



**2-1-1 sacramento**  
find help here

**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**  
**August-19**

**CALL VOLUME**

**August '19**

Month of August	8,024
Year to date - 2019	83,118

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	801	9,063
Referral	2,867	30,365
Total I&R calls	3,668	39,428
Follow-up	319	5,296
Voicemail	4	21
Advocacy	28	46
Crisis	0	15
Disaster	0	1
Outreach	5	15
Total Calls with Demographic Info	4,024	44,822
Call Back	655	6,197
Silent/Static	177	2,914
Other	3,168	34,162

**COURT OUTREACH ACTIVITY**

Month of August	1,041
Year to date - 2019	7,934

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**August '19**

**% of**

**YTD**

**% of YTD**

Less than 18	42	1.0%	229	<1%
18-20	57	1.4%	564	1.3%
21-29	432	10.7%	3,535	7.9%
30-39	532	13.2%	4,822	10.8%
40-49	394	9.8%	3,976	8.9%
50-59	495	12.3%	5,490	12.2%
Seniors - age 60+	902	22.4%	17,483	39.0%
Caller Declined	25	<1%	237	<1%
Did not Ask	1,145	28.5%	8,486	18.9%

**CALLER ETHNICITY**

**August '19**

**% of**

**YTD**

**% of YTD**

1 African American/Black	790	19.6%	6,167	13.8%
2 Caucasian	562	14.0%	6,636	14.8%
3 Hispanic / Latino	331	8.2%	3,400	7.6%
4 Multi-ethnic	139	3.5%	1,033	2.3%
5 Asian	55	1.4%	774	1.7%



**2-1-1 sacramento**  
find help here

**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**  
**August-19**

6 Other	42	1.0%	325	<1%
7 Native American	36	<1%	234	<1%
8 Pacific Islander / Native Hawaiian	28	<1%	270	<1%
9 Middle Eastern	23	<1%	232	<1%
10 Russian / Slavic	5	<1%	80	<1%
11 Caller declined to answer	39	<1%	850	1.9%
12 Did not ask	1,974	49.1%	24,821	55.4%

**Military/Veterans** 137 3.4% 2,843 6.3%

**First 5 Families/Children 0-5** 620 15.4% 4,557 10.2%

<b><u>CALLER GENDER</u></b>	<b><u>August '19</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
Female	2,621	65.1%	31,560	70.4%
Male	994	24.7%	12,539	28.0%
Did not ask	385	9.6%	579	1.3%
Unknown	15	<1%	108	<1%
Caller Declined	8	<1%	34	<1%
Non-binary	1	<1%	2	<1%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>August '19</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	1,194	29.7%	17,205	38.4%
2	511	12.7%	6,540	14.6%
3	365	9.1%	2,721	6.1%
4	236	5.9%	1,792	4.0%
5	127	3.2%	947	2.1%
6+	103	2.6%	688	1.5%
Unknown	1,488	37.0%	14,929	33.3%

<b><u>APPROXIMATE MONTHLY INCOME</u></b>	<b><u>August '19</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
Less than \$1000	903	22.4%	8,060	18.0%
\$1,001 - \$1,500	258	6.4%	2,938	6.6%
\$1,501 - \$2,000	167	4.2%	2,268	5.1%
\$2,001 - \$2,500	70	1.7%	1,675	3.7%
\$2,501 - \$3,000	56	1.4%	1,207	2.7%
\$3,001 - \$4,000	52	1.3%	1,184	2.6%
\$4001 - \$5000	12	<1%	500	1.1%
More than \$5,000	12	<1%	343	<1%
Unknown	2,494	62.0%	26,647	59.5%

<b><u>TOP SOURCES OF INCOME</u></b>	<b><u>August '19</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 SSI	664	16.5%	5,433	12.1%
2 Job	553	13.7%	8,521	19.0%



