

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**  
**October-20**

**CALL VOLUME**

**October '20**

Month of October	6,377
Year to date - 2020	103,916

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	958	12,813
Referral	3,778	35,856
Total I&R calls	4,736	48,669
Follow-up	648	4,481
Advocacy	3	48
Crisis	0	9
Disaster	173	8,290
Outreach	1	10
Voicemail	0	229
Total Calls with Demographic Info	5,561	61,736
Call Back	95	5,710
Silent/Static	282	2,916
Voicemail	101	1,073
Other	338	33,182

**COURT OUTREACH ACTIVITY**

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

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**October '20**

**% of**

**YTD**

**% of YTD**

Less than 18	14	<1%	144	<1%
18-20	71	1.3%	614	<1%
21-29	348	6.3%	3,530	5.7%
30-39	520	9.4%	4,945	8.0%
40-49	382	6.9%	4,190	6.8%
50-59	435	7.8%	5,656	9.2%
Seniors - age 60+	1,658	29.8%	20,409	33.1%
Caller Declined	674	12.1%	1,960	3.2%
Did not Ask	1,459	26.2%	20,288	32.9%

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<b><u>CALLER ETHNICITY</u></b>	<b><u>October '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 African American/Black	689	12.4%	7,353	11.9%
2 Caucasian	676	12.2%	9,337	15.1%
3 Hispanic / Latino	402	7.2%	4,443	7.2%
4 Asian	91	1.6%	1,018	1.6%
5 Multi-ethnic	69	1.2%	996	1.6%
6 Other	59	1.1%	1,215	2.0%
7 Middle Eastern	30	<1%	255	<1%
8 Native American	25	<1%	348	<1%
9 Pacific Islander / Native Hawaiian	18	<1%	280	<1%
10 Russian / Slavic	6	<1%	165	<1%
11 Caller declined to answer	947	17.0%	3,238	5.2%
12 Did not ask	2,549	45.8%	33,088	53.6%
<b><u>Military/Veterans</u></b>	185	3.3%	2,706	4.4%
<b><u>First 5 Families/Children 0-5</u></b>	510	9.2%	4,616	7.5%

<b><u>CALLER GENDER</u></b>	<b><u>October '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
Female	3,123	56.2%	32,836	53.2%
Male	1,285	23.1%	14,672	23.8%
Unknown	17	<1%	381	<1%
Intersex	4	<1%	62	<1%
Non-binary	1	<1%	24	<1%
Trans Female	0	0.0%	11	<1%
Trans Male	0	0.0%	11	<1%
Client declined	535	9.6%	1,449	2.3%
Did not ask	596	10.7%	12,290	19.9%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>October '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	2,958	53.2%	21,071	34.1%
2	752	13.5%	8,072	13.1%
3	316	5.7%	2,964	4.8%
4	198	3.6%	1,848	3.0%
5	130	2.3%	1,012	1.6%
6+	110	2.0%	840	1.4%
Unknown	1,097	19.7%	25,929	42.0%

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**APPROXIMATE MONTHLY INCOME**

	<b><u>October '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
No Income	1,136	20.4%	3,334	5.4%
Less than \$1,000	950	17.1%	7,730	12.5%
\$1,001 - \$1,500	313	5.6%	3,340	5.4%
\$1,501 - \$2,000	211	3.8%	2,685	4.3%
\$2,001 - \$2,500	114	2.0%	1,670	2.7%
\$2,501 - \$3,000	55	<1%	869	1.4%
\$3,001 - \$4,000	58	1.0%	1,230	2.0%
\$4,001 - \$5,000	22	<1%	531	<1%
More than \$5,000	38	<1%	387	<1%
Unknown	2,664	47.9%	39,960	64.7%

**TOP SOURCES OF INCOME**

	<b><u>October '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 No current source of income	1,077	19.4%	4,282	6.9%
2 SS	617	11.1%	6,658	10.8%
3 SSI	596	10.7%	4,897	7.9%
4 Job	494	8.9%	5,631	9.1%
5 Other	344	6.2%	947	1.5%
6 Unemployment	238	4.3%	1,137	1.8%
7 TANF (CalWORKs)	188	3.4%	1,729	2.8%
8 Pension	164	2.9%	2,151	3.5%
9 SSD (SSDI)	137	2.5%	1,392	2.3%
10 SDI	35	<1%	265	<1%
11 General Assistance	74	1.3%	635	1.0%
12 Self-Employed	17	<1%	228	<1%
13 Family	8	<1%	51	<1%
14 Child Support	6	<1%	88	<1%
15 Student Financial Aid	6	<1%	40	<1%
16 Workers Comp	6	<1%	52	<1%
17 AB 12 Foster Care	3	<1%	17	<1%
18 Alimony	3	<1%	54	<1%
19 Insurance	1	<1%	11	<1%
20 Unknown (caller declined + did not ask)	1,547	27.8%	31,471	51.0%

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**STATISTICS SUMMARY**  
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<b>TOP ZIP CODES (Sept '20 )</b>			<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>			<b># of CALLS</b>
1	95823	Sacramento	330	1	95823	Sacramento	3,809
2	95815	Sacramento	195	2	95815	Sacramento	2,001
3	95822	Sacramento	182	3	95825	Sacramento	1,924
4	95825	Sacramento	175	4	95828	Sacramento	1,900
5	95828	Sacramento	171	5	95821	Sacramento	1,805
6	95608	Carmichael	154	6	95608	Carmichael	1,774
7	95820	Sacramento	150	7	95822	Sacramento	1,739
8	95821	Sacramento	149	8	95670	Gold River/Rancho C	1,628
9	95670	Gold River/Rancho C	146	9	95838	Sacramento	1,619
10	95838	Sacramento	145	10	95820	Sacramento	1,574

