



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
January-19

CALL VOLUME

Jan. '19

Month of January	12,817
Year to date - 2019	12,817

TYPE OF CALLS

Information	1,698
Referral	5,049
Total I&R calls	6,747
Follow-up	195
Advocacy	0
Crisis	0
Disaster	1
Outreach	1
Total Calls with Demographic Info	6,944
Call Back	577
Silent/Static	688
Other	4,803

OUTREACH ACTIVITY

Month of January	1,018
Year to date - 2019	1,018

CLIENT PROFILE

AGE RANGES OF CALLERS

Jan. '19 **% of**

Less than 18	27	<1%
18-20	87	1.3%
21-29	475	6.8%
30-39	775	11.2%
40-49	654	9.4%
50-59	841	12.1%
Seniors - age 60+	2,847	41.0%
Caller Declined	30	<1%
Did not Ask	1,208	17.4%

CALLER ETHNICITY

Jan. '19 **% of**

1 Caucasian	1,078	15.5%
2 African American/Black	828	11.9%
3 Hispanic / Latino	457	6.6%
4 Multi-ethnic	149	2.1%
5 Asian	148	2.1%
6 Pacific Islander / Native Hawaiian	45	<1%



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7 Middle Eastern	34	<1%
8 Other	34	<1%
9 Native American	25	<1%
10 Russian / Slavic	9	<1%
11 Decline to answer	207	3.0%
12 Did not Ask	3,930	56.6%

<u>Military/Veterans</u>	508	7.3%
<u>First 5 Families/Children 0-5</u>	671	9.7%

<u>CALLER GENDER</u>	<u>Jan. '19</u>	<u>% of</u>
Female	4,985	71.8%
Male	1,948	28.1%
Unknown	11	<1%

<u>NUMBER IN HOUSEHOLD</u>	<u>Jan. '19</u>	<u>% of</u>
1	3,035	43.7%
2	1,178	17.0%
3	474	6.8%
4	259	3.7%
5	134	1.9%
6+	113	1.6%
Unknown	1,751	25.2%

<u>APPROXIMATE MONTHLY INCOME</u>	<u>Jan. '19</u>	<u>% of</u>
Less than \$1,000	1,112	16.0%
\$1,001 - \$1,500	422	6.1%
\$1,501 - \$2,000	409	5.9%
\$2,001 - \$2,500	350	5.0%
\$2,501 - \$3,000	291	4.2%
\$3,001 - \$4,000	260	3.7%
\$4,001 - \$5,000	127	1.8%
More than \$5,000	85	1.2%
Unknown	3,888	56.0%

<u>TOP SOURCES OF INCOME</u>	<u>Jan. '19</u>	<u>% of</u>
1 Job	1,357	19.5%
2 SS	1,120	16.1%
3 SSI	757	10.9%
4 Pension	585	8.4%
5 None	298	4.3%



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6	TANF (CalWORKs)	273	3.9%
7	SSD (SSDI)	247	3.6%
8	General Assistance	74	1.1%
9	Other	58	<1%
10	Self-Employed	52	<1%
11	Unemployment	46	<1%
12	Family	27	<1%
13	SDI	19	<1%
14	Child Support	14	<1%
15	Alimony	7	<1%
16	Student Financial Aid	6	<1%
17	Workers Comp	5	<1%
18	AB 12 Foster Care	3	<1%
19	Insurance	2	<1%
20	Unknown	1,994	28.7%

TOP ZIP CODES (Jan '19) # of CALLS

1	95823	Sacramento	482
2	95608	Carmichael	323
3	95821	Sacramento	309
4	95660	North Highlands	235
5	95621	Citrus Heights	232
6	95825	Sacramento	231
7	95822	Sacramento	214
8	95815	Sacramento	213
9	95610	Citrus Heights	203
10	95630	Folsom	189

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹

Jan. '19

% of ³

1	Housing & Shelter²	2,712	39.1%
	Low-Cost Housing/Moving Assistance	1,026	14.8%
	Shelters	712	10.3%
	Rent Assistance/Motel Vouchers	534	7.7%
	Landlord /Tenant Issues	200	2.9%
	Contact Information for Housing and Shelter Organizations	145	2.1%
	Home Repair/Maintenance	77	1.1%
2	Employment & Income²	2,545	36.7%
	Tax Preparation	2359	34.0%
	Job Search Assistance	76	1.1%
	Financial Assistance - Government & Other Assistance Programs	63	<1%



