



**2-1-1 sacramento**  
find help here

**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**  
**November-17**

**CALL VOLUME**

	<b>Nov. '17</b>
Month of Nov.	7,643
Year to date - 2017	107,570

**TYPE OF CALLS**

		<b>YEAR TO DATE (YTD)</b>
Information	1,277	20,057
Referral	4,140	42,282
Total I&R calls	5,417	62,339
Follow-up	257	6,365
Advocacy	0	1
Crisis	1	8
Disaster	0	154 <u>0</u>
Total Calls with demographic info	5,675	68,867
Call Back	140	4,232
Silent/Static	719	7,796
Other	1,506	30,011

**OUTREACH ACTIVITY**

Month of Nov.	1,153
Year to date - 2017	11,900

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>	<b>Nov. '17</b>	<b>% of Nov.</b>	<b>YTD</b>	<b>% of YTD</b>
Less than 18	37	<1%	397	<1%
18-20	58	1.0%	794	1.2%
21-29	483	8.5%	6,025	8.7%
30-39	848	14.9%	8,502	12.3%
40-49	611	10.8%	6,636	9.6%
50-59	802	14.1%	8,843	12.8%
Seniors - age 60+	1,165	20.5%	19,760	28.7%
Caller Declined	85	1.5%	828	1.2%
Did not Ask	1,586	27.9%	17,082	24.8%

<b>CALLER ETHNICITY</b>	<b>Nov. '17</b>	<b>% of Nov.</b>	<b>YTD</b>	<b>% of YTD</b>
1 African American/Black	1,155	20.4%	13,338	19.4%
2 Caucasian	1,157	20.4%	14,259	20.7%
3 Hispanic / Latino	482	8.5%	6,253	9.1%
4 Multi-ethnic	164	2.9%	1,775	2.6%
5 Asian	90	1.6%	1,342	1.9%
6 Pacific Islander / Native Hawaiian	32	<1%	446	<1%
7 Other	29	<1%	598	<1%
8 Middle Eastern	37	<1%	501	<1%
9 Native American	54	<1%	521	<1%
10 Russian / Slavic	15	<1%	166	<1%
11 Caller Declined	132	2.3%	2,139	3.1%
12 Did not Ask	2,328	41.0%	27,529	40.0%



2-1-1 sacramento  
find help here

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**  
**November-17**

**CLIENT PROFILE (continued)**

<b><u>CALLER GENDER</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>Nov.</u></b>	<b><u>'17</u></b>		
Female	4,316	76.1%	50,984	74.0%
Male	1,347	23.7%	17,747	25.8%
Unknown	12	<1%	136	<1%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>Nov.</u></b>	<b><u>'17</u></b>		
1	1,519	26.8%	17,724	25.7%
2	695	12.2%	8,034	11.7%
3	511	9.0%	4,813	7.0%
4	327	5.8%	2,872	4.2%
5	209	3.7%	1,559	2.3%
6+	232	4.1%	1,270	1.8%
Unknown	2,182	38.4%	32,595	47.3%

<b><u>APPROXIMATE MONTHLY INCOME</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>Nov.</u></b>	<b><u>'17</u></b>		
Less than \$1,000	1,485	26.2%	13,418	19.5%
\$1,001 - \$1,500	324	5.7%	3,332	4.8%
\$1,501 - \$2,000	207	3.6%	2,031	2.9%
\$2,001 - \$2,500	61	1.1%	1,171	1.7%
\$2,501 - \$3,000	50	<1%	706	1.0%
\$3,001 - \$4,000	39	<1%	699	1.0%
\$4,001 - \$5,000	10	<1%	276	<1%
More than \$5,000	10	<1%	272	<1%
Unknown	3,489	61.5%	46,962	68.2%

