



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

www.211Sacramento.org
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2-1-1 or 916-498-1000 or 800-500-4931

STATISTICS SUMMARY
February-19

CALL VOLUME

Feb. '19

Month of February	17,159
Year to date - 2019	29,976

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,098	2,796
Referral	5,954	11,003
Total I&R calls	7,052	13,799
Follow-up	885	1,080
Advocacy	1	1
Crisis	3	3
Disaster	0	1
Outreach	1	2
Total Calls with Demographic Info	7,942	14,886
Call Back	1,219	1,796
Silent/Static	615	1,303
Other	8,268	13,071

COURT OUTREACH ACTIVITY

Month of February	858
Year to date - 2019	1,876

CLIENT PROFILE

AGE RANGES OF CALLERS

Feb. '19

% of

YTD

% of YTD

Less than 18	20	<1%	47	<1%
18-20	85	1.1%	172	1.2%
21-29	548	6.9%	1,023	6.9%
30-39	705	8.9%	1,480	9.9%
40-49	624	7.9%	1,278	8.6%
50-59	969	12.2%	1,810	12.2%
Seniors - age 60+	4,003	50.4%	6,850	46.0%
Caller Declined	48	<1%	78	<1%
Did not Ask	940	11.8%	2,148	14.4%

CALLER ETHNICITY

Feb. '19

% of

YTD

% of YTD

1 Caucasian	1,161	14.6%	2,239	15.0%
2 African American/Black	798	10.0%	1,626	10.9%
3 Hispanic / Latino	669	8.4%	1,126	7.6%
4 Asian	165	2.1%	313	2.1%
5 Multi-ethnic	114	1.4%	263	1.8%
6 Middle Eastern	67	<1%	101	<1%



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7 Other	48	<1%	82	<1%
8 Pacific Islander / Native Hawaiian	42	<1%	87	<1%
9 Russian / Slavic	23	<1%	32	<1%
10 Native American	22	<1%	47	<1%
11 Decline to answer	214	2.7%	421	2.8%
12 Did not Ask	4,619	58.2%	8,549	57.4%

Military/Veterans	654	8.2%	1,162	7.8%
First 5 Families/Children 0-5	569	7.2%	1,240	8.3%

CALLER GENDER	Feb. '19	% of	YTD	% of YTD
Female	5,663	71.3%	10,648	71.5%
Male	2,271	28.6%	4,219	28.3%
Unknown	8	<1%	19	<1%

NUMBER IN HOUSEHOLD	Feb. '19	% of	YTD	% of YTD
1	3,470	43.7%	6,505	43.7%
2	1,310	16.5%	2,488	16.7%
3	385	4.8%	859	5.8%
4	240	3.0%	499	3.4%
5	128	1.6%	262	1.8%
6+	84	1.1%	197	1.3%
Unknown	2,325	29.3%	4,076	27.4%

APPROXIMATE MONTHLY INCOME	Feb. '19	% of	YTD	% of YTD
Less than \$1,000	996	12.5%	2,108	14.2%
\$1,001 - \$1,500	582	7.3%	1,004	6.7%
\$1,501 - \$2,000	454	5.7%	863	5.8%
\$2,001 - \$2,500	487	6.1%	837	5.6%
\$2,501 - \$3,000	343	4.3%	634	4.3%
\$3,001 - \$4,000	345	4.3%	605	4.1%
\$4,001 - \$5,000	160	2.0%	287	1.9%
More than \$5,000	108	1.4%	193	1.3%
Unknown	4,467	56.2%	8,355	56.1%

TOP SOURCES OF INCOME	Feb. '19	% of	YTD	% of YTD
1 Job	2,005	25.2%	3,362	22.6%
2 SS	1,643	20.7%	2,763	18.6%
3 Pension	881	11.1%	1,466	9.8%
4 SSI	566	7.1%	1,323	8.9%
5 None	235	3.0%	533	3.6%



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6	SSD (SSDI)	199	2.5%	446	3.0%
7	TANF (CalWORKs)	190	2.4%	463	3.1%
8	Unemployment	72	<1%	118	<1%
9	General Assistance	58	<1%	132	<1%
10	Self-Employed	45	<1%	97	<1%
11	Other	42	<1%	100	<1%
12	Family	21	<1%	48	<1%
13	Child Support	15	<1%	29	<1%
14	Student Financial Aid	11	<1%	17	<1%
15	SDI	9	<1%	28	<1%
16	Workers Comp	7	<1%	12	<1%
17	Alimony	4	<1%	11	<1%
18	AB 12 Foster Care	1	<1%	4	<1%
19	Insurance	0	0.0%	2	<1%
20	Unknown	1,938	24.4%	3,932	26.4%

TOP ZIP CODES (Feb '19)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	534	1	95823	Sacramento	1,016
2	95608	Carmichael	322	2	95608	Carmichael	645
3	95670	Rancho Cordova	320	3	95821	Sacramento	604
4	95825	Sacramento	300	4	95825	Sacramento	531
5	95821	Sacramento	296	5	95621	Citrus Heights	517
6	95621	Citrus Heights	285	6	95670	Rancho Cordova	505
7	95822	Sacramento	273	7	95822	Sacramento	487
8	95828	Sacramento	244	8	95660	North Highlands	455
9	95815	Sacramento	230	9	95815	Sacramento	443
10	95660	North Highlands	220	10	95828	Sacramento	423