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Other Employment & Income	24	<1%
Money Management	7	<1%
3 Government & Legal²	741	10.7%
Legal Assistance - Counseling, Aid and/or Representation	240	3.5%
Child & Family Law	190	2.7%
Government/Law Enforcement/Judicial Services	158	2.3%
Contact Information for Government & Legal Organizations	147	2.1%
4 Healthcare²	448	6.5%
Health Insurance	116	1.7%
Nursing Homes & Adult Care	100	1.4%
Medical Providers	69	1.0%
Health Services - Screening, Testing, Immunizations	46	<1%
Dental Care	39	<1%
Medical Equipment	37	<1%
Eye Care	13	<1%
Funeral/Burial Assistance	11	<1%
Contact Information for Healthcare Organizations	8	<1%
Prescription Assistance	5	<1%
Reproductive Health	3	<1%
5 Mental Health & Addictions²	317	4.6%
Mental Health Services - Assessment, Screening, Testing, Counseling	151	2.2%
Substance Abuse & Addictions	88	1.3%
Crisis Intervention & Suicide	42	<1%
Mental Health Facilities	33	<1%
6 Utilities²	308	4.4%
Utility Payment Assistance	255	3.7%
Phone Payment Assistance	22	<1%
Water and Sewer Payments or Discounts	13	<1%
Contact Information for Utility Organizations	11	<1%
7 Food/Meals²	306	4.4%
Food Pantries	175	2.5%
CalFresh and WIC	102	1.5%
Meals - Soup Kitchens/Congregate Meals	21	<1%
Home-Delivered Meals	8	<1%
8 Clothing/Personal/Household Needs²	168	2.4%
Furniture	59	<1%
Clothing	58	<1%
Personal/Grooming	30	<1%
Appliances	18	<1%



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9 Transportation Assistance²	131	1.9%
Public Transportation	56	<1%
Medical Transportation	56	<1%
Automobile Assistance	13	<1%
Emergency Out-of-Town Travel	6	<1%
10 Child Care & Parenting²	84	<1%
Parenting Education	43	<1%
Child Care	41	<1%
11 Disaster	30	<1%
12 Education	24	<1%

TOP UNMET NEEDS

Jan. '19

1 Tax Preparation Assistance	46
2 Homeless Motel Vouchers	18
3 Homeless Shelter	14
4 Rent Payment Assistance	13
5 Rent Deposit Assistance	13
6 Utility Service Payment Assistance	13

Most Frequently Referred Programs

Jan. '19

% of

1 Tax-Aide - AARP	1,314	18.9%
2 2-1-1 Appointments - Volunteer Income Tax Assistance Program	743	10.7%
3 Sacramento Self Help Housing	405	5.8%
4 Family Assistance - Saint Vincent de Paul Society	257	3.7%
5 Rent Payment Assistance - Travelers Aid	203	2.9%
6 Rental Assistance - The Salvation Army	190	2.7%
7 Mercy Housing California	188	2.7%
8 Mutual Housing California	180	2.6%
9 Community Housing Opportunities Corporation	151	2.2%
10 Landlord Tenant Dispute Resolution (Renters Helpline)	132	1.9%
11 Utility Assistance - The Salvation Army	129	1.9%
12 Home Energy Assistance Program (HEAP) - Community Resource Project	126	1.8%
13 Winter Sanctuary Program	124	1.8%
14 Utility Bill Assistance - Travelers Aid	119	1.7%
15 Legal Services of Northern California	93	1.3%
16 Core Services - Resources for Independent Living	91	1.3%
17 Shelter Services - The Salvation Army	91	1.3%
18 Medi-Cal	89	1.3%
19 Housing Resource Access Points - Sacramento Steps Forward	87	1.3%
20 Motel Vouchers - Travelers Aid	84	1.2%
21 Residential Family Shelter - Volunteers of America	82	1.2%



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22	CalFresh Application Assistance - 2-1-1 Sacramento	77	1.1%
23	Emergency Motel Vouchers - Francis House - A Program of Next Move	75	1.1%
24	Family Shelter - Next Move	66	<1%
25	Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	66	<1%
26	Warming Center - Union Gospel Mission	62	<1%
27	Energy Crisis Intervention Program - Community Resource Project	61	<1%
28	Men's Shelter - Volunteers of America	60	<1%
29	Family Promise of Sacramento	59	<1%
30	3-1-1 Connect - Sacramento County	58	<1%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

Jan. '19

Directory Searches	21,839
Unique Visitors	15,113
Resource Page Views	36,865
Total Page Views	58,704

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%.