

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-21

CALL VOLUME

Nov '21

Month of Nov 6,851
 Year to date - 2021 85,422

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	573	7,316
Referral	4,705	44,725
Total I&R calls	5,278	52,041
Follow-up	293	3,049
Care Coordination	41	1,186
Advocacy	1	32
Crisis	1	34
Disaster	53	2,247
Outreach	1	20
Total Calls with Demographic Info	5,668	58,609
Call Back	237	3,744
Silent/Static	405	3,769
Voicemail	38	2,327
Other	503	16,973

COURT OUTREACH ACTIVITY

Month of Nov 0
 Year to date - 2021 0

CLIENT PROFILE

AGE RANGES OF CALLERS

Nov '21

% of

YTD

% of YTD

Less than 18	14	<1%	139	<1%
18-20	83	1.5%	789	1.3%
21-29	551	9.7%	4,316	7.4%
30-39	715	12.6%	6,334	10.8%
40-49	542	9.6%	5,103	8.7%
50-59	819	14.4%	7,707	13.1%
Seniors - age 60+	1,176	20.7%	14,853	25.3%
Caller Declined	869	15.3%	7,728	13.2%
Did not Ask	899	15.9%	11,640	19.9%

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CALLER ETHNICITY	Nov '21	% of	YTD	% of YTD
1 African American/Black	1,073	18.9%	9,074	15.5%
2 Caucasian	804	14.2%	7,547	12.9%
3 Hispanic / Latino	514	9.1%	4,865	8.3%
3 Multi-ethnic	163	2.9%	1,355	2.3%
4 Asian	109	1.9%	859	1.5%
5 Other	82	1.4%	789	1.3%
7 Pacific Islander / Native Hawaiian	34	<1%	294	<1%
8 Native American	31	<1%	303	<1%
9 Middle Eastern	23	<1%	290	<1%
10 Russian / Slavic	4	<1%	92	<1%
11 Caller declined to answer	1,426	25.2%	13,487	23.0%
12 Did not ask	1,405	24.8%	19,654	33.5%
Military/Veterans	180	3.2%	1,845	3.1%
First 5 Families/Children 0-5	733	12.9%	5,630	9.6%

CALLER GENDER	Nov '21	% of	YTD	% of YTD
Female	3,237	57.1%	33,169	56.6%
Male	1,404	24.8%	14,457	24.7%
Non-binary	4	<1%	41	<1%
Trans Female	4	<1%	31	<1%
Trans Male	1	<1%	16	<1%
Intersex	1	<1%	15	<1%
Unknown	20	<1%	298	<1%
Client declined	597	10.5%	4,754	8.1%
Did not ask	400	7.1%	5,828	9.9%

NUMBER IN HOUSEHOLD	Nov '21	% of	YTD	% of YTD
1	2,878	50.8%	31,283	53.4%
2	866	15.3%	9,088	15.5%
3	490	8.6%	3,972	6.8%
4	308	5.4%	2,489	4.2%
5	187	3.3%	1,326	2.3%
6+	187	3.3%	1,163	2.0%
Unknown	752	13.3%	9,288	15.8%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>Nov '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
No Income	759	13.4%	8,679	14.8%
Less than \$1,000	997	17.6%	9,243	15.8%
\$1,001 - \$1,500	439	7.7%	3,972	6.8%
\$1,501 - \$2,000	282	5.0%	3,273	5.6%
\$2,001 - \$2,500	139	2.5%	1,781	3.0%
\$2,501 - \$3,000	89	1.6%	1,131	1.9%
\$3,001 - \$4,000	69	1.2%	1,070	1.8%
\$4,001 - \$5,000	29	<1%	424	<1%
More than \$5,000	29	<1%	387	<1%
Unknown	2,836	50.0%	28,649	48.9%

<u>TOP SOURCES OF INCOME</u>	<u>Nov '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 SSI	761	13.4%	5,914	10.1%
2 No current source of income	748	13.2%	8,159	13.9%
3 Job	667	11.8%	6,625	11.3%
4 SS	579	10.2%	6,841	11.7%
5 TANF (CalWORKs)	290	5.1%	1,981	3.4%
6 SSD (SSDI)	198	3.5%	2,125	3.6%
7 Other	169	3.0%	2,721	4.6%
8 General Assistance	88	1.6%	664	1.1%
9 Pension	78	1.4%	1,477	2.5%
10 Unemployment	53	<1%	2,187	3.7%
11 SDI	53	<1%	480	<1%
12 Self-Employed	31	<1%	298	<1%
13 Child Support	11	<1%	116	<1%
14 Workers Comp	11	<1%	120	<1%
15 Family	10	<1%	122	<1%
16 AB 12 Foster Care	5	<1%	44	<1%
17 Student Financial Aid	5	<1%	30	<1%
18 Alimony	1	<1%	34	<1%
19 Insurance	0	0.0%	16	<1%
20 Unknown (caller declined + did not ask)	1,910	33.7%	18,655	31.8%

