%
10 Disaster	70	1.3%
11 Child Care & Parenting	50	<1%
12 Education	15	<1%

TOP UNMET NEEDS

November '20

1 Homeless Motel Vouchers	40
2 211 Systems	23
3 Homeless Shelter	23
4 Internet Service Payment Assistance	16
5 Rent Payment Assistance	16

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Most Frequently Referred Programs	November '20	% of
1 Partner Agency Holiday Distributions - Sacramento Food Bank & Family Services	387	7.0%
2 Rental Assistance - The Salvation Army	300	5.4%
3 Digital Equity - United Way California Capital Region	268	4.8%
4 First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House Cent	242	4.4%
5 Mutual Housing California	197	3.5%
6 Sacramento County Department of Human Assistance - CalFresh	179	3.2%
7 Turkey Give-Away - Sunrise Food Closet - Sunrise Christian Food Ministry	162	2.9%
8 Community Housing Opportunities Corporation	158	2.8%
9 Thanksgiving Basket - Saint Paul COGIC	155	2.8%
10 Thanksgiving Basket - St. John Vianney Conference Food Locker	153	2.8%
11 Motel Vouchers - The Salvation Army	153	2.8%
12 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	140	2.5%
13 Home Energy Assistance Program (HEAP) - Community Resource Project	133	2.4%
14 Mercy Housing California	133	2.4%
15 Utility Assistance - The Salvation Army	123	2.2%
16 Field Outreach - Sacramento Steps Forward	112	2.0%
17 3-1-1 Connect - Sacramento County	103	1.9%
18 CalFresh Application Assistance - 2-1-1 Sacramento	96	1.7%
19 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	90	1.6%
20 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	88	1.6%
21 Senior Program - Women's Civic Improvement Club of Sacramento	87	1.6%
22 Emergency Motel Vouchers - Francis House - A Program of Next Move	80	1.4%
23 Legal Services of Northern California - Sacramento County	76	1.4%
24 Sacramento County Department of Health Services - Public Health Division COVID-19 Testin	72	1.3%
25 City of Sacramento 311	70	1.3%
26 Financial Assistance - Sacramento County COVID-19 Collaborative - Sierra Health Foundati	68	1.2%
27 Core Services - Resources for Independent Living	67	1.2%
28 Project Roomkey - Sacramento Steps Forward	63	1.1%
29 Family Promise of Sacramento	61	1.1%
30 Thanksgiving Banquet - Union Gospel Mission Sacramento	53	<1%
All Other Referrals	5,550	
Total Referrals	9,619	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>November '20</u>	<u>YTD</u>
Unique Visitors	10,472	98,250
Directory Searches	20,105	165,731
Resource Page Views	33,622	307,835
Total Page Views	53,727	473,566

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%.