

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

December-19

CALL VOLUME

December '19

Month of December	6,543
Year to date - 2019	111,672

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	758	11,896
Referral	2,692	41,496
Total I&R calls	3,450	53,392
Follow-up	251	6,308
Advocacy	7	106
Crisis	1	17
Disaster	1	3
Outreach	1	19
Voicemail	15	122
Total Calls with Demographic Info	3,726	59,967
Call Back	359	8,381
Silent/Static	269	3,816
Other	2,440	45,497

COURT OUTREACH ACTIVITY

Month of December	869
Year to date - 2019	11,523

CLIENT PROFILE

AGE RANGES OF CALLERS

December '19 % of

YTD % of YTD

Less than 18	25	<1%	298	<1%
18-20	46	1.2%	757	1.3%
21-29	442	11.9%	5,171	8.6%
30-39	554	14.9%	7,107	11.9%
40-49	398	10.7%	5,670	9.5%
50-59	496	13.3%	7,452	12.4%
Seniors - age 60+	764	20.5%	20,834	34.7%
Caller Declined	79	2.1%	393	<1%
Did not Ask	922	24.7%	12,285	20.5%

CALLER ETHNICITY

December '19 % of

YTD % of YTD

1 African American/Black	807	21.7%	9,436	15.7%
2 Caucasian	592	15.9%	9,070	15.1%
3 Hispanic / Latino	334	9.0%	4,747	7.9%
4 Multi-ethnic	147	3.9%	1,639	2.7%
5 Other	91	2.4%	596	<1%

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Sacramento

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6 Asian	55	1.5%	1,024	1.7%
7 Pacific Islander / Native Hawaiian	41	1.1%	362	<1%
8 Native American	20	<1%	365	<1%
9 Middle Eastern	20	<1%	311	<1%
10 Russian / Slavic	7	<1%	105	<1%
11 Caller declined to answer	112	3.0%	1,159	1.9%
12 Did not ask	1,500	40.3%	31,153	52.0%

Military/Veterans 134 3.6% 3,395 5.7%

First 5 Families/Children 0-5 670 18.0% 7,130 11.9%

CALLER GENDER

December '19 % of

YTD % of YTD

Female	2,389	64.1%	41,703	69.5%
Male	970	26.0%	16,334	27.2%
Unknown	43	1.2%	209	<1%
Non-binary	4	<1%	15	<1%
Caller Declined	65	1.7%	122	<1%
Did not ask	255	6.8%	1,584	2.6%

NUMBER IN HOUSEHOLD

December '19 % of

YTD % of YTD

1	1,268	34.0%	22,274	37.1%
2	560	15.0%	8,760	14.6%
3	366	9.8%	4,202	7.0%
4	266	7.1%	2,773	4.6%
5	145	3.9%	1,536	2.6%
6+	143	3.8%	1,221	2.0%
Unknown	978	26.2%	19,201	32.0%

APPROXIMATE MONTHLY INCOME

December '19 % of

YTD % of YTD

Less than \$1000	930	25.0%	12,057	20.1%
\$1,001 - \$1,500	232	6.2%	4,067	6.8%
\$1,501 - \$2,000	167	4.5%	3,026	5.0%
\$2,001 - \$2,500	89	2.4%	2,018	3.4%
\$2,501 - \$3,000	47	1.3%	1,423	2.4%
\$3,001 - \$4,000	37	1.0%	1,389	2.3%
\$4001 - \$5000	18	<1%	569	<1%
More than \$5,000	10	<1%	397	<1%
Unknown	2,196	58.9%	35,021	58.4%

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TOP SOURCES OF INCOME	December '19	% of	YTD	% of YTD
1 SSI	518	13.9%	7,845	13.1%
2 Job	503	13.5%	10,756	17.9%
3 TANF (CalWORKs)	285	7.6%	3,109	5.2%
4 SS	222	6.0%	8,089	13.5%
5 None	221	5.9%	3,277	5.5%
6 SSD (SSDI)	102	2.7%	1,988	3.3%
7 General Assistance	69	1.9%	711	1.2%
8 Pension	45	1.2%	3,271	5.5%
9 SDI	37	1.0%	297	0.5%
10 Unemployment	37	1.0%	597	1.0%
11 Other	26	<1%	452	<1%
12 Self-Employed	16	<1%	343	<1%
13 Child Support	14	<1%	159	<1%
14 Family	10	<1%	150	<1%
15 Workers Comp	7	<1%	66	<1%
16 Student Financial Aid	2	<1%	67	<1%
17 Insurance	1	<1%	10	<1%
18 AB 12 Foster Care	0	0.0%	23	<1%
19 Alimony	0	0.0%	46	<1%
20 Unknown (caller declined + did not ask)	1,611	43.2%	18,711	31.2%

TOP ZIP CODES (Dec. '19)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	352	1	95823	Sacramento	4,402
2	95815	Sacramento	165	2	95815	Sacramento	2,158
3	95821	Sacramento	128	3	95821	Sacramento	2,130
4	95820	Sacramento	113	4	95608	Carmichael	2,001
5	95825	Sacramento	113	5	95825	Sacramento	1,963
6	95814	Sacramento	106	6	95828	Sacramento	1,899
7	95826	Sacramento	99	7	95822	Sacramento	1,810
8	95838	Sacramento	98	8	95820	Sacramento	1,694
9	95828	Sacramento	95	9	95670	Rancho Cordova	1,680
10	95822	Sacramento	85	10	95838	Sacramento	1,671

