

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
October-19

CALL VOLUME

October '19

Month of October	7,519
Year to date - 2019	97,891

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	695	10,487
Referral	2,928	36,080
Total I&R calls	3,623	46,567
Follow-up	254	5,858
Advocacy	29	90
Crisis	0	15
Disaster	0	1
Outreach	0	18
Voicemail	35	69
Total Calls with Demographic Info	3,941	52,618
Call Back	631	7,466
Silent/Static	255	3,323
Other	2,946	40,023

COURT OUTREACH ACTIVITY

Month of October	1,014
Year to date - 2019	9,890

CLIENT PROFILE

AGE RANGES OF CALLERS

October '19

% of

YTD

% of YTD

Less than 18	17	<1%	259	<1%
18-20	54	1.4%	677	1.3%
21-29	405	10.3%	4,384	8.3%
30-39	626	15.9%	6,045	11.5%
40-49	445	11.3%	4,825	9.2%
50-59	507	12.9%	6,467	12.3%
Seniors - age 60+	930	23.6%	19,276	36.6%
Caller Declined	25	<1%	276	<1%
Did not Ask	932	23.6%	10,409	19.8%

CALLER ETHNICITY

October '19

% of

YTD

% of YTD

1 African American/Black	896	1.7%	7,873	15.0%
2 Caucasian	637	1.2%	7,898	15.0%
3 Hispanic / Latino	382	9.7%	4,107	7.8%
4 Multi-ethnic	165	4.2%	1,366	2.6%
5 Asian	73	1.9%	919	1.7%

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6 Other	56	1.4%	427	<1%
7 Native American	29	<1%	303	<1%
8 Pacific Islander / Native Hawaiian	23	<1%	315	<1%
9 Middle Eastern	20	<1%	273	<1%
10 Russian / Slavic	7	<1%	92	<1%
11 Caller declined to answer	74	1.9%	980	1.9%
12 Did not ask	1,579	3.0%	28,065	53.3%
Military/Veterans	157	4.0%	3,129	5.9%
First 5 Families/Children 0-5	664	16.8%	5,853	11.1%

CALLER GENDER

October '19 **% of**

YTD **% of YTD**

Female	2,740	69.5%	36,823	70.0%
Male	921	23.4%	14,449	27.5%
Unknown	21	<1%	148	<1%
Non-binary	4	<1%	9	<1%
Caller Declined	1	<1%	47	<1%
Did not ask	254	6.4%	1,142	2.2%

NUMBER IN HOUSEHOLD

October '19 **% of**

YTD **% of YTD**

1	1,392	35.3%	19,786	37.6%
2	592	15.0%	7,666	14.6%
3	394	10.0%	3,451	6.6%
4	232	5.9%	2,261	4.3%
5	169	4.3%	1,239	2.4%
6+	121	3.1%	904	1.7%
Unknown	1,041	26.4%	17,311	32.9%

APPROXIMATE MONTHLY INCOME

October '19 **% of**

YTD **% of YTD**

Less than \$1000	1,100	27.9%	10,224	19.4%
\$1,001 - \$1,500	361	9.2%	3,599	6.8%
\$1,501 - \$2,000	194	4.9%	2,670	5.1%
\$2,001 - \$2,500	97	2.5%	1,861	3.5%
\$2,501 - \$3,000	74	1.9%	1,343	2.6%
\$3,001 - \$4,000	59	1.5%	1,303	2.5%
\$4001 - \$5000	11	<1%	529	1.0%
More than \$5,000	15	<1%	379	<1%
Unknown	2,030	51.5%	30,710	58.4%

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TOP SOURCES OF INCOME	October '19	% of	YTD	% of YTD
1 Job	655	16.6%	9,779	18.6%
2 SSI	606	15.4%	6,754	12.8%
3 TANF (CalWORKs)	311	7.9%	2,556	4.9%
4 SS	306	7.8%	7,644	14.5%
5 None	284	7.2%	2,811	5.3%
6 SSD (SSDI)	184	4.7%	1,741	3.3%
7 General Assistance	56	1.4%	590	1.1%
8 Pension	53	1.3%	3,187	6.1%
9 Unemployment	43	1.1%	523	<1%
10 Other	41	1.0%	393	<1%
11 SDI	36	<1%	238	<1%
12 Child Support	15	<1%	131	<1%
13 Self-Employed	12	<1%	312	<1%
14 Family	9	<1%	136	<1%
15 Alimony	4	<1%	43	<1%
16 Student Financial Aid	4	<1%	60	<1%
17 Workers Comp	4	<1%	53	<1%
18 Insurance	2	<1%	9	<1%
19 AB 12 Foster Care	0	0.0%	22	<1%
20 Unknown (caller declined + did not ask)	1,316	33.4%	15,636	29.7%

TOP ZIP CODES (Oct. '19)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	293	1	95823	Sacramento	3,768
2	95815	Sacramento	164	2	95821	Sacramento	1,879
3	95821	Sacramento	139	3	95608	Carmichael	1,848
4	95825	Sacramento	130	4	95815	Sacramento	1,802
5	95838	Sacramento	121	5	95825	Sacramento	1,730
6	95824	Sacramento	120	6	95828	Sacramento	1,674
7	95828	Sacramento	118	7	95822	Sacramento	1,643
8	95822	Sacramento	112	8	95670	Rancho Cordova	1,515
9	95826	Sacramento	110	9	95838	Sacramento	1,468
10	95814	Sacramento	109	10	95820	Sacramento	1,447