<b><u>TOP SOURCES OF INCOME</u></b>	<b><u>% of</u></b>		<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
	<b><u>Nov.</u></b>	<b><u>'17</u></b>		
1 SSI	1,220	21.5%	11,558	16.8%
2 TANF (CalWORKs)	751	13.2%	6,086	8.8%
3 Job	719	12.7%	11,013	16.0%
4 Social Security	424	7.5%	8,157	11.8%
5 None	296	5.2%	3,209	4.7%
6 SSD	164	2.9%	1,914	2.8%
7 Pension	91	1.6%	2,718	3.9%
8 General Assistance	58	1.0%	996	1.4%
9 Unemployment	46	<1%	778	1.1%
10 Family	29	<1%	295	<1%
11 Self-Employed	26	<1%	329	<1%
12 Other	21	<1%	352	<1%
13 Child Support	19	<1%	178	<1%
14 SDI	18	<1%	195	<1%
15 Alimony	13	<1%	72	<1%
16 Student Financial Aid	12	<1%	98	<1%
17 Workers Compensation	7	<1%	84	<1%
18 AB 12 Foster Care	1	<1%	49	<1%
19 Insurance	0	0.0%	4	<1%
20 Unknown	1,760	31.0%	20,782	30.2%



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

**STATISTICS SUMMARY**  
**November-17**

<b>TOP ZIP CODES (Nov. '17)</b>				<b>TOP ZIP CODES (YTD)</b>			
			<b># of CALLS</b>				<b># of CALLS</b>
1	95823	Sacramento	523	1	95823	Sacramento	5,586
2	95815	Sacramento	300	2	95821	Sacramento	3,215
3	95821	Sacramento	261	3	95815	Sacramento	3,043
4	95838	Sacramento	249	4	95608	Carmichael	2,544
5	95825	Sacramento	232	5	95838	Sacramento	2,479
6	95826	Sacramento	220	6	95828	Sacramento	2,456
7	95814	Sacramento	200	7	95826	Sacramento	2,444
8	95824	Sacramento	194	8	95820	Sacramento	2,395
9	95820	Sacramento	193	9	95670	Rancho Cordova	2,356
10	95670	Rancho Cordova	190	10	95825	Sacramento	2,321

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>	<b>Nov. '17</b>	<b>% of Nov.</b>
<b>1 Housing</b>	<b>2,840</b>	<b>50.0%</b>
Emergency Shelter/Transitional Housing	780	13.7%
Housing Search Assistance	650	11.5%
Low Income/Subsidized Housing	588	10.4%
Rent Payment/Rent Deposit Assistance	398	7.0%
Landlord/Tenant Assistance	264	4.7%
Supportive Housing	136	2.4%
<b>2 Individual, Family, and Community Support</b>	<b>1,537</b>	<b>27.1%</b>
Holiday Assistance	1,157	20.4%
Family Support Centers	78	1.4%
Domestic Animal Services	62	1.1%
In-Home Assistance	47	<1%
Protective Services	34	<1%
Case/Care Management	27	<1%
Support Groups	23	<1%
Parenting Education	18	<1%
Parental Visitation Facilitation	17	<1%
<b>3 Legal, Consumer, and Public Safety Services</b>	<b>1,221</b>	<b>21.5%</b>
Lawyer Referral Services	162	2.9%
Legal Counseling and Representation	148	2.6%
Family Law	130	2.3%
Law Enforcement Services	128	2.3%
Specialized Legal Services	124	2.2%
Legal Education and Information	117	2.1%
Records/Licenses/Permits	83	1.5%
Specialized State Courts	57	<1%
Consumer Complaints	48	<1%
Advocacy	43	<1%
<b>4 Information Services</b>	<b>546</b>	<b>9.6%</b>
Information & Referral	329	5.8%
Libraries/Printed Materials	109	1.9%
Electronic Information Resources	89	1.6%
<b>5 Food/Meals</b>	<b>530</b>	<b>9.3%</b>
Emergency Food/Food Pantries	407	7.2%
CalFresh and WIC	69	1.2%
Meals (Home Delivered/Soup Kitchens/Congregate Meals)	53	<1%
<b>6 Utility Assistance</b>	<b>428</b>	<b>7.5%</b>



