



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
July-18

CALL VOLUME

July '18

Month of July 6,380
Year to date - 2018 67,822

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,288	10,397
Referral	3,730	30,728
Total I&R calls	5,018	41,125
Follow-up	319	5,063
Advocacy	0	1
Crisis	0	8
Disaster	6	6
Outreach	11	11
Total Calls with demographic info	5,354	46,214
Call Back	64	3,353
Silent/Static	737	5,466
Other	544	17,852

OUTREACH ACTIVITY

Month of July 997
Year to date - 2018 6,662

CLIENT PROFILE

AGE RANGES OF CALLERS

July '18

July

YTD

% of YTD

Less than 18	55	1.0%	253	<1%
18-20	81	1.5%	559	1.2%
21-29	508	9.5%	3,982	8.6%
30-39	805	15.0%	5,554	12.0%
40-49	564	10.5%	4,747	10.3%
50-59	802	15.0%	6,522	14.1%
Seniors - age 60+	1,127	21.0%	16,479	35.7%
Caller Declined	75	1.4%	693	1.5%
Did not Ask	1,337	25.0%	7,425	16.1%

CALLER ETHNICITY

July '18

July

YTD

% of YTD

1 African American/Black	929	17.4%	7,236	15.7%
2 Caucasian	743	13.9%	8,029	17.4%
3 Hispanic / Latino	348	6.5%	3,759	8.1%
4 Multi-ethnic	166	3.1%	1,134	2.5%
5 Asian	104	1.9%	1,087	2.4%
6 Middle Eastern	39	<1%	374	<1%



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7	Native American	33	<1%	282	<1%
8	Pacific Islander / Native Hawaiian	30	<1%	257	<1%
10	Other	25	<1%	329	<1%
11	Russian / Slavic	14	<1%	128	<1%
12	Caller Declined	138	2.6%	1,601	3.5%
13	Did Not Ask	2,785	52.0%	21,998	47.6%

Military/Veterans	214	4.0%	2,796	6.1%
First 5 Families/Children 0-5	752	14.0%	4,850	10.5%

CALLER GENDER	July '18	July	YTD	% of YTD
Female	4,026	75.2%	33,779	73.1%
Male	1,320	24.7%	12,358	26.7%
Unknown	8	<1%	77	<1%

NUMBER IN HOUSEHOLD	July '18	July	YTD	% of YTD
1	1,760	32.9%	16,803	36.4%
2	703	13.1%	6,790	14.7%
3	481	9.0%	3,260	7.1%
4	253	4.7%	1,912	4.1%
5	141	2.6%	951	2.1%
6+	101	1.9%	621	1.3%
Unknown	1,915	35.8%	15,877	34.4%

APPROXIMATE MONTHLY INCOME	July '18	July	YTD	% of YTD
Less than \$1,000	1,529	28.6%	9,115	19.7%
\$1,001 - \$1,500	273	5.1%	2,842	<1%
\$1,501 - \$2,000	170	3.2%	2,157	<1%
\$2,001 - \$2,500	87	1.6%	1,642	<1%
\$2,501 - \$3,000	57	1.1%	1,132	<1%
\$3,001 - \$4,000	43	<1%	1,027	<1%
\$4,001 - \$5,000	12	<1%	483	<1%
More than \$5,000	13	<1%	273	<1%
Unknown	3170	59.2%	27,543	59.6%

TOP SOURCES OF INCOME	July '18	July	YTD	% of YTD
1 SSI	964	18.0%	6,502	14.1%
2 Job	714	13.3%	9,074	19.6%
3 TANF (CalWORKs)	452	8.4%	2,667	5.8%
4 Social Security	395	7.4%	6,300	13.6%
5 None	276	5.2%	1,974	4.3%
6 SSD	175	3.3%	1,698	3.7%



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7	Pension	95	1.8%	2,996	6.5%
8	General Assistance	87	1.6%	561	1.2%
9	Unemployment	57	1.1%	459	<1%
10	Family	44	<1%	212	<1%
11	Self-Employed	37	<1%	259	<1%
12	SDI	28	<1%	137	<1%
13	Other	26	<1%	246	<1%
14	Child Support	12	<1%	75	<1%
15	Student Financial Aid	7	<1%	66	<1%
16	AB 12 Foster Care	5	<1%	18	<1%
17	Workers Compensation	3	<1%	39	<1%
18	Alimony	2	<1%	52	<1%
19	Insurance	0	0.0%	9	<1%
20	Unknown	1,975	36.9%	12,870	27.8%

TOP ZIP CODES (July '18)		# of CALLS	TOP ZIP CODES (YTD)		# of CALLS
1	95823 Sacramento	476	1	95823 Sacramento	3,759
2	95815 Sacramento	313	2	95821 Sacramento	2,072
3	95825 Sacramento	288	3	95815 Sacramento	2,045
4	95821 Sacramento	217	4	95608 Carmichael	1,783
5	95838 Sacramento	203	5	95822 Sacramento	1,686
6	95820 Sacramento	189	6	95838 Sacramento	1,595
7	95608 Sacramento	180	7	95828 Sacramento	1,589
8	95826 Sacramento	177	8	95670 Rancho Cordova	1,578
9	95670 Rancho Cordova	165	9	95825 Sacramento	1,561
10	95822 Sacramento	165	10	95820 Sacramento	1,514