**2-1-1 sacramento**  
find help here

**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**  
**August-19**

3	TANF (CalWORKs)	318	7.9%	1,958	4.4%
4	SS	267	6.6%	7,048	15.7%
5	None	254	6.3%	2,248	5.0%
6	SSD (SSDI)	131	3.3%	1,446	3.2%
7	General Assistance	54	1.3%	462	1.0%
8	Pension	52	1.3%	3,077	6.9%
9	Unemployment	32	<1%	452	1.0%
10	Other	30	<1%	325	0.7%
11	Self-Employed	24	<1%	281	<1%
12	Family	20	<1%	120	<1%
13	SDI	19	<1%	160	<1%
14	Child Support	11	<1%	101	<1%
15	Alimony	4	<1%	35	<1%
16	Student Financial Aid	3	<1%	50	<1%
17	AB 12 Foster Care	2	<1%	21	<1%
18	Workers Comp	2	<1%	45	<1%
19	Insurance	0	0.0%	7	<1%
20	Unknown	1,584	39.4%	13,032	<1%

**TOP ZIP CODES (August '19) # of CALLS**

1	95823	Sacramento	304
2	95815	Sacramento	179
3	95828	Sacramento	132
4	95820	Sacramento	127
5	95608	Carmichael	124
6	95821	Sacramento	118
7	95822	Sacramento	112
8	95824	Sacramento	111
9	95838	Sacramento	109
10	95670	Rancho Cordova	100

**TOP ZIP CODES (YTD) # of CALLS**

1	95823	Sacramento	3,187
2	95608	Carmichael	1,660
3	95821	Sacramento	1,622
4	95815	Sacramento	1,490
5	95825	Sacramento	1,483
6	95828	Sacramento	1,446
7	95822	Sacramento	1,418
8	95670	Rancho Cordova	1,331
9	95660	North Highlands	1,246
10	95820	Sacramento	1,235

**NEEDS AND RESOURCES**

**TOP NEEDS EXPRESSED<sup>1</sup>**

	<b>August '19</b>	<b>% of <sup>3</sup></b>
<b>1 Housing &amp; Shelter<sup>2</sup></b>	<b>2,690</b>	<b>66.8%</b>
Transitional Housing/Shelters/Motel Vouchers	764	19.0%
Housing Search and Information	650	16.2%
Rent Assistance	445	11.1%
Low Income/Subsidized Rental Housing	327	8.1%
Landlord /Tenant Issues	149	3.7%
Supportive Housing	114	2.8%
Housing Related Coordinated Entry	86	2.1%



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**  
**August-19**

Home Repair/Maintenance	23	<1%
<b>2 Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>809</b>	<b>20.1%</b>
Legal Counseling and Representation	225	5.6%
Specialized Legal Services	144	3.6%
Law Enforcement Services	91	2.3%
Family Law	87	2.2%
Records/Licenses/Permits	52	1.3%
Lawyer Referral Services	46	1.1%
Consumer Complaints	43	1.1%
Advocacy	36	<1%
Court Filing Offices	14	<1%
<b>3 Information Services<sup>2</sup></b>	<b>526</b>	<b>13.1%</b>
Information & Referral	254	6.3%
Information Services	178	4.4%
Electronic Information Resources	45	1.1%
Libraries/Printed Materials	42	1.0%
<b>4 Individual, Family, and Community Support<sup>2</sup></b>	<b>395</b>	<b>9.8%</b>
In-Home Assistance	59	1.5%
Case/Care Management	57	1.4%
Family Support Centers	54	1.3%
Domestic Animal Services	50	1.2%
Protective Services	26	<1%
Support Groups	26	<1%
Parenting Education	20	<1%
Respite Care	19	<1%
<b>5 Food/Meals<sup>2</sup></b>	<b>397</b>	<b>9.9%</b>
Food Pantries	173	4.3%
CalFresh and WIC	159	4.0%
Meals - Soup Kitchens/Congregate Meals	36	<1%
Home-Delivered Meals	8	<1%
<b>6 Mental Health &amp; Addictions<sup>2</sup></b>	<b>356</b>	<b>8.8%</b>
Counseling Services	149	3.7%
Substance Abuse Services	85	2.1%
Mental Health Evaluation and Treatment	36	<1%
Inpatient/Outpatient Mental Health Facilities	22	<1%
<b>7 Healthcare<sup>2</sup></b>	<b>351</b>	<b>8.7%</b>
Health Insurance Information/Counseling	44	1.1%
Disease/Disability Specific Screening	39	1.0%
Dental Care	34	<1%
Medi-Cal/Public Medical Assistance Programs	34	<1%



