



2-1-1 sacramento
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2-1-1 Sacramento
8001 Folsom Blvd. Suite 100, Sacramento, CA 95826

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2-1-1 or 916-498-1000 or 800-500-4931

STATISTICS SUMMARY
October-18

CALL VOLUME

Oct. '18

Month of October	6,616
Year to date - 2018	87,410

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,071	13,540
Referral	3,942	42,195
Total I&R calls	5,013	55,735
Follow-up	308	6,061
Advocacy	0	2
Crisis	0	11
Disaster	0	8
Outreach	6	22
Total Calls with demographic info	5,327	61,839
Call Back	152	3,786
Silent/Static	453	6,973
Other	992	20,873

OUTREACH ACTIVITY

Month of October	1,423
Year to date - 2018	10,059

CLIENT PROFILE

AGE RANGES OF CALLERS

Oct. '18 **% of**

YTD **% of YTD**

Less than 18	43	<1%	374	<1%
18-20	86	1.6%	801	1.3%
21-29	578	10.9%	5,659	9.2%
30-39	794	14.9%	7,919	12.8%
40-49	629	11.8%	6,576	10.6%
50-59	790	14.8%	8,803	14.2%
Seniors - age 60+	1,239	23.3%	20,089	32.5%
Caller Declined	28	<1%	811	1.3%
Did not Ask	1,140	21.4%	10,807	17.5%

CALLER ETHNICITY

Oct. '18 **% of**

YTD **% of YTD**

1 African American/Black	998	18.7%	10,186	16.5%
2 Caucasian	779	14.6%	10,391	16.8%
3 Hispanic/Latino	453	8.5%	5,022	8.1%
4 Multi-ethnic	203	3.8%	1,627	2.6%
5 Asian	87	1.6%	1,353	2.2%
6 Pacific Islander/Native Hawaiian	46	<1%	382	<1%



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7 Native American	36	<1%	395	<1%
8 Middle Eastern	34	<1%	487	<1%
9 Other	33	<1%	430	<1%
10 Russian/Slavic	8	<1%	161	<1%
11 Caller Declined	87	1.6%	1,936	3.1%
12 Did Not Ask	2,563	48.1%	29,469	47.7%

<u>Military/Veterans</u>	210	3.9%	3,400	5.5%
<u>First 5 Families/Children 0-5</u>	926	17.4%	7,283	11.8%

<u>CALLER GENDER</u>	<u>Oct. '18</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Female	3,898	73.2%	45,269	73.2%
Male	1,420	26.7%	16,462	26.6%
Unknown	9	<1%	108	<1%

<u>NUMBER IN HOUSEHOLD</u>	<u>Oct. '18</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1,932	36.3%	22,310	36.1%
2	797	15.0%	9,031	14.6%
3	508	9.5%	4,660	7.5%
4	340	6.4%	2,839	4.6%
5	182	3.4%	1,426	2.3%
6+	165	3.1%	993	1.6%
Unknown	1,403	26.3%	20,580	33.3%

<u>APPROXIMATE MONTHLY INCOME</u>	<u>Oct. '18</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Less than \$1,000	1,568	29.4%	13,693	22.1%
\$1,001 - \$1,500	362	6.8%	3,847	6.2%
\$1,501 - \$2,000	224	4.2%	2,793	4.5%
\$2,001 - \$2,500	122	2.3%	1,984	3.2%
\$2,501 - \$3,000	73	1.4%	1,321	2.1%
\$3,001 - \$4,000	62	1.2%	1,170	1.9%
\$4,001 - \$5,000	15	<1%	523	<1%
More than \$5,000	14	<1%	306	<1%
Unknown	2,887	54.2%	36,202	58.5%

<u>TOP SOURCES OF INCOME</u>	<u>Oct. '18</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 SSI	1,105	20.7%	9,521	15.4%
2 Job	815	15.3%	11,370	18.4%
3 TANF (CalWORKs)	485	9.1%	4,149	6.7%
4 SS	373	7.0%	7,527	12.2%
5 None	295	5.5%	2,805	4.5%



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6	SSD (SSDI)	209	3.9%	2,356	3.8%
7	General Assistance	121	2.3%	879	1.4%
8	Pension	89	1.7%	3,302	5.3%
9	Unemployment	51	<1%	585	<1%
10	Family	43	<1%	328	<1%
11	Other	38	<1%	349	<1%
12	Self-Employed	37	<1%	367	<1%
13	Child Support	21	<1%	133	<1%
14	SDI	18	<1%	187	<1%
15	Workers Comp	8	<1%	63	<1%
16	Alimony	6	<1%	75	<1%
17	AB 12 Foster Care	4	<1%	31	<1%
18	Student Financial Aid	3	<1%	87	<1%
19	Insurance	2	<1%	11	<1%
20	Unknown	1,604	30.1%	17,714	28.6%

TOP ZIP CODES (Oct '18)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	490	1	95823	Sacramento	5,169
2	95815	Sacramento	267	2	95821	Sacramento	2,803
3	95821	Sacramento	245	3	95815	Sacramento	2,787
4	95825	Sacramento	241	4	95825	Sacramento	2,377
5	95822	Sacramento	223	5	95608	Carmichael	2,258
6	95820	Sacramento	193	6	95822	Sacramento	2,244
7	95838	Sacramento	186	7	95838	Sacramento	2,170
8	95828	Sacramento	174	8	95828	Sacramento	2,153
9	95670	Rancho Cordova	161	9	95670	Rancho Cordova	2,092
10	95824	Sacramento	156	10	95820	Sacramento	2,079