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>October '20</b>	<b>% of <sup>3</sup></b>
<b>1 Housing &amp; Shelter<sup>2</sup></b>	<b>3,464</b>	<b>62.3%</b>
Low Income/Subsidized Rental Housing	1,423	25.6%
Transitional Housing/Shelters/Motel Vouchers	937	16.8%
Rent Assistance	631	11.3%
Landlord /Tenant Issues	238	4.3%
Contact Information for Housing & Shelter Organizations	124	2.2%
Home Repair/Maintenance	63	1.1%
<b>2 Government &amp; Legal</b>	<b>1,131</b>	<b>20.3%</b>
Government	368	6.6%
Contact Information for Government & Legal Organizations	331	6.0%
Legal Assistance	265	4.8%
Child & Family Law	139	2.5%
<b>3 Healthcare<sup>2</sup></b>	<b>760</b>	<b>13.7%</b>
COVID-19	298	5.4%
Nursing Homes & Adult Care	156	2.8%
Health Insurance Information/Counseling	110	2.0%
Medical Providers	71	1.3%
Other Health Services	29	<1%
Dental Care	26	<1%
Medical Equipment	19	<1%
<b>4 Food/Meals<sup>2</sup></b>	<b>617</b>	<b>11.1%</b>
Home-delivered Meals	174	3.1%
CalFresh and WIC	161	2.9%
Food Pantries	144	2.6%
Holiday meals	102	1.8%

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<b>5 Mental Health &amp; Addictions<sup>2</sup></b>	<b>404</b>	<b>7.3%</b>
Mental Health Evaluation and Treatment	139	2.5%
Substance Abuse & Addictions	107	1.9%
Crisis Intervention & Suicide	101	1.8%
Inpatient/Outpatient Mental Health Facilities	52	<1%
<b>6 Utilities<sup>2</sup></b>	<b>389</b>	<b>7.0%</b>
Utility Payment Assistance	259	4.7%
Phone & Internet	89	1.6%
Contacts Information for Utility Organizations	15	<1%
<b>7 Employment &amp; Income</b>	<b>365</b>	<b>6.6%</b>
Financial Assistance	171	3.1%
Tax Preparation	85	1.5%
Job Search	52	<1%
Unemployment Benefits	33	<1%
Contact Information for Employment Organizations	12	<1%
<b>8 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>265</b>	<b>4.8%</b>
Seasonal/Holiday	89	1.6%
Other Clothing & Household	66	1.2%
Clothing	50	<1%
Personal Hygiene Products	23	<1%
Appliances	19	<1%
<b>9 Disaster</b>	<b>109</b>	<b>2.0%</b>
<b>10 Transportation</b>	<b>96</b>	<b>1.7%</b>
<b>11 Child Care &amp; Parenting</b>	<b>50</b>	<b>&lt;1%</b>
<b>12 Education</b>	<b>19</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**October '20**

<b>1 Home Delivered Meals</b>	24
<b>2 211 Systems</b>	18
<b>3 Rent Payment Assistance</b>	11
<b>4 Homeless Motel Vouchers</b>	10
<b>5 COVID-19 Control</b>	9

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<b><u>Most Frequently Referred Programs</u></b>	<b><u>October '20</u></b>	<b><u>% of</u></b>
1 Mutual Housing California	238	4.3%
2 Housing Assistance - Sacramento Self Help Housing	208	3.7%
3 Rental Assistance - The Salvation Army	204	3.7%
4 Mercy Housing California	191	3.4%
5 First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House Cent	181	3.3%
6 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	170	3.1%
7 Motel Vouchers - The Salvation Army	168	3.0%
8 Utility Assistance - The Salvation Army	120	2.2%
9 Field Outreach - Sacramento Steps Forward	115	2.1%
10 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	113	2.0%
11 Emergency Motel Vouchers - Francis House - A Program of Next Move	110	2.0%
12 CalFresh Application Assistance - 2-1-1 Sacramento	104	1.9%
13 Legal Services of Northern California - Sacramento County	94	1.7%
14 Family Promise of Sacramento	93	1.7%
15 Angel Tree Christmas Assistance Program - The Salvation Army	92	1.7%
16 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental Assistar	92	1.7%
17 Core Services - Resources for Independent Living	90	1.6%
18 3-1-1 Connect - Sacramento County	85	1.5%
19 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	80	1.4%
20 Project Roomkey - Sacramento Steps Forward	79	1.4%
21 City of Sacramento 311	78	1.4%
22 The Respite Center - Midtown Hart	78	1.4%
23 Saint John's Program for Real Change	74	1.3%
24 Digital Equity - United Way California Capital Region	74	1.3%
25 Senior Legal Hotline - Legal Services of Northern California	68	1.2%
26 Home Delivered Meals Program - Meals on Wheels by ACC	68	1.2%
27 Housing Resource Access Points - Sacramento Steps Forward	67	1.2%
28 Community Housing Opportunities Corporation	65	1.2%
29 Room & Board - Helping Hearts Foundation	59	1.1%
30 City of Sacramento Community Development Department - Great Plates Delivered	58	1.0%
All Other Referrals	5,522	
Total Referrals	8,838	

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**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>October '20</u></b>	<b><u>YTD</u></b>
Unique Visitors	14,355	91,189
Directory Searches	13,042	145,626
Resource Page Views	34,103	274,213
Total Page Views	47,145	419,839

<sup>1</sup>Data sub-categories realigned 04/01/18

<sup>2</sup>Primary category may be greater than subtotals as low volume need categories may not be included.

<sup>3</sup>Need % reflects calls with stated presenting need, not the % of overall needs. As such, total % will exceed 100%.