



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
November-18

CALL VOLUME

Nov. '18

Month of November	6,796
Year to date - 2018	94,206

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,005	14,545
Referral	3,754	45,949
Total I&R calls	4,759	60,494
Follow-up	211	6,272
Advocacy	0	2
Crisis	1	12
Disaster	37	45
Outreach	3	25
Total Calls with Demographic Info	5,011	66,850
Call Back	171	3,957
Silent/Static	545	7,518
Other	1,280	22,153

OUTREACH ACTIVITY

Month of November	851
Year to date - 2018	10,910

CLIENT PROFILE

AGE RANGES OF CALLERS

Nov. '18

% of

YTD

% of YTD

Less than 18	49	<1%	423	<1%
18-20	54	1.1%	855	1.3%
21-29	479	9.6%	6,138	9.2%
30-39	709	14.1%	8,628	12.9%
40-49	608	12.1%	7,184	10.7%
50-59	727	14.5%	9,530	14.3%
Seniors - age 60+	1,203	24.0%	21,292	31.9%
Caller Declined	21	<1%	832	1.2%
Did not Ask	1,161	23.2%	11,968	17.9%

CALLER ETHNICITY

Nov. '18

% of

YTD

% of YTD

1 African American/Black	895	17.9%	11,081	16.6%
2 Caucasian	684	13.6%	11,075	16.6%
3 Hispanic/Latino	404	8.1%	5,426	8.1%
4 Multi-ethnic	159	3.2%	1,786	2.7%
5 Asian	64	1.3%	1,417	2.1%
6 Other	31	<1%	461	<1%



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7 Native American	29	<1%	424	<1%
8 Pacific Islander/Native Hawaiian	27	<1%	409	<1%
9 Middle Eastern	19	<1%	506	<1%
10 Russian/Slavic	9	<1%	170	<1%
11 Decline to answer	124	2.5%	2,060	3.1%
12 Did not Ask	2,566	51.2%	32,035	47.9%

<u>Military/Veterans</u>	195	3.9%	3,595	5.4%
<u>First 5 Families/Children 0-5</u>	815	16.3%	8,098	12.1%

<u>CALLER GENDER</u>	<u>Nov. '18</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Female	3,684	73.5%	48,953	73.2%
Male	1,324	26.4%	17,786	26.6%
Unknown	3	<1%	111	<1%

<u>NUMBER IN HOUSEHOLD</u>	<u>Nov. '18</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1,730	34.5%	24,040	36.0%
2	756	15.1%	9,787	14.6%
3	460	9.2%	5,120	7.7%
4	317	6.3%	3,156	4.7%
5	194	3.9%	1,620	2.4%
6+	176	3.5%	1,169	1.7%
Unknown	1,378	27.5%	21,958	32.8%

<u>APPROXIMATE MONTHLY INCOME</u>	<u>Nov. '18</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Less than \$1,000	1,428	28.5%	15,121	22.6%
\$1,001 - \$1,500	329	6.6%	4,176	6.2%
\$1,501 - \$2,000	172	3.4%	2,965	4.4%
\$2,001 - \$2,500	84	1.7%	2,068	3.1%
\$2,501 - \$3,000	52	1.0%	1,373	2.1%
\$3,001 - \$4,000	45	<1%	1,215	1.8%
\$4,001 - \$5,000	16	<1%	539	<1%
More than \$5,000	9	<1%	315	<1%
Unknown	2,876	57.4%	39,078	58.5%

<u>TOP SOURCES OF INCOME</u>	<u>Nov. '18</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 SSI	1,029	20.5%	10,550	15.8%
2 Job	686	13.7%	12,056	18.0%
3 TANF (CalWORKs)	430	8.6%	4,579	6.8%
4 SS	416	8.3%	7,943	11.9%
5 None	309	6.2%	3,114	4.7%



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6	SSD (SSDI)	202	4.0%	2,558	3.8%
7	General Assistance	99	2.0%	978	1.5%
8	Pension	71	1.4%	3,373	5.0%
9	Other	58	1.2%	407	<1%
10	Unemployment	58	1.2%	643	<1%
11	Family	34	<1%	362	<1%
12	Self-Employed	22	<1%	389	<1%
13	Child Support	20	<1%	153	<1%
14	SDI	17	<1%	204	<1%
15	Student Financial Aid	8	<1%	95	<1%
16	Workers Comp	7	<1%	70	<1%
17	AB 12 Foster Care	6	<1%	37	<1%
18	Alimony	4	<1%	79	<1%
19	Insurance	1	<1%	12	<1%
20	Unknown	1,534	30.6%	19,248	28.8%

TOP ZIP CODES (Nov '18)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	386	1	95823	Sacramento	5,555
2	95815	Sacramento	290	2	95815	Sacramento	3,077
3	95821	Sacramento	229	3	95821	Sacramento	3,032
4	95820	Sacramento	214	4	95825	Sacramento	2,558
5	95822	Sacramento	197	5	95822	Sacramento	2,441
6	95825	Sacramento	181	6	95608	Carmichael	2,400
7	95814	Sacramento	178	7	95838	Sacramento	2,334
8	95838	Sacramento	164	8	95828	Sacramento	2,307
9	95828	Sacramento	154	9	95820	Sacramento	2,293
10	95670	Rancho Cordova	148	10	95670	Rancho Cordova	2,240