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		Oct. '18	% of ³
1	Housing & Shelter²	3,224	60.5%
	Low-Cost Housing/Moving Assistance	1,366	25.6%
	Shelters	773	14.5%
	Rent Assistance/Motel Vouchers	586	11.0%
	Landlord /Tenant Issues	269	5.0%
2	Government & Legal²	879	16.5%
	Government/Law Enforcement/Judicial Services	249	4.7%
	Legal Assistance - Counseling, Aid and/or Representation	245	4.6%
	Child & Family Law	204	3.8%
	Government/Legal Referrals	182	3.4%



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3 Healthcare²	576	10.8%
Nursing Homes & Adult Care	183	3.4%
Health Insurance	126	2.4%
Medical Providers	103	1.9%
Health Services - Screening, Testing, Immunizations	43	<1%
Dental Care	40	<1%
Medical Equipment	23	<1%
Eye Care	21	<1%
Funeral/Burial Assistance	12	<1%
Contact Information for Healthcare Organizations	10	<1%
Prescription Assistance	8	<1%
Reproductive Health	6	<1%
4 Utilities²	495	9.3%
Utility Payment Assistance	436	8.2%
Phone Payment Assistance	32	<1%
Contact Information for Utility Organizations	17	<1%
Water and Sewer Payments or Discounts	5	<1%
5 Food/Meals²	471	8.8%
Food Pantries	243	4.6%
Holiday Meals	98	1.8%
CalFresh and WIC	77	1.4%
Meals - Soup Kitchens/Congregate Meals	33	<1%
Home-Delivered Meals	18	<1%
6 Mental Health & Addictions²	399	7.5%
Mental Health Services - Assessment, Screening, Testing, Counseling	188	3.5%
Substance Abuse & Addictions	117	2.2%
Mental Health Facilities	45	<1%
Crisis Intervention & Suicide	41	<1%
7 Clothing/Personal/Household Needs²	342	6.4%
Seasonal/Holiday	105	2.0%
Furniture	94	1.8%
Clothing	79	1.5%
Personal/Grooming	34	<1%
Appliances	17	<1%
8 Employment & Income²	216	4.1%
Financial Assistance - Government & Other Assistance Programs	72	1.4%
Job Search Assistance	39	<1%
Tax Preparation	35	<1%
Money Management	22	<1%



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9 Transportation Assistance²	160	3.0%
Public Transportation	68	1.3%
Medical Transportation	63	1.2%
Automobile Assistance	23	<1%
Emergency Out-of-Town Travel	6	<1%
10 Child Care & Parenting²	78	1.5%
Parenting Education	46	<1%
Child Care	32	<1%

TOP UNMET NEEDS

Oct. '18

1 Homeless Motel Vouchers	37
2 Utility Service Payment Assistance	25
3 Homeless Shelters	21
4 Gas Money	17
5 Rental Deposit Assistance	16
6 Rent Payment Assistance	16

Most Frequently Referred Programs

Oct. '18

% of

1 Sacramento Self Help Housing	393	7.4%
2 Family Assistance - Saint Vincent de Paul Society	352	6.6%
3 Rental Assistance - The Salvation Army	347	6.5%
4 Rent Payment Assistance - Travelers Aid	280	5.3%
5 Mutual Housing California	252	4.7%
6 Mercy Housing California	236	4.4%
7 Utility Assistance - The Salvation Army	212	4.0%
8 Utility Bill Assistance - Travelers Aid	210	3.9%
9 Community Housing Opportunities Corporation	178	3.3%
10 Home Energy Assistance Program (HEAP) - Community Resource Project	170	3.2%
11 Diversion Eligibility Assessment - Francis House Center	165	3.1%
12 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	161	3.0%
13 Motel Vouchers - Travelers Aid	149	2.8%
14 Shelter Services - The Salvation Army	143	2.7%
15 Resources for Independent Living	142	2.7%
16 Legal Services of Northern California	117	2.2%
17 Energy Crisis Intervention Program - Community Resource Project	115	2.1%
18 Family Shelter - Next Move	114	1.9%
19 Residential Family Shelter - Volunteers of America	102	1.8%
20 Medi-Cal	98	1.7%



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21 Angel Tree Christmas Assistance Program - The Salvation Army	91	1.7%
22 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	90	1.6%
23 Housing Resource Access Points - Sacramento Steps Forward	84	1.5%
24 Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento	79	1.4%
25 City of Sacramento 311	77	1.3%
26 Produce for All - Sacramento Food Bank & Family Services	71	1.3%
27 Saint John's Program for Real Change	71	1.3%
28 Lawyer Referral and Information Service	67	1.2%
29 Senior Legal Hotline	66	1.2%
30 Men's Shelter - Volunteers of America	66	1.2%

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Oct. '18</u>	<u>YTD</u>
Unique Visitors	14,884	88,129
Directory Searches	21,523	193,975
Resource Page Views	35,892	311,680
Total Page Views	57,415	505,655

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%.