

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
February-20

CALL VOLUME

Feb 2020

Month of February 18,462
Year to date - 2020 32,259

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,338	2,424
Referral	4,838	9,713
Total I&R calls	6,176	12,137
Follow-up	264	459
Advocacy	3	10
Crisis	0	1
Disaster	1	2
Outreach	0	4
Voicemail	108	229
Total Calls with Demographic Info	6,552	12,842
Call Back	2,117	3,333
Silent/Static	282	533
Other	9,511	15,746

COURT OUTREACH ACTIVITY

Month of February 665
Year to date - 2020 1,579

CLIENT PROFILE

AGE RANGES OF CALLERS

	Feb. '20	% of	YTD	% of YTD
Less than 18	11	<1%	28	<1%
18-20	66	1.0%	117	<1%
21-29	358	5.5%	829	6.5%
30-39	488	7.4%	1,125	8.8%
40-49	449	6.9%	961	7.5%
50-59	711	10.9%	1,387	10.8%
Seniors - age 60+	2,968	45.3%	5,577	43.4%
Caller Declined	19	<1%	39	<1%
Did not Ask	1,482	22.6%	2,779	21.6%

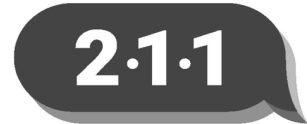
CALLER ETHNICITY

	Feb. '20	% of	YTD	% of YTD
1 Caucasian	1,289	19.7%	3,023	23.5%
2 African American/Black	784	12.0%	1,927	15.0%
3 Hispanic / Latino	678	10.3%	1,300	10.1%
4 Asian	152	2.3%	331	2.6%
5 Other	142	2.2%	279	2.2%

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



Sacramento

STATISTICS SUMMARY

February-20

6	Multi-ethnic	112	1.7%	293	2.3%
7	Caller declined to answer	85	1.3%	206	<1%
8	Native American	35	<1%	89	<1%
9	Pacific Islander / Native Hawaiian	31	<1%	77	<1%
10	Middle Eastern	30	<1%	60	<1%
11	Russian / Slavic	27	<1%	44	<1%
12	Did not ask	3,187	48.6%	5,213	40.6%
Military/Veterans		460	7.0%	868	6.8%
First 5 Families/Children 0-5		456	7.0%	1,096	8.5%

CALLER GENDER

Feb. '20 **% of**

YTD **% of YTD**

Female	3,825	58.4%	7,850	61.1%
Male	1,593	24.3%	3,119	24.3%
Unknown	53	<1%	101	<1%
Intersex	15	<1%	15	<1%
Trans Female	3	<1%	3	<1%
Trans Male	3	<1%	3	<1%
Non-binary	2	<1%	14	<1%
Caller Declined	25	<1%	44	<1%
Did not ask	1,033	15.8%	1,693	13.2%

NUMBER IN HOUSEHOLD

Feb. '20 **% of**

YTD **% of YTD**

1	2,528	38.6%	5,065	39.4%
2	1,093	16.7%	2,272	17.7%
3	371	5.7%	829	6.5%
4	211	3.2%	503	3.9%
5	125	1.9%	275	2.1%
6+	75	1.1%	202	1.6%
Unknown	2,149	32.8%	3,696	28.8%

APPROXIMATE MONTHLY INCOME

Feb. '20 **% of**

YTD **% of YTD**

No Income	172	2.6%	172	1.3%
Less than \$1000	612	9.3%	1,610	12.5%
\$1,001 - \$1,500	411	6.3%	836	6.5%
\$1,501 - \$2,000	487	7.4%	948	7.4%
\$2,001 - \$2,500	392	6.0%	761	5.9%
\$2,501 - \$3,000	242	3.7%	267	2.1%
\$3,001 - \$4,000	342	5.2%	676	5.3%
\$4001 - \$5000	151	2.3%	318	2.5%
More than \$5,000	106	1.6%	192	1.5%
Unknown	3,637	55.5%	7,062	55.0%

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



Sacramento

STATISTICS SUMMARY

February-20

TOP SOURCES OF INCOME

	<u>Feb. '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Job	1,056	16.1%	2,007	15.6%
2 SS	826	12.6%	1,618	12.6%
3 Pension	500	7.6%	883	6.9%
4 SSI	498	7.6%	652	5.1%
5 None	199	3.0%	479	3.7%
6 TANF (CalWORKs)	158	2.4%	419	3.3%
7 SSD (SSDI)	146	2.2%	300	2.3%
8 Other	57	<1%	104	<1%
9 General Assistance	43	<1%	99	<1%
10 SDI	31	<1%	54	<1%
11 Unemployment	30	<1%	73	<1%
12 Self-Employed	17	<1%	36	<1%
13 Workers Comp	7	<1%	15	<1%
14 Child Support	5	<1%	20	<1%
15 Family	4	<1%	5	<1%
16 Student Financial Aid	4	<1%	7	<1%
17 Alimony	3	<1%	13	<1%
18 Insurance	2	<1%	4	<1%
19 AB 12 Foster Care	0	0.0%	2	<1%
20 Unknown (caller declined + did not ask)	2,966	45.3%	6,052	47.1%

TOP ZIP CODES (Feb. '20)

of CALLS

1	95823	Sacramento	363
2	95821	Sacramento	217
3	95828	Sacramento	211
4	95825	Sacramento	194
5	95822	Sacramento	185
6	95826	Sacramento	174
7	95838	Sacramento	164
8	95842	Sacramento	153
9	95608	Carmichael	150
10	95815	Sacramento	147