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	October '19	% of ³
1 Housing & Shelter²	2,576	65.4%
Low-Cost Housing	848	21.5%
Rent Assistance	731	18.5%
Shelters	693	17.6%
Landlord /Tenant Issues	159	4.0%
Contact Information for Housing & Shelter Organizations	77	2.0%

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Home Repair/Maintenance	49	1.2%
Mortgage Assistance	13	<1%
2 Government & Legal²	747	19.0%
Contacts for Government & Legal Organizations	230	5.8%
Legal Assistance	194	4.9%
Child & Family Law	176	4.5%
Government	142	3.6%
3 Utilities²	496	12.6%
Utility Payment Assistance	458	11.6%
Phone Payment Assistance	15	<1%
Contact Information for Utility Organizations	11	<1%
Water Payment Assistance	7	<1%
4 Food/Meals²	414	10.5%
Food Pantries	163	4.1%
Holiday Meals	117	3.0%
CalFresh and WIC	95	2.4%
Meals - Soup Kitchens/Congregate Meals	26	<1%
Home-Delivered Meals	13	<1%
5 Healthcare²	306	7.8%
Nursing Homes & Adult Care	80	2.0%
Health Insurance	54	1.4%
Medical Providers	49	1.2%
Assessment, Screening, Immunizations, Counseling	39	1.0%
Dental Care	29	<1%
Medical Equipment	15	<1%
Contact Information for Healthcare Organizations	14	<1%
Eye Care	13	<1%
6 Clothing & Household²	261	6.6%
Seasonal/Holiday	108	2.7%
Clothing	68	1.7%
Home Furnishing	45	1.1%
Personal Hygiene Products	22	<1%
Appliances	9	<1%
7 Mental Health & Addictions²	221	5.6%
Mental Health Services	88	2.2%
Substance Abuse & Addictions	57	1.4%
Crisis Intervention & Suicide	47	1.2%
Mental Health Facilities	24	<1%
8 Employment & Income	185	4.7%
Job Search	65	1.6%
Financial Assistance	52	1.3%
Tax Preparation	46	1.2%

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Money Management	13	<1%
9 Transportation Assistance²	116	2.9%
Public Transportation	66	1.7%
Medical Transportation	32	<1%
Automobile Assistance	13	<1%
10 Child Care & Parenting²	48	1.2%
Child Care	30	<1%
Parenting	18	<1%
11 Education	17	<1%
12 Disaster	14	<1%

TOP UNMET NEEDS

October '19

1 Rent Payment/Deposit Assistance	14
2 Utility Service Payment Assistance	13
3 Homeless Motel Vouchers	9
4 Shelters	5
5 Comprehensive Information	5
6 Transportation	5
7 Thanksgiving Baskets	5

Most Frequently Referred Programs

October '19

% of

1 Diversion Eligibility Assessment - Francis House Center	499	12.7%
2 Family Assistance - Saint Vincent de Paul	384	9.7%
3 Rental Assistance - The Salvation Army	316	8.0%
4 Housing Assistance - Sacramento Self Help Housing	292	7.4%
5 Rent Payment Assistance - Travelers Aid Emergency Assistance	238	6.0%
6 Utility Assistance - The Salvation Army	215	5.5%
7 Utility Bill Assistance - Travelers Aid Emergency Assistance	199	5.0%
8 Home Energy Assistance Program (HEAP) - Community Resource Project	188	4.8%
9 Mutual Housing California	154	3.9%
10 Angel Tree Christmas Assistance Program - The Salvation Army	133	3.4%
11 Mercy Housing California	131	3.3%
12 Core Services - Resources for Independent Living	123	3.1%
13 Motel Vouchers - Travelers Aid Emergency Assistance Agency	99	2.5%
14 Motel Vouchers - The Salvation Army	98	2.5%
15 Emergency Motel Vouchers - Francis House	95	2.4%
16 Shelter Services - The Salvation Army	93	2.4%
17 Renters Helpline - Sacramento Self Help Housing	88	2.2%
18 Energy Crisis Intervention Program - Community Resource Project	82	2.1%
19 Community Housing Opportunities Corporation	79	2.0%
20 Men's Shelter Clothing and Showers - Union Gospel Mission	77	2.0%
21 Legal Services of Northern California	76	1.9%

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22 Family Promise of Sacramento	75	1.9%
23 CalFresh	75	1.9%
24 Relief for Energy Assistance through Community Help (REACH) - PG& E	71	1.8%
25 CalFresh Application Assistance - 2-1-1 Sacramento	70	1.8%
26 Housing Resource Access Points - Sacramento Steps Forward	67	1.7%
27 City of Sacramento 311	64	1.6%
28 Saint John's Program for Real Change	61	1.5%
29 Sacramento Housing and Redevelopment Agency	56	1.4%
30 Men's Shelter - Volunteers of America	56	1.4%
Other Referrals	3,738	
Total Referrals	7,992	

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>October '19</u>	<u>YTD</u>
Unique Visitors	11,705	89,062
Directory Searches	15,325	168,788
Resource Page Views	29,879	349,592
Total Page Views	45,204	518,380

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%.