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Feb. '19	% of ³
1 Employment & Income²	4,137	52.1%
Tax Preparation	4,016	50.6%
Job Search Assistance	76	<1%
Financial Assistance - Government & Other Assistance Programs	24	<1%
Money Management	10	<1%



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STATISTICS SUMMARY
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2 Housing & Shelter²	1,790	22.5%
Low-Cost Housing/Moving Assistance	643	8.1%
Shelters	492	6.2%
Rent Assistance/Motel Vouchers	344	4.3%
Landlord /Tenant Issues	146	1.8%
Contact Information for Housing and Shelter Organizations	95	1.2%
Home Repair/Maintenance	66	<1%
3 Government & Legal²	644	8.1%
Child & Family Law	188	2.4%
Contact Information for Government & Legal Organizations	164	2.1%
Government/Law Enforcement/Judicial Services	150	1.9%
Legal Assistance - Counseling, Aid and/or Representation	138	1.7%
4 Healthcare²	265	3.3%
Nursing Homes & Adult Care	70	<1%
Health Insurance	50	<1%
Medical Providers	39	<1%
Health Services - Screening, Testing, Immunizations	39	<1%
Dental Care	25	<1%
Medical Equipment	15	<1%
Eye Care	8	<1%
Contact Information for Healthcare Organizations	6	<1%
Prescription Assistance	6	<1%
Funeral/Burial Assistance	4	<1%
Reproductive Health	3	<1%
5 Food/Meals²	232	2.9%
Food Pantries	158	2.0%
CalFresh and WIC	60	<1%
Meals - Soup Kitchens/Congregate Meals	9	<1%
Home-Delivered Meals	5	<1%
6 Mental Health & Addictions²	213	2.7%
Mental Health Services - Assessment, Screening, Testing, Counseling	77	<1%
Substance Abuse & Addictions	66	<1%
Crisis Intervention & Suicide	34	<1%
Mental Health Facilities	28	<1%
7 Utilities²	196	2.5%
Utility Payment Assistance	176	2.2%
Phone Payment Assistance	6	<1%
Contact Information for Utility Organizations	6	<1%
Water and Sewer Payments or Discounts	4	<1%



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8 Clothing/Personal/Household Needs²	133	1.7%
Clothing	45	<1%
Furniture	44	<1%
Personal/Grooming	22	<1%
Appliances	15	<1%
9 Transportation Assistance²	93	1.2%
Medical Transportation	44	<1%
Public Transportation	43	<1%
Automobile Assistance	3	<1%
Emergency Out-of-Town Travel	3	<1%
10 Child Care & Parenting²	45	<1%
Child Care	27	<1%
Parenting Education	18	<1%

TOP UNMET NEEDS

Feb. '19

1 Homeless Motel Vouchers	14
2 Tax Assistance	12
3 Utility Service Payment Assistance	11
4 Rent Payment Assistance	9
5 Rental Deposit Assistance	6
6 Water Service Payment Assistance	4
7 Homeless Shelter	4

Most Frequently Referred Programs

Feb. '19

% of

1 Tax-Aide - AARP	2,041	25.7%
2 2-1-1 Appointments - Volunteer Income Tax Assistance Program	1,789	22.5%
3 Sacramento Self Help Housing	230	2.9%
4 Family Assistance - Saint Vincent de Paul Society	179	2.3%
5 Rental Assistance - The Salvation Army	134	1.7%
6 Rent Payment Assistance - Travelers Aid	110	1.4%
7 Core Services - Resources for Independent Living	91	1.1%
8 Mutual Housing California	90	1.1%
9 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	89	1.1%
10 Winter Sanctuary Program	88	1.1%
11 Mercy Housing California	87	1.1%
12 Utility Assistance - The Salvation Army	77	<1%
13 Utility Bill Assistance - Travelers Aid	72	<1%
14 Home Energy Assistance Program (HEAP) - Community Resource Project	70	<1%
15 Housing Resource Access Points - Sacramento Steps Forward	67	<1%
16 Legal Services of Northern California	65	<1%
17 Community Housing Opportunities Corporation	60	<1%



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18 Senior Legal Hotline	53	<1%
19 Motel Vouchers - Travelers Aid	49	<1%
20 Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	48	<1%
21 Contact Site for Appointment - Volunteer Income Tax Assistance Program	48	<1%
22 Emergency Motel Vouchers - Francis House - A Program of Next Move	46	<1%
23 Men's Shelter - Volunteers of America	44	<1%
24 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	42	<1%
25 Residential Family Shelter - Volunteers of America	42	<1%
26 Lawyer Referral and Information Service	40	<1%
27 Shelter Services - The Salvation Army	40	<1%
28 City of Sacramento 311	40	<1%
29 Medi-Cal	36	<1%
30 Warming Center - Union Gospel Mission	36	<1%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Feb. '19</u>	<u>YTD</u>
Unique Visitors	15,168	27,095
Directory Searches	20,517	42,356
Resource Page Views	36,651	73,516
Total Page Views	57,168	115,872

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%.