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	December '19	% of ³
1 Housing & Shelter²	2,497	67.0%
Transitional Housing/Shelters/Motel Vouchers	856	23.0%
Housing Search and Information	594	15.9%
Rent Assistance	445	11.9%
Low Income/Subsidized Rental Housing	192	5.2%

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Landlord /Tenant Issues	143	3.8%
Housing Related Coordinated Entry	87	2.3%
Supportive Housing	77	2.1%
Home Repair/Maintenance	29	<1%
2 Legal, Consumer, and Public Safety Services²	768	20.6%
Legal Counseling and Representation	226	6.1%
Family Law	130	3.5%
Specialized Legal Services	101	2.7%
Law Enforcement Services	78	2.1%
Records/Licenses/Permits	41	1.1%
Consumer Complaints	37	1.0%
Lawyer Referral Services	35	<1%
Advocacy	35	<1%
3 Food/Meals²	652	17.5%
Food Pantries	230	6.2%
CalFresh and WIC	153	4.1%
Meals - Soup Kitchens/Congregate Meals	44	1.2%
4 Individual, Family, and Community Support²	648	17.4%
Holiday Assistance Programs	368	9.9%
Family Support Centers	51	1.4%
Domestic Animal Services	39	1.0%
In-Home Assistance	36	<1%
Protective Services	36	<1%
Support Groups	27	<1%
Parenting Education	24	<1%
Companionship	10	<1%
Family Support Recruitment/Referral	10	<1%
5 Information Services²	469	12.6%
Information & Referral	204	5.5%
Information Services	185	5.0%
Libraries/Printed Materials	48	1.3%
Electronic Information Resources	32	<1%
6 Clothing/Personal/Household Needs²	286	7.7%
Clothing	92	2.5%
Household Goods	57	1.5%
Personal/Grooming	47	1.3%
7 Mental Health & Addictions²	282	7.6%
Counseling Services	158	4.2%
Substance Abuse Services	49	1.3%

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Inpatient/Outpatient Mental Health Facilities	36	<1%
Mental Health Evaluation and Treatment	30	<1%
8 Healthcare²	280	7.5%
Health Insurance Information/Counseling	37	1.0%
Disease/Disability Specific Screening	36	<1%
Dental Care	28	<1%
Medi-Cal/Public Medical Assistance Programs	25	<1%
Mother and Infant Care	15	<1%
Assistive Technology Equipment	14	<1%
9 Utilities²	237	6.4%
Utility Payment Assistance	221	5.9%
Discounted Utility Services	11	<1%
10 Income Support/Assistance²	95	2.5%
General Relief/SSI/TANF	57	1.5%
Tax Information/Assistance Programs	30	<1%
Social Security Income Programs	8	<1%
11 Transportation Assistance²	79	2.1%
Paratransit Programs	48	1.3%
Transportation Expense Assistance	11	<1%
Local Transportation	8	<1%
12 Employment	72	<1%
Job Finding Assistance	36	<1%
Employment Preparation	22	<1%
Training and Employment Programs	9	<1%
13 Administrative Entities	42	1.1%
14 Waste Management Services	41	1.1%
15 Community Action/Social Advocacy Groups	25	<1%

TOP UNMET NEEDS

December '19

1 Holiday Programs	32
2 Emergency Shelter	11
3 Homeless Motel Vouchers	10
4 Utility Service Payment Assistance	7
5 Tax Preparation Assistance	5

Most Frequently Referred Programs

December '19

% of

1 Diversion Eligibility Assessment - Francis House Center	315	8.5%
2 Rental Assistance - The Salvation Army	307	8.2%
3 Family Assistance - Saint Vincent de Paul	300	8.1%
4 Housing Assistance - Sacramento Self Help Housing	292	7.8%
5 Rent Payment Assistance - Travelers Aid Emergency Assistance	276	7.4%
6 Christmas Basket - St. John Vianney Conference Food Locker	146	3.9%

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7	Mutual Housing California	125	3.4%
8	Core Services - Resources for Independent Living	123	3.3%
9	Mercy Housing California	111	3.0%
10	Utility Assistance - The Salvation Army	105	2.8%
11	CalFresh Application Assistance - 2-1-1 Sacramento	100	2.7%
12	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing	95	2.5%
13	Christmas Food Box - Union Gospel Mission Sacramento	93	2.5%
14	Utility Bill Assistance - Travelers Aid Emergency Assistance Agency	93	2.5%
15	Home Energy Assistance Program (HEAP) - Community Resource Project	86	2.3%
16	Legal Services of Northern California	82	2.2%
17	Motel Vouchers - The Salvation Army	82	2.2%
18	Sacramento County DHA - CalFresh	81	2.2%
19	Motel Vouchers - Travelers Aid Emergency Assistance Agency	74	2.0%
20	Shelter Services - The Salvation Army	73	2.0%
21	Emergency Motel Vouchers - Francis House - A Program of Next Move	70	1.9%
22	Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	70	1.9%
23	Christmas Blessing Program - Outside the Walls	68	1.8%
24	Housing Resource Access Points - Sacramento Steps Forward	64	1.7%
25	Christmas Basket - Saint Paul Church of God In Christ	64	1.7%
26	SHRA - Housing Choice Voucher Program	61	1.6%
27	Family Promise of Sacramento	60	1.6%
28	2-1-1 Sacramento	58	1.6%
29	Community Housing Opportunities Corporation	58	1.6%
30	Men's Shelter - Volunteers of America	56	1.5%
	Other Referrals	3,931	
	Total Referrals	7,519	

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>December '19</u>	<u>YTD</u>
Unique Visitors	10,025	101,598
Directory Searches	13,873	202,164
Resource Page Views	24,309	408,412
Total Page Views	38,182	610,576

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%.