

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-21**

**CALL VOLUME**

**Oct '21**

Month of Oct 7,187  
 Year to date - 2021 78,571

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	599	6,743
Referral	4,619	40,020
Total I&R calls	5,218	46,763
Follow-up	205	2,756
Care Coordination	53	1,145
Advocacy	1	31
Crisis	0	33
Disaster	100	2,194
Outreach	1	19
Total Calls with Demographic Info	5,578	52,941
Call Back	315	3,507
Silent/Static	462	3,364
Voicemail	51	2,289
Other	781	16,470

**COURT OUTREACH ACTIVITY**

Month of Oct 0  
 Year to date - 2021 0

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Oct '21**

**% of**

**YTD**

**% of YTD**

Less than 18	18	<1%	125	<1%
18-20	95	1.7%	706	1.3%
21-29	490	8.8%	3,765	7.1%
30-39	680	12.2%	5,619	10.6%
40-49	507	9.1%	4,561	8.6%
50-59	791	14.2%	6,888	13.0%
Seniors - age 60+	1,091	19.6%	13,677	25.8%
Caller Declined	844	15.1%	6,859	13.0%
Did not Ask	1,062	19.0%	10,741	20.3%

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<b>CALLER ETHNICITY</b>	<b>Oct '21</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 African American/Black	1,010	18.1%	8,001	15.1%
2 Caucasian	762	13.7%	6,743	12.7%
3 Hispanic / Latino	403	7.2%	4,351	8.2%
3 Multi-ethnic	160	2.9%	1,192	2.3%
4 Asian	70	1.3%	750	1.4%
5 Other	54	<1%	707	1.3%
7 Native American	46	<1%	272	<1%
8 Middle Eastern	35	<1%	267	<1%
9 Pacific Islander / Native Hawaiian	19	<1%	260	<1%
10 Russian / Slavic	5	<1%	88	<1%
11 Caller declined to answer	1,256	22.5%	12,061	22.8%
12 Did not ask	1,758	31.5%	18,249	34.5%
<b>Military/Veterans</b>	145	2.6%	1,665	3.1%
<b>First 5 Families/Children 0-5</b>	649	11.6%	4,897	9.2%

<b>CALLER GENDER</b>	<b>Oct '21</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
Female	3,162	56.7%	29,932	56.5%
Male	1,325	23.8%	13,053	24.7%
Non-binary	9	<1%	37	<1%
Trans Male	3	<1%	15	<1%
Trans Female	3	<1%	27	<1%
Intersex	1	<1%	14	<1%
Unknown	15	<1%	278	<1%
Client declined	620	11.1%	4,157	7.9%
Did not ask	440	7.9%	5,428	10.3%

<b>NUMBER IN HOUSEHOLD</b>	<b>Oct '21</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1	2,977	53.4%	28,405	53.7%
2	862	15.5%	8,222	15.5%
3	413	7.4%	3,482	6.6%
4	243	4.4%	2,181	4.1%
5	127	2.3%	1,139	2.2%
6+	145	2.6%	976	1.8%
Unknown	811	14.5%	8,536	16.1%

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<b><u>APPROXIMATE MONTHLY INCOME</u></b>	<b><u>Oct '21</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
No Income	714	12.8%	7,920	15.0%
Less than \$1,000	1,050	18.8%	8,246	15.6%
\$1,001 - \$1,500	379	6.8%	3,533	6.7%
\$1,501 - \$2,000	310	5.6%	2,991	5.6%
\$2,001 - \$2,500	105	1.9%	1,642	3.1%
\$2,501 - \$3,000	86	1.5%	1,042	2.0%
\$3,001 - \$4,000	78	1.4%	1,001	1.9%
\$4,001 - \$5,000	34	<1%	395	<1%
More than \$5,000	33	<1%	358	<1%
Unknown	2,789	50.0%	25,813	48.8%

