

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-19**

**CALL VOLUME**

**November '19**

Month of November	7,238
Year to date - 2019	105,129

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	651	11,138
Referral	2,724	38,804
Total I&R calls	3,375	49,942
Follow-up	199	6,057
Advocacy	9	99
Crisis	1	16
Disaster	1	2
Outreach	0	18
Voicemail	38	107
Total Calls with Demographic Info	3,623	56,241
Call Back	556	8,022
Silent/Static	224	3,547
Other	2,946	43,057

**COURT OUTREACH ACTIVITY**

Month of November	764
Year to date - 2019	10,654

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**November '19**   **% of**

**YTD**   **% of YTD**

Less than 18	14	<1%	273	<1%
18-20	34	<1%	711	1.3%
21-29	345	9.5%	4,729	8.4%
30-39	508	14.0%	6,553	11.7%
40-49	447	12.3%	5,272	9.4%
50-59	489	13.5%	6,956	12.4%
Seniors - age 60+	794	21.9%	20,070	35.7%
Caller Declined	38	1.0%	314	<1%
Did not Ask	954	26.3%	11,363	20.2%

**CALLER ETHNICITY**

**November '19**   **% of**

**YTD**   **% of YTD**

1 African American/Black	756	20.9%	8,629	15.3%
2 Caucasian	580	16.0%	8,478	15.1%
3 Hispanic / Latino	306	8.4%	4,413	7.8%
4 Multi-ethnic	126	3.5%	1,492	2.7%
5 Other	78	2.2%	505	<1%

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<b>6</b> Asian	50	1.4%	969	1.7%
<b>7</b> Pacific Islander / Native Hawaiian	27	<1%	342	<1%
<b>8</b> Native American	21	<1%	324	<1%
<b>9</b> Middle Eastern	18	<1%	291	<1%
<b>10</b> Russian / Slavic	6	<1%	98	<1%
<b>11</b> Caller declined to answer	67	1.8%	1,047	1.9%
<b>12</b> Did not ask	1,588	43.8%	29,653	52.7%

**Military/Veterans** 132 3.6% 3,261 5.8%

**First 5 Families/Children 0-5** 607 16.8% 6,460 11.5%

**CALLER GENDER**

**November '19 % of**

**YTD % of YTD**

Female	2,491	68.8%	39,314	69.9%
Male	915	25.3%	15,364	27.3%
Unknown	18	<1%	166	<1%
Non-binary	2	<1%	11	<1%
Caller Declined	10	<1%	57	<1%
Did not ask	187	5.2%	1,329	2.4%

**NUMBER IN HOUSEHOLD**

**November '19 % of**

**YTD % of YTD**

1	1,220	33.7%	21,006	37.3%
2	534	14.7%	8,200	14.6%
3	385	10.6%	3,836	6.8%
4	246	6.8%	2,507	4.5%
5	152	4.2%	1,391	2.5%
6+	174	4.8%	1,078	1.9%
Unknown	912	25.2%	18,223	32.4%

**APPROXIMATE MONTHLY INCOME**

**November '19 % of**

**YTD % of YTD**

Less than \$1000	903	24.9%	11,127	19.8%
\$1,001 - \$1,500	236	6.5%	3,835	6.8%
\$1,501 - \$2,000	189	5.2%	2,859	5.1%
\$2,001 - \$2,500	68	1.9%	1,929	3.4%
\$2,501 - \$3,000	33	<1%	1,376	2.4%
\$3,001 - \$4,000	49	1.4%	1,352	2.4%
\$4001 - \$5000	22	<1%	551	<1%
More than \$5,000	8	<1%	387	<1%
Unknown	2,115	58.4%	32,825	58.4%