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TOP ZIP CODES (Nov '21)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		479	1	95823	Sacramento	4,247	
2	95820	Sacramento		233	2	95825	Sacramento	2,271	
3	95815	Sacramento		223	3	95815	Sacramento	2,038	
4	95838	Sacramento		211	4	95838	Sacramento	1,957	
5	95821	Sacramento		209	5	95820	Sacramento	1,918	
6	95825	Sacramento		203	6	95821	Sacramento	1,804	
7	95822	Sacramento		192	7	95608	Carmichael	1,695	
8	95828	Sacramento		184	8	95828	Sacramento	1,684	
9	95833	Sacramento		184	9	95822	Sacramento	1,671	
10	95811	Sacramento		179	10	95660	North Highlands	1,610	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Nov '21	% of ³
1 Housing²	4,997	88.2%
Housing Search and Information	1,372	24.2%
Emergency Shelter (including Homeless Motel Vouchers)	1,054	18.6%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	838	14.8%
Housing Expense Assistance	464	8.2%
Transitional Housing/Shelter	372	6.6%
2 Individual, Family, and Community Support²	1,812	32.0%
Holiday Programs	1,111	19.6%
In Home Assistance	120	2.1%
Case/Care Management	100	1.8%
Street Outreach Programs	56	<1%
Veterinary Services	55	<1%
3 Utility Assistance²	790	13.9%
Utility Assistance (including Utility Service Payment Assistance)	761	13.4%
Utility Service Providers	26	<1%
4 Legal, Consumer, and Public Safety Services²	767	13.5%
Crime Reporting	85	1.5%
Legal Counseling	81	1.4%
Records/Licenses/Permits	64	1.1%
Consumer Complaints	55	<1%
General Legal Aid	55	<1%

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5	Mental Health/Addictions²	636	11.2%
	Crisis Intervention	131	2.3%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	120	2.1%
	Mental Health Evaluation	69	1.2%
	Outpatient Mental Health Facilities	62	1.1%
	Counseling Services	55	<1%
6	Information Services²	622	11.0%
	Information and Referral	383	6.8%
	Information Sources (including 311 Services)	184	3.2%
7	Healthcare²	586	10.3%
	Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	65	1.1%
	Immunizations (including COVID-19 Immunizations)	65	1.1%
	Health Insurance Information/Counseling	57	1.0%
	Dental Care	49	<1%
	Mother and Infant Care	48	<1%
8	Food/Meals²	494	8.7%
	Emergency Food (including Food Pantries)	267	4.7%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	182	3.2%
9	Clothing/Personal/Household Needs²	349	6.2%
	Personal Goods/Services	208	3.7%
	Household Goods	104	1.8%
10	Other Government/Economic Services²	265	4.7%
11	Income Support/Assistance²	262	4.6%
12	Transportation²	172	3.0%
13	Employment²	113	2.0%
14	Disaster Services²	67	1.2%
15	Volunteers/Donations²	63	1.1%
16	Arts, Culture, and Recreation²	60	1.1%
17	Education²	36	<1%

TOP UNMET NEEDS

Nov '21

1	Emergency Shelter (including Homeless Motel Vouchers)	127
2	Housing Expense Assistance	48
3	Holiday Programs	18
4	Housing Search and Information	16
5	Transportation Expense Assistance	16

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Most Frequently Referred Programs

	<u>Nov '21</u>	<u>% of</u>
1 Housing Assistance - Sacramento Self Help Housing	602	10.6%
2 Partner Agency Holiday Distributions - Sacramento Food Bank & Family Services	325	5.7%
3 Family Assistance - SVdP	298	5.3%
4 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As:	294	5.2%
5 Shelter Sacramento - SHELTER, Inc.	274	4.8%
6 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	193	3.4%
7 Mercy Housing California	192	3.4%
8 Mutual Housing California	185	3.3%
9 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	178	3.1%
10 Family Promise of Sacramento	165	2.9%
11 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	163	2.9%
12 Room & Board - Helping Hearts Foundation	156	2.8%
13 3-1-1 Connect - Sacramento County	153	2.7%
14 Emergency Motel Vouchers - Francis House - A Program of Next Move	136	2.4%
15 Home Energy Assistance Program (HEAP) - Community Resource Project	135	2.4%
16 Sacramento County Department of Human Assistance - CalFresh	119	2.1%
17 Angel Tree Christmas Assistance Program - The Salvation Army	107	1.9%
18 Thanksgiving Giveaway - Rancho Cordova Food Locker	98	1.7%
19 Utility Assistance - The Salvation Army	94	1.7%
20 Residential Family Shelter - Volunteers of America	93	1.6%
21 Saint John's Program for Real Change	88	1.6%
22 CalFresh Application Assistance - 2-1-1 Sacramento	82	1.4%
23 Mental Health Crisis Respite Center - Hope Cooperative	80	1.4%
24 Sacramento County - Legal Services of Northern California	78	1.4%
25 City of Sacramento 311	75	1.3%
26 WEAVE	74	1.3%
27 Community Housing Opportunities Corporation	74	1.3%
28 Senior Program - Women's Civic Improvement Club of Sacramento	69	1.2%
29 Sacramento Housing and Redevelopment Agency - Meadowview Women's Shelter	66	1.2%
30 Greenfair Towers and Garden Apartments	65	1.1%
All Other Referrals	5,764	
Total Referrals	10,475	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Nov '21</u>	<u>YTD</u>
Unique Visitors	12,100	90,886
Directory Searches	11,594	54,616
Resource Page Views	30,272	266,119
Total Page Views	41,866	320,735

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%.