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Nov. '18	% of ³
1 Housing & Shelter²	1,443	28.8%
Low-Cost Housing/Moving Assistance	535	10.7%
Shelters	363	7.2%
Rent Assistance/Motel Vouchers	291	5.8%
Landlord /Tenant Issues	127	2.5%
Contact Information for Housing and Shelter Organizations	76	1.5%
Home Repair/Maintenance	44	<1%
2 Food/Meals²	600	12.0%
Holiday Meals	352	7.0%
Food Pantries	181	3.6%
Meals - Soup Kitchens/Congregate Meals	30	<1%



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CalFresh and WIC	27	<1%
Home-Delivered Meals	10	<1%
3 Government & Legal²	522	10.4%
Legal Assistance - Counseling, Aid and/or Representation	146	2.9%
Contact Information for Government & Legal Organizations	139	2.8%
Government/Law Enforcement/Judicial Services	134	2.7%
Child & Family Law	100	2.0%
4 Healthcare²	274	5.5%
Nursing Homes & Adult Care	73	1.5%
Health Insurance	57	1.1%
Medical Providers	48	<1%
Dental Care	34	<1%
Health Services - Screening, Testing, Immunizations	24	<1%
Medical Equipment	18	<1%
Contact Information for Healthcare Organizations	13	<1%
Eye Care	3	<1%
Prescription Assistance	2	<1%
Reproductive Health	2	<1%
5 Utilities²	219	4.4%
Utility Payment Assistance	184	3.7%
Contact Information for Utility Organizations	16	<1%
Phone Payment Assistance	14	<1%
Water and Sewer Payments or Discounts	3	<1%
6 Clothing/Personal/Household Needs²	211	4.2%
Seasonal/Holiday	87	1.7%
Furniture	45	<1%
Clothing	38	<1%
Personal/Grooming	24	<1%
Appliances	13	<1%
7 Mental Health & Addictions²	180	3.6%
Mental Health Services - Assessment, Screening, Testing, Counseling	67	1.3%
Substance Abuse & Addictions	63	1.3%
Crisis Intervention & Suicide	30	<1%
Mental Health Facilities	18	<1%
8 Transportation Assistance²	83	1.7%
Medical Transportation	37	<1%
Public Transportation	32	<1%
Automobile Assistance	8	<1%
Emergency Out-of-Town Travel	6	<1%
9 Employment & Income²	70	1.4%
Financial Assistance - Government & Other Assistance Programs	33	<1%



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Tax Preparation	19	<1%
Job Search Assistance	7	<1%
10 Child Care & Parenting²	41	<1%
Parenting Education	22	<1%
Child Care	19	<1%

TOP UNMET NEEDS

Nov. '18

1 Holiday Gifts/Toys	21
2 Homeless Shelters	19
3 Homeless Motel Vouchers	16
4 Rent Payment Assistance	12
5 Rental Deposit Assistance	10
6 Gas Money	9

Most Frequently Referred Programs

Nov. '18

% of

1 Sacramento Self Help Housing	317	6.3%
2 Family Assistance - Saint Vincent de Paul Society	305	6.1%
3 Rental Assistance - The Salvation Army	288	5.7%
4 Thanksgiving Turkey Distribution - Sacramento Food Bank & Family Services	247	4.9%
5 Thanksgiving Basket - Saint Paul COGIC	229	4.6%
6 Rent Payment Assistance - Travelers Aid	208	4.2%
7 Diversion Eligibility Assessment - Francis House Center	199	4.0%
8 Utility Assistance - The Salvation Army	176	3.5%
9 Utility Bill Assistance - Travelers Aid	172	3.4%
10 Turkey Distribution Partner Agencies - Sacramento Food Bank & Family Services	169	3.4%
11 Mutual Housing California	147	2.9%
12 Mercy Housing California	145	2.9%
13 Community Housing Opportunities Corporation	124	2.5%
14 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	123	2.5%
15 Shelter Services - The Salvation Army	113	2.3%
16 Resources for Independent Living	96	1.8%
17 Men's Shelter - Volunteers of America	91	1.7%
18 Home Energy Assistance Program (HEAP) - Community Resource Project	86	1.6%
19 Choice Model Emergency Food Distribution: River City Food Bank	80	1.6%
20 Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	80	1.6%



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21 Residential Family Shelter - Volunteers of America	80	1.6%
22 Housing Resource Access Points - Sacramento Steps Forward	80	1.6%
23 Motel Vouchers - Travelers Aid	79	1.5%
24 Legal Services of Northern California	75	1.5%
25 Medi-Cal	74	1.4%
26 Toys-for-Tots	69	1.4%
27 Lawyer Referral and Information Service	68	1.3%
28 3-1-1 Connect - Sacramento County	67	1.2%
29 Produce for All - Sacramento Food Bank & Family Services	59	1.1%
30 City of Sacramento 311	57	1.2%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Nov. '18</u>	<u>YTD</u>
Unique Visitors	16,045	97,590
Directory Searches	24,953	218,928
Resource Page Views	43,096	354,776
Total Page Views	68,049	573,704

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%.