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**November-19**

<b>TOP SOURCES OF INCOME</b>	<b>November '19</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 SSI	573	15.8%	7,327	13.0%
2 Job	474	13.1%	10,253	18.2%
3 TANF (CalWORKs)	268	7.4%	2,824	5.0%
4 None	245	6.8%	3,056	5.4%
5 SS	223	6.2%	7,867	14.0%
6 SSD (SSDI)	145	4.0%	1,886	3.4%
7 General Assistance	52	1.4%	642	1.1%
8 Pension	39	1.1%	3,226	5.7%
9 Unemployment	37	1.0%	560	<1%
10 Other	33	<1%	426	<1%
11 SDI	22	<1%	260	<1%
12 Self-Employed	15	<1%	327	<1%
13 Child Support	14	<1%	145	<1%
14 Workers Comp	6	<1%	59	<1%
15 Student Financial Aid	5	<1%	65	<1%
16 Family	4	<1%	140	<1%
17 Alimony	3	<1%	46	<1%
18 AB 12 Foster Care	1	<1%	23	<1%
19 Insurance	0	0.0%	9	<1%
20 Unknown (caller declined + did not ask)	1,464	40.4%	17,100	30.4%

<b>TOP ZIP CODES (Nov. '19 )</b>			<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>			<b># of CALLS</b>
1	95823	Sacramento	280	1	95823	Sacramento	4,050
2	95815	Sacramento	190	2	95821	Sacramento	2,002
3	95820	Sacramento	134	3	95815	Sacramento	1,993
4	95828	Sacramento	130	4	95608	Carmichael	1,918
5	95821	Sacramento	123	5	95825	Sacramento	1,850
6	95825	Sacramento	120	6	95828	Sacramento	1,804
7	95824	Sacramento	106	7	95822	Sacramento	1,724
8	95838	Sacramento	105	8	95670	Rancho Cordova	1,611
9	95670	Rancho Cordova	96	9	95820	Sacramento	1,581
10	95814	Sacramento	95	10	95838	Sacramento	1,573

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>November '19</b>	<b>% of <sup>3</sup></b>
1 Housing & Shelter <sup>2</sup>	<b>2,106</b>	<b>58.1%</b>
Low-Cost Housing	764	21.1%
Shelters	568	15.7%
Rent Assistance	537	14.8%
Landlord /Tenant Issues	138	3.8%

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Contact Information for Housing & Shelter Organizations	52	1.4%
Home Repair/Maintenance	28	<1%
Mortgage Assistance	8	<1%
<b>2 Food/Meals<sup>2</sup></b>	<b>934</b>	<b>25.8%</b>
Holiday Meals	625	17.3%
Food Pantries	176	4.9%
CalFresh and WIC	97	2.7%
Meals - Soup Kitchens/Congregate Meals	23	<1%
Home-Delivered Meals	11	<1%
<b>3 Government &amp; Legal<sup>2</sup></b>	<b>681</b>	<b>18.8%</b>
Contacts for Government & Legal Organizations	207	5.7%
Legal Assistance	199	5.5%
Government	139	3.8%
Child & Family Law	134	3.7%
<b>4 Utilities<sup>2</sup></b>	<b>314</b>	<b>8.7%</b>
Utility Payment Assistance	286	7.9%
Contact Information for Utility Organizations	12	<1%
Phone Payment Assistance	8	<1%
Water Payment Assistance	6	<1%
<b>5 Clothing &amp; Household<sup>2</sup></b>	<b>255</b>	<b>7.0%</b>
Seasonal/Holiday	125	3.5%
Home Furnishing	49	1.4%
Clothing	48	1.3%
Personal Hygiene Products	20	<1%
Appliances	8	<1%
<b>6 Healthcare<sup>2</sup></b>	<b>248</b>	<b>6.8%</b>
Health Insurance	59	1.6%
Nursing Homes & Adult Care	54	1.5%
Assessment, Screening, Immunizations, Counseling	43	1.2%
Medical Providers	36	1.0%
Dental Care	16	<1%
Medical Equipment	11	<1%
Contact Information for Healthcare Organizations	7	<1%
Reproductive health	7	<1%
<b>7 Mental Health &amp; Addictions<sup>2</sup></b>	<b>209</b>	<b>5.8%</b>
Mental Health Services	74	2.0%
Crisis Intervention & Suicide	70	1.9%
Substance Abuse & Addictions	45	1.2%
Mental Health Facilities	17	<1%