<b><u>TOP SOURCES OF INCOME</u></b>	<b><u>Oct '21</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 SSI	708	12.7%	5,153	9.7%
2 No current source of income	685	12.3%	7,411	14.0%
3 Job	614	11.0%	5,958	11.3%
4 SS	551	9.9%	6,262	11.8%
5 SSD (SSDI)	229	4.1%	1,927	3.6%
6 TANF (CalWORKs)	221	4.0%	1,691	3.2%
7 Other	180	3.2%	2,552	4.8%
8 Unemployment	78	1.4%	2,134	4.0%
9 General Assistance	67	1.2%	576	1.1%
10 Pension	63	1.1%	1,399	2.6%
11 SDI	59	1.1%	427	<1%
12 Self-Employed	29	<1%	267	<1%
13 Child Support	14	<1%	105	<1%
14 Family	13	<1%	112	<1%
15 AB 12 Foster Care	9	<1%	39	<1%
16 Student Financial Aid	9	<1%	25	<1%
17 Workers Comp	3	<1%	109	<1%
18 Insurance	2	<1%	16	<1%
19 Alimony	1	<1%	33	<1%
20 Unknown (caller declined + did not ask)	2,043	36.6%	16,745	31.6%

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**STATISTICS SUMMARY**  
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<b>TOP ZIP CODES (Oct '21 )</b>				<b>TOP ZIP CODES (YTD)</b>			
			<b># of CALLS</b>				<b># of CALLS</b>
1	95823	Sacramento	455	1	95823	Sacramento	3,768
2	95815	Sacramento	245	2	95825	Sacramento	2,068
3	95820	Sacramento	218	3	95815	Sacramento	1,815
4	95811	Sacramento	179	4	95838	Sacramento	1,746
5	95825	Sacramento	175	5	95820	Sacramento	1,685
6	95821	Sacramento	170	6	95821	Sacramento	1,595
7	95838	Sacramento	167	7	95608	Carmichael	1,549
8	95822	Sacramento	164	8	95828	Sacramento	1,500
9	95670	Gold River/Rancho C	159	9	95822	Sacramento	1,479
10	95842	Sacramento	156	10	95660	North Highlands	1,454

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Oct '21</b>	<b>% of <sup>3</sup></b>
<b>1 Housing<sup>2</sup></b>	<b>5,517</b>	<b>98.9%</b>
Housing Search and Information	1,430	25.6%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,042	18.7%
Housing Expense Assistance	892	16.0%
Emergency Shelter (including Homeless Motel Vouchers)	865	15.5%
Transitional Housing/Shelter	392	7.0%
<b>2 Utility Assistance<sup>2</sup></b>	<b>1,075</b>	<b>19.3%</b>
Utility Assistance (including Utility Service Payment Assistance)	1,044	18.7%
Utility Service Providers	27	<1%
<b>3 Individual, Family, and Community Support<sup>2</sup></b>	<b>997</b>	<b>17.9%</b>
Holiday Programs	296	5.3%
Case/Care Management	116	2.1%
In Home Assistance	103	1.8%
Community Action/Social Advocacy Groups	86	1.5%
Protective Services	47	<1%
<b>4 Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>995</b>	<b>17.8%</b>
Crime Reporting	99	1.8%
Legal Counseling	98	1.8%
Family Law	92	1.6%
Consumer Complaints	88	1.6%
General Legal Aid	82	1.5%