TOP ZIP CODES (YTD)

of CALLS

1	95823	Sacramento	771
2	95821	Sacramento	414
3	95828	Sacramento	395
4	95825	Sacramento	375
5	95826	Sacramento	361
6	95822	Sacramento	349
7	95815	Sacramento	322
8	95838	Sacramento	306
9	95842	Sacramento	282
10	95608	Carmichael	281

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
February-20

NEEDS AND RESOURCES

<u>TOP NEEDS EXPRESSED¹</u>	<u>Feb. '20</u>	<u>% of ³</u>
1 Employment & Income²	3,431	52.4%
Tax Preparation	3,326	50.8%
Job Search	57	<1%
Financial Assistance	28	<1%
Money Management	10	<1%
Contact Information for Employment Organizations	6	<1%
2 Housing & Shelter²	2,109	32.2%
Low-Cost Housing	848	12.9%
Shelters	624	9.5%
Rent Assistance	410	6.3%
Landlord/Tenant Issues	119	1.8%
Contacts for Housing/Shelter Organizations	60	<1%
Home Repair/Maintenance	33	<1%
Mortgage Assistance	10	<1%
3 Government & Legal²	546	8.3%
Contacts for Government & Legal	148	2.3%
Child & Family Law	139	2.1%
Legal Assistance	132	2.0%
Government	117	1.8%
Immigration Assistance	10	<1%
4 Food/Meals²	277	4.2%
Food Pantries	129	2.0%
CalFresh and WIC	127	1.9%
Meals - Soup Kitchens/Congregate Meals	15	<1%
5 Mental Health & Addictions²	213	3.3%
Mental Health Services	77	1.2%
Crisis Intervention & Suicide	71	1.1%
Substance Abuse & Addictions	44	<1%
Mental Health Facilities	18	<1%
Marriage & Family	3	<1%
6 Healthcare²	170	2.6%
Medical Providers	38	<1%
Nursing Homes & Adult Care	36	<1%
Health Insurance Information/Counseling	30	<1%
Other Health Services (screening, testing, immunizations)	25	<1%
Dental Care	18	<1%
Medical Equipment	8	<1%
Reproductive Health	5	<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
February-20

7 Utilities²	163	2.5%
Utility Payment Assistance	141	2.2%
Phone Payment Assistance	7	<1%
Contacts for Utilities Organizations	7	<1%
8 Clothing/Personal/Household Needs²	83	1.3%
Clothing	35	<1%
Home Furnishings	21	<1%
Personal Hygiene Products	14	<1%
Appliances	9	<1%
9 Transportation Assistance²	53	<1%
Public Transportation	23	<1%
Medical Transportation	21	<1%
Automobile Assistance	6	<1%
Long-Distance Travel	3	<1%
10 Child Care & Parenting	35	<1%
Child Care	21	<1%
Parenting	14	<1%
11 Education	7	<1%
12 Disaster	2	<1%

TOP UNMET NEEDS

Feb. '20

1 Tax Preparation Assistance	9
2 Rent Payment Assistance	7
3 Transportation/Gas Money	6
4 Shelters/Motel Vouchers	5
5 Rent Deposit Assistance	5

Most Frequently Referred Programs

Feb. '20

% of

1 Tax-Aide - AARP	1,950	29.8%
2 2-1-1 Appointments - Volunteer Income Tax Assistance Program	1,335	20.4%
3 Housing Assistance - Sacramento Self Help Housing	251	3.8%
4 Rental Assistance - The Salvation Army	189	2.9%
5 Family Assistance - Saint Vincent de Paul	175	2.7%
6 Diversion Eligibility Assessment - Francis House Center	147	2.2%
7 Mutual Housing California	145	2.2%
8 Mercy Housing California	133	2.0%
9 Core Services - Resources for Independent Living	132	2.0%
10 Rent Payment Assistance - Travelers Aid	130	2.0%
11 Community Housing Opportunities Corporation	104	1.6%
12 CalFresh Application Assistance - 2-1-1 Sacramento	91	1.4%
13 Renters Helpline - Sacramento Self Help Housing	82	1.3%
14 Motel Vouchers - Travelers Aid	75	1.1%

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
February-20

15 Family Promise of Sacramento	69	1.1%
16 Legal Services of Northern California	69	1.1%
17 Home Energy Assistance Program (HEAP) - Community Resource Project	64	<1%
18 Utility Assistance - The Salvation Army	64	<1%
19 Motel Vouchers - The Salvation Army	60	<1%
20 Saint John's Program for Real Change	56	<1%
21 Sacramento County DHA - CalFresh	55	<1%
22 Temporary Shelter - Volunteers of America	55	<1%
23 Utility Bill Assistance - Travelers Aid	54	<1%
24 Produce for All - Sacramento Food Bank & Family Services	51	<1%
25 Superior Court of California - Family Law Facilitator / Self Help Center	48	<1%
26 Contact Site for Appointment - Volunteer Income Tax Assistance Program	46	<1%
27 Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	45	<1%
28 Senior Legal Hotline - Legal Services of Northern California	43	<1%
29 City of Sacramento 311	42	<1%
30 SHRA - Housing Choice Voucher Program	41	<1%
31 SHRA - Affordable Housing Options Program	41	<1%
32 Residential Family Shelter - Volunteers of America	41	<1%
Other Referrals	2,797	42.7%
Total Referrals	8,680	

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Feb. '20</u>	<u>YTD</u>
Unique Visitors	12,376	22,914
Directory Searches	15,965	32,781
Resource Page Views	27,498	55,627
Total Page Views	43,463	88,408

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%.