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<b>8 Employment &amp; Income</b>	<b>123</b>	<b>3.4%</b>
Job Search	55	1.5%
Financial Assistance	29	<1%
Money Management	17	<1%
Tax Preparation	15	<1%
<b>9 Transportation Assistance<sup>2</sup></b>	<b>103</b>	<b>2.8%</b>
Public Transportation	65	1.8%
Medical Transportation	27	<1%
Automobile Assistance	9	<1%
<b>10 Child Care &amp; Parenting<sup>2</sup></b>	<b>49</b>	<b>1.4%</b>
Child Care	27	<1%
Parenting	22	<1%
<b>11 Education</b>	<b>12</b>	<b>&lt;1%</b>
<b>12 Disaster</b>	<b>3</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**November '19**

1 Rent Payment Assistance	12
2 Thanksgiving Baskets	9
3 Gas Money	7
4 Homeless Motel Vouchers	5
5 Homeless Shelter	4
6 Water Service Payment Assistance	4

**Most Frequently Referred Programs**

**November '19**

**% of**

1 Diversion Eligibility Assessment - Francis House Center	306	8.4%
2 Family Assistance - Saint Vincent de Paul	255	7.0%
3 Thanksgiving Basket - Saint Paul COGIC	244	6.7%
4 Thanksgiving Turkey Distribution - Sacramento Food Bank & Family Services	230	6.3%
5 Housing Assistance - Sacramento Self Help Housing	217	6.0%
6 Rent Payment Assistance - Salvation Army	207	5.7%
7 Rent Payment Assistance - Travelers Aid Emergency Assistance	169	4.7%
8 Utility Bill Assistance - Travelers Aid Emergency Assistance	149	4.1%
9 Thanksgiving Basket - St. John Vianney Conference Food Locker	138	3.8%
10 Mutual Housing California	132	3.6%
11 Core Services - Resources for Independent Living	118	3.3%
12 Motel Vouchers - Travelers Aid Emergency Assistance Agency	102	2.8%
13 Emergency Motel Vouchers - Francis House - A Program of Next Move	95	2.6%
14 Mercy Housing California	94	2.6%
15 Legal Services of Northern California	88	2.4%
16 Motel Vouchers - The Salvation Army	81	2.2%
17 Toys-for-Tots	80	2.2%
18 CalFresh Application Assistance - 2-1-1 Sacramento	80	2.2%

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19	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing	78	2.2%
20	Shelter Services - The Salvation Army	77	2.1%
21	Christmas Food Box - Union Gospel Mission Sacramento	77	2.1%
22	Angel Tree Banquet - Capitol City Seventh Day Adventist Church	70	1.9%
23	Christmas Basket - St. John Vianney Conference Food Locker	67	1.8%
24	Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	63	1.7%
25	City of Sacramento 311	62	1.7%
26	Feed-a-Family at Christmas - Saint Ignatius Loyola Parish	62	1.7%
27	Family Promise of Sacramento	59	1.6%
28	Affordable Housing Options Program - SHRA	53	1.5%
29	Housing Choice Voucher Program - SHRA	51	1.4%
30	Senior Legal Hotline	47	1.3%
	Other Referrals	3,940	108.7%
	Total Referrals	7,491	

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>November '19</u></b>	<b><u>YTD</u></b>
Unique Visitors	12,832	96,308
Directory Searches	19,503	188,291
Resource Page Views	34,511	384,103
Total Page Views	54,014	572,394

<sup>1</sup>Data sub-categories realigned 04/01/18

<sup>2</sup>Primary category may be greater than subtotals as low volume need categories may not be included.

<sup>3</sup>Need % reflects calls with stated presenting need, not the % of overall needs. As such, total % will exceed 100%.