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<b>5 Healthcare<sup>2</sup></b>	<b>715</b>	<b>12.8%</b>
Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	117	2.1%
Immunizations (including COVID-19 Immunizations)	75	1.3%
Dental Care	53	<1%
Communicable Disease Control (including COVID-19 Control)	50	<1%
Health Insurance Information/Counseling	50	<1%
<b>6 Information Services<sup>2</sup></b>	<b>705</b>	<b>12.6%</b>
Information and Referral	426	7.6%
Information Sources (including 311 Services)	224	4.0%
<b>7 Mental Health/Addictions<sup>2</sup></b>	<b>680</b>	<b>12.2%</b>
Crisis Intervention	140	2.5%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	123	2.2%
Counseling Services	81	1.5%
Mental Health Evaluation	54	<1%
Assessment for Substance Use Disorders	51	<1%
Outpatient Mental Health Facilities	51	<1%
<b>8 Food/Meals<sup>2</sup></b>	<b>515</b>	<b>9.2%</b>
Emergency Food (including Food Pantries)	292	5.2%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	161	2.9%
<b>9 Income Support/Assistance<sup>2</sup></b>	<b>354</b>	<b>6.3%</b>
Basic Income Maintenance Programs (including TANF, General Relief)	79	1.4%
Tax Preparation Assistance	54	<1%
EBT Card Services	42	<1%
Household Related Public Assistance Programs	41	<1%
Online Tax Preparation/E-Filing Sites	37	<1%
<b>10 Other Government/Economic Services<sup>2</sup></b>	<b>321</b>	<b>5.8%</b>
<b>11 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>314</b>	<b>5.6%</b>
<b>12 Transportation<sup>2</sup></b>	<b>184</b>	<b>3.3%</b>
<b>13 Disaster Services<sup>2</sup></b>	<b>170</b>	<b>3.0%</b>
<b>14 Employment<sup>2</sup></b>	<b>122</b>	<b>2.2%</b>
<b>15 Arts, Culture, and Recreation<sup>2</sup></b>	<b>70</b>	<b>1.3%</b>
<b>16 Volunteers/Donations<sup>2</sup></b>	<b>61</b>	<b>1.1%</b>
<b>17 Education<sup>2</sup></b>	<b>56</b>	<b>1.0%</b>

**TOP UNMET NEEDS**

**Oct '21**

1 Emergency Shelter (including Homeless Motel Vouchers)	104
2 Substance Use Disorder Treatment Programs (Smoking/Vaping Cessation)	36
3 Housing Expense Assistance	26
4 Housing Search and Information	18
5 Transitional Housing/Shelter	16

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<b>Most Frequently Referred Programs</b>	<b>Oct '21</b>	<b>% of</b>
1 Housing Assistance - Sacramento Self Help Housing	630	11.3%
2 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As:	314	5.6%
3 Family Assistance - SVdP	302	5.4%
4 Mercy Housing California	234	4.2%
5 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	219	3.9%
6 Mutual Housing California	215	3.9%
7 Shelter Sacramento - SHELTER, Inc.	199	3.6%
8 Home Energy Assistance Program (HEAP) - Community Resource Project	175	3.1%
9 3-1-1 Connect - Sacramento County	172	3.1%
10 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	171	3.1%
11 Room & Board - Helping Hearts Foundation	166	3.0%
12 Family Promise of Sacramento	160	2.9%
13 Rent & Mortgage Assistance - SHELTER, Inc.	158	2.8%
14 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	156	2.8%
15 Utility Assistance - The Salvation Army	148	2.7%
16 Rental Assistance - The Salvation Army	144	2.6%
17 Kick It California	127	2.3%
18 City of Sacramento 311	125	2.2%
19 Community Housing Opportunities Corporation	117	2.1%
20 Senior Program - Women's Civic Improvement Club of Sacramento	115	2.1%
21 Sacramento County Department of Human Assistance - CalFresh	114	2.0%
22 First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House	103	1.8%
23 Emergency Motel Vouchers - Francis House - A Program of Next Move	100	1.8%
24 Angel Tree Christmas Assistance Program - The Salvation Army	95	1.7%
25 Sacramento County - Legal Services of Northern California	94	1.7%
26 Saint John's Program for Real Change	80	1.4%
27 Mental Health Crisis Respite Center - Hope Cooperative	77	1.4%
28 Residential Family Shelter - Volunteers of America	76	1.4%
29 Senior Legal Hotline - Legal Services of Northern California	71	1.3%
30 Greenfair Towers and Garden Apartments	69	1.2%
All Other Referrals	5,872	
Total Referrals	10,798	

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**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Oct '21</u></b>	<b><u>YTD</u></b>
Unique Visitors	10,147	82,046
Directory Searches	5,925	43,022
Resource Page Views	25,485	235,847
Total Page Views	31,410	278,869

<sup>1</sup>Data categories realigned to AIRS Taxonomy 01/01/2021

<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%.