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**  
**August-19**

Assistive Technology Equipment	29	<1%
Community Clinics	29	<1%
Mother and Infant Care	17	<1%
Immunization	16	<1%
Health Care Referrals	14	<1%
Health Education	10	<1%
<b>8 Utilities<sup>2</sup></b>	<b>358</b>	<b>8.9%</b>
Utility Payment Assistance	323	8.0%
Discounted Utility Services	23	<1%
<b>9 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>219</b>	<b>5.4%</b>
Clothing	99	2.5%
Household Goods	70	1.7%
Personal/Grooming	33	<1%
<b>10 Income Support/Assistance<sup>2</sup></b>	<b>193</b>	<b>4.8%</b>
General Relief/SSI/TANF	103	2.6%
Tax Information/Assistance Programs	60	1.5%
Social Security Income Programs	16	<1%
Personal Financial Counseling	14	<1%
<b>11 Transportation Assistance<sup>2</sup></b>	<b>122</b>	<b>3.0%</b>
Non-Emergency Transportation	72	1.8%
Public Transportation	35	<1%
<b>12 Other Government/Economic Services</b>	<b>114</b>	<b>2.8%</b>
<b>13 Education</b>	<b>99</b>	<b>2.5%</b>
<b>14 Employment</b>	<b>74</b>	<b>1.8%</b>

**TOP UNMET NEEDS**

**August '19**

1 Rent Payment Assistance	13
2 Utility Service Payment Assistance	9
3 Transportation Expense Assistance	6
4 Homeless Motel Vouchers	5
5 Food Pantries	3

**Most Frequently Referred Programs**

**August '19**

**% of**

1 Diversion Eligibility Assessment - Francis House Center	403	10.0%
2 Rental Assistance - The Salvation Army	310	7.7%
3 Housing Assistance - Sacramento Self Help Housing	304	7.6%
4 Saint Vincent de Paul Society	363	9.0%
5 Mutual Housing California	246	6.1%
6 Rent Payment Assistance - Travelers Aid Emergency Assistance Agency	213	5.3%
7 Mercy Housing California	210	5.2%
8 Utility Bill Assistance - Travelers Aid Emergency Assistance Agency	170	4.2%



**2-1-1 Sacramento**  
**8001 Folsom Blvd. Suite 100, Sacramento, CA 95826**

[www.211Sacramento.org](http://www.211Sacramento.org)  
[www.facebook.com/211Sacramento](https://www.facebook.com/211Sacramento)

**2-1-1 or 916-498-1000 or 800-500-4931**

**STATISTICS SUMMARY**  
**August-19**

9	Utility Assistance - The Salvation Army	163	4.1%
10	Home Energy Assistance Program (HEAP)	147	3.7%
11	Community Housing Opportunities Corporation	130	3.2%
12	Landlord Tenant Dispute Resolution- Sacramento Self Help Housing	110	2.7%
13	Core Services - Resources for Independent Living	100	2.5%
14	Sacramento County DHA - CalFresh	98	2.4%
15	Legal Services of Northern California	96	2.4%
16	Motel Vouchers - Travelers Aid Emergency Assistance Agency	91	2.3%
17	Emergency Motel Vouchers - Francis House - A Program of Next Move	82	2.0%
18	SHRA - Housing Choice Voucher Program	72	1.8%
19	Shelter Services - The Salvation Army	72	1.8%
20	Housing Resource Access Points - Sacramento Steps Forward	72	1.8%
21	Family Promise of Sacramento	67	1.7%
22	Motel Vouchers - The Salvation Army	61	1.5%
23	Sacramento County DHA - Medi-Cal	58	1.4%
24	VITA (Off Season)	53	1.3%
25	Produce for All - Sacramento Food Bank	52	1.3%
26	Residential Family Shelter - Volunteers of America	52	1.3%
27	Love in the Name of Christ	51	1.3%
28	City of Sacramento 311	51	1.3%
29	Anton Arcade Apartments	51	1.3%
30	Lawyer Referral and Information Service	50	1.2%
	Other Referrals	4,321	
	Total Referrals	8,319	

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>August '19</u></b>	<b><u>YTD</u></b>
Unique Visitors	12,826	75,874
Directory Searches	14,710	137,996
Resource Page Views	35,671	285,177
Total Page Views	50,381	423,173

<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%.