**2-1-1 sacramento**  
find help here

**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**  
**November-17**

Utility Services Payment Assistance	380	6.7%
Discounted Utility Services	23	<1%
<b>7 Mental Health/Addictions</b>	<b>405</b>	<b>7.1%</b>
Counseling Services	144	2.5%
Substance Abuse Services	134	2.4%
Inpatient/Outpatient Mental Health Facilities	45	<1%
Mental Health Evaluation and Treatment	44	<1%
<b>8 Health Care</b>	<b>403</b>	<b>7.1%</b>
Health Insurance Information/Counseling	82	1.4%
Community Clinics	60	1.1%
Medi-Cal/Public Medical Assistance Programs	41	<1%
Dental Care	40	<1%
Assistive Technology Equipment	26	<1%
Health Care Referrals	23	<1%
Emergency Room Care/General Medical Care	20	<1%
Disease/Disability Specific Screening	17	<1%
Mother and Infant Care	10	<1%
Immunizations	3	<1%
<b>9 Clothing/Personal/Household Needs</b>	<b>267</b>	<b>4.7%</b>
Clothing	116	2.0%
Furniture	71	1.3%
Household Goods	34	<1%
Personal/Grooming	29	<1%
<b>10 Income Support/Assistance</b>	<b>211</b>	<b>3.7%</b>
General Relief/SSI/TANF	71	1.3%
Household Related Public Assistance Programs	38	<1%
Social Insurance Programs	26	<1%
Tax Information/Assistance Programs	25	<1%
<b>11 Other Government/Economic Services</b>	<b>155</b>	<b>2.7%</b>
<b>12 Transportation</b>	<b>134</b>	<b>2.4%</b>
<b>13 Employment</b>	<b>119</b>	<b>2.1%</b>

**TOP UNMET NEEDS**

**Nov. '17**

1 Rental Deposit Assistance	16
2 Gas Money	10
3 Thanksgiving Baskets/Meals	10
4 Rent Payment Assistance	9
5 Utility Service Payment Assistance	8
6 Homeless Motel Vouchers	5
7 Homeless Shelter	4
8 Water Service Payment Assistance	4



**2-1-1 sacramento**  
find help here

**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**  
**November-17**

<b>Most Frequently Referred Programs</b>	<b>Nov. '17</b>	<b>% of Nov.</b>
1 Rent Payment Assistance - Travelers Aid Emergency Assistance Agency	371	6.5%
2 Sacramento Self Help Housing	369	6.5%
3 Thanksgiving Basket - Saint Paul COGIC	362	6.4%
4 Rental Assistance - The Salvation Army	318	5.6%
5 Family Assistance - Saint Vincent de Paul Society	317	5.6%
6 Thanksgiving Turkey Distribution - Sacramento Food Bank & Family Services	313	5.5%
7 Utility Assistance - The Salvation Army	261	4.6%
8 Home Energy Assistance Program (HEAP)	229	4.0%
9 Marine Toys for Tots Foundation	209	3.7%
10 Turkey Distribution Partner Agencies - Sacramento Food Bank & Family Services	193	3.4%
11 Mutual Housing California	173	3.0%
12 Mercy Housing California	171	3.0%
13 Thanksgiving Basket - St. John Vianney Conference Food Locker	155	2.7%
14 Landlord Tenant Dispute Resolution (Renters Helpline) - Sacramento Self Help Housing	152	2.7%
15 Community Housing Opportunities	148	2.6%
16 Francis House - A Program of Next Move	137	2.4%
17 Shelter Services - The Salvation Army	136	2.4%
18 Produce For All - Sacramento Food Bank & Family Services	134	2.4%
19 Utility Bill Assistance - Travelers Aid Emergency Assistance Agency	133	2.3%
20 Legal Services of Northern California	127	2.2%
21 Resources for Independent Living	117	2.1%
22 Residential Family Shelter - Volunteers of America	107	1.9%
23 Superior Court of California - Family Law Facilitator/Self Help Center	96	1.7%
24 Family Shelter - Next Move	91	1.6%
25 Choice Model Emergency Food Distribution - River City Food Bank	89	1.6%

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b>Nov. '17</b>	<b>YTD</b>
Number of Online Searches	17,861	160,058
Visits from Unique IP Addresses	14,483	104,864