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED *		July '18	July
1	Housing & Shelter	3,958	73.9%
	Low-Cost Housing/Moving Assistance	1,829	34.2%
	Shelters	934	17.4%
	Rent Assistance/Motel Vouchers	649	12.1%
	Landlord /Tenant Issues	325	6.1%
2	Government & Legal	1,155	21.6%
	Legal Assistance - Counseling, Aid and/or Representation	390	7.3%
	Government/Law Enforcement/Judicial Services	324	6.1%
	Government/Legal Referrals	224	4.2%
	Child & Family Law	214	4.0%



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3 Healthcare	588	11.0%
Nursing Homes & Adult Care	163	3.0%
Health Insurance	158	3.0%
Medical Providers	98	1.8%
Dental Care	46	<1%
Health Services - Screening, Testing, Immunizations	33	<1%
Medical Equipment	32	<1%
Contact Information for Healthcare Organizations	17	<1%
Funeral/Burial Assistance	11	<1%
Eye Care	11	<1%
4 Mental Health & Addictions	561	10.5%
Substance Abuse & Addictions	255	4.8%
Mental Health Services - Assessment, Screening, Testing, Counseling	185	3.5%
Crisis Intervention & Suicide	75	1.4%
Mental Health Facilities	44	<1%
5 Food/Meals	424	7.9%
Food Pantries	257	4.8%
CalFresh and WIC	88	1.6%
Meals - Soup Kitchens/Congregate Meals	42	<1%
Home-Delivered Meals	19	<1%
Summer/After School Meal Program	17	<1%
6 Utilities	387	7.2%
Utility Payment Assistance	298	5.6%
Phone Payment Assistance	43	<1%
Contact Information for Utility Organizations	32	<1%
7 Employment & Income	290	5.4%
Job Search Assistance	82	1.5%
Tax Preparation	79	1.5%
Financial Assistance - Government & Other Assistance Programs	75	1.4%
Money Management	22	<1%
8 Clothing/Personal/Household Needs	249	4.7%
Furniture	95	1.8%
Clothing	71	1.3%
Appliances	46	<1%
Personal/Grooming	27	<1%
9 Transportation Assistance	159	3.0%
Public Transportation	68	1.3%
Medical Transportation	51	<1%
Automobile Assistance	26	<1%
Emergency Out-of-Town Travel	14	<1%



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10 Child Care & Parenting	89	1.7%
Child Care	42	<1%
Parenting Education	47	<1%
11 Education	65	<1%

*Data sub-categories realigned 04/01/18

TOP UNMET NEEDS

July '18

1 Rental Deposit Assistance	52
2 Homeless Motel Vouchers	32
3 Extreme Heat Cooling Centers	19
4 Utility Service Payment Assistance	16
5 Gas Money	15
6 Rent Payment Assistance	15
7 Homeless Shelter	10

Most Frequently Referred Programs

July '18

July

1 Sacramento Self Help Housing	457	8.5%
2 Family Assistance - Saint Vincent de Paul Society	375	7.0%
3 Rent Payment Assistance - Travelers Aid	299	5.6%
4 Rental Assistance - The Salvation Army	297	5.5%
5 Mutual Housing California	215	4.0%
6 Shelter Services - The Salvation Army	200	3.7%
7 Home Energy Assistance Program (HEAP)	195	3.6%
8 Utility Assistance - The Salvation Army	194	3.6%
9 Landlord Tenant Dispute Resolution (Renters Helpline)	171	3.2%
10 Utility Bill Assistance - Travelers Aid	168	3.1%
11 Mercy Housing California	166	3.1%
12 Community Housing Opportunities	155	2.9%
13 Motel Vouchers - Travelers Aid	155	2.9%
14 Emergency Motel Vouchers - Francis House - A Program of Next Move	153	2.9%
15 Legal Services of Northern California	142	2.7%
16 Resources for Independent Living	135	2.5%
17 Medi-Cal	110	2.1%
18 Family Shelter - Next Move	103	1.9%
19 Residential Family Shelter - Volunteers of America	103	1.9%
20 Lawyer Referral and Information Service	93	1.7%
21 City of Sacramento 311	93	1.7%
22 Senior Legal Hotline	85	1.6%
23 United States Department of Housing and Urban Development - HUD	85	1.6%
24 Men's Shelter - Union Gospel Mission	73	1.4%
25 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	72	1.3%
26 Love in the Name of Christ	71	1.3%
27 3-1-1 Connect - Sacramento County	71	1.3%



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28	Produce for All - Sacramento Food Bank & Family Services	68	1.3%
29	Men's Shelter - Volunteers of America	65	1.2%
30	Sacramento Housing and Redevelopment Agency -Affordable Housing Options Program	64	1.2%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>July '18</u>	<u>YTD</u>
Number of Online Searches	20,111	125,754
Visits from Unique IP Addresses	13,163	64,342