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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**  
**September-17**

**CALL VOLUME**

|                     | <u>Sept '17</u> |
|---------------------|-----------------|
| Month of Sept       | 6,607           |
| Year to date - 2017 | 93,038          |

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

|                                   | <u>Sept '17</u> | <u>YTD</u>    |
|-----------------------------------|-----------------|---------------|
| Information                       | 1,745           | 17,402        |
| Referral                          | 3,555           | 34,112        |
| Total I&R calls                   | <u>5,300</u>    | <u>51,514</u> |
| Follow-up                         | 357             | 5,752         |
| Advocacy                          | 0               | 1             |
| Crisis                            | 0               | 4             |
| Disaster                          | 3               | 142           |
| Total Calls with demographic info | <u>5,660</u>    | <u>57,413</u> |
| Call Back                         | 59              | 4,016         |
| Silent/Static                     | 711             | 6,383         |
| Other                             | 593             | 27,733        |

**OUTREACH ACTIVITY**

|                     |       |
|---------------------|-------|
| Month of Sept       | 1,117 |
| Year to date - 2017 | 9,682 |

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

|                   | <u>Sept '17</u> | <u>% of Sept</u> | <u>YTD</u> | <u>% of YTD</u> |
|-------------------|-----------------|------------------|------------|-----------------|
| Less than 18      | 45              | <1%              | 312        | <1%             |
| 18-20             | 57              | 1.0%             | 683        | 1.2%            |
| 21-29             | 485             | 8.6%             | 4,996      | 8.7%            |
| 30-39             | 750             | 13.3%            | 6,833      | 11.9%           |
| 40-49             | 493             | 8.7%             | 5,473      | 9.5%            |
| 50-59             | 669             | 11.8%            | 7,314      | 12.7%           |
| Seniors - age 60+ | 1,204           | 21.3%            | 17,343     | 30.2%           |
| Caller Declined   | 83              | 1.5%             | 653        | 1.1%            |
| Did not Ask       | 1,874           | 33.1%            | 13,806     | 24.0%           |

**CALLER ETHNICITY**

|                                      | <u>Sept '17</u> | <u>% of Sept</u> | <u>YTD</u> | <u>% of YTD</u> |
|--------------------------------------|-----------------|------------------|------------|-----------------|
| 1 African American/Black             | 1,102           | 19.5%            | 11,052     | 19.2%           |
| 2 Caucasian                          | 1,007           | 17.8%            | 12,008     | 20.9%           |
| 3 Hispanic / Latino                  | 413             | 7.3%             | 5,315      | 9.3%            |
| 4 Multi-ethnic                       | 138             | 2.4%             | 1,460      | 2.5%            |
| 5 Asian                              | 85              | 1.5%             | 1,150      | 2.0%            |
| 6 Native American                    | 57              | 1.0%             | 439        | <1%             |
| 7 Other                              | 43              | <1%              | 527        | <1%             |
| 8 Middle Eastern                     | 35              | <1%              | 427        | <1%             |
| 9 Pacific Islander / Native Hawaiian | 32              | <1%              | 371        | <1%             |
| 10 Russian / Slavic                  | 6               | <1%              | 141        | <1%             |
| 11 Caller Declined                   | 90              | 1.6%             | 1,893      | 3.3%            |
| 12 Did not Ask                       | 2,652           | 46.9%            | 22,630     | 39.4%           |



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**STATISTICS SUMMARY**

**September-17**

**CLIENT PROFILE (continued)**

| <b><u>CALLER GENDER</u></b> | <b><u>Sept</u></b> | <b><u>'17</u></b> | <b><u>% of</u></b> | <b><u>Sept</u></b> | <b><u>YTD</u></b> | <b><u>% of YTD</u></b> |
|-----------------------------|--------------------|-------------------|--------------------|--------------------|-------------------|------------------------|
| Female                      | 4,303              | 76.0%             |                    | 42,194             | 73.5%             |                        |
| Male                        | 1,349              | 23.8%             |                    | 15,106             | 26.3%             |                        |
| Unknown                     | 8                  | <1%               |                    | 113                | <1%               |                        |

| <b><u>NUMBER IN HOUSEHOLD</u></b> | <b><u>Sept</u></b> | <b><u>'17</u></b> | <b><u>% of</u></b> | <b><u>Sept</u></b> | <b><u>YTD</u></b> | <b><u>% of YTD</u></b> |
|-----------------------------------|--------------------|-------------------|--------------------|--------------------|-------------------|------------------------|
| 1                                 | 1,458              | 25.8%             |                    | 14,680             | 25.6%             |                        |
| 2                                 | 659                | 11.6%             |                    | 6,712              | 11.7%             |                        |
| 3                                 | 429                | 7.6%              |                    | 3,820              | 6.7%              |                        |
| 4                                 | 259                | 4.6%              |                    | 2,258              | 3.9%              |                        |
| 5                                 | 146                | 2.6%              |                    | 1,179              | 2.1%              |                        |
| 6+                                | 108                | 1.9%              |                    | 890                | 1.6%              |                        |
| Unknown                           | 2,601              | 46.0%             |                    | 27,874             | 48.5%             |                        |

| <b><u>APPROXIMATE MONTHLY INCOME</u></b> | <b><u>Sept</u></b> | <b><u>'17</u></b> | <b><u>% of</u></b> | <b><u>Sept</u></b> | <b><u>YTD</u></b> | <b><u>% of YTD</u></b> |
|--|--------------------|-------------------|--------------------|--------------------|-------------------|------------------------|
| Less than \$1,000                        | 1,355              | 23.9%             |                    | 10,563             | 18.4%             |                        |
| \$1,001 - \$1,500                        | 271                | 4.8%              |                    | 2,677              | 4.7%              |                        |
| \$1,501 - \$2,000                        | 140                | 2.5%              |                    | 1,663              | 2.9%              |                        |
| \$2,001 - \$2,500                        | 66                 | 1.2%              |                    | 1,023              | 1.8%              |                        |
| \$2,501 - \$3,000                        | 45                 | <1%               |                    | 602                | 1.0%              |                        |
| \$3,001 - \$4,000                        | 26                 | <1%               |                    | 611                | 1.1%              |                        |
| \$4,001 - \$5,000                        | 10                 | <1%               |                    | 255                | <1%               |                        |
| More than \$5,000                        | 6                  | <1%               |                    | 257                | <1%               |                        |
| Unknown                                  | 3,741              | 66.1%             |                    | 39,762             | 69.3%             |                        |

| <b><u>TOP SOURCES OF INCOME</u></b> | <b><u>Sept</u></b> | <b><u>'17</u></b> | <b><u>% of</u></b> | <b><u>Sept</u></b> | <b><u>YTD</u></b> | <b><u>% of YTD</u></b> |
|-------------------------------------|--------------------|-------------------|--------------------|--------------------|-------------------|------------------------|
| 1 SSI                               | 1,085              | 19.2%             |                    | 9,203              | 16.0%             |                        |
| 2 Job                               | 638                | 11.3%             |                    | 9,617              | 16.8%             |                        |
| 3 TANF (CalWORKs)                   | 604                | 10.7%             |                    | 4,640              | 8.1%              |                        |
| 4 Social Security                   | 467                | 8.3%              |                    | 7,237              | 12.6%             |                        |
| 5 None                              | 255                | 4.5%              |                    | 2,647              | 4.6%              |                        |
| 6 SSD                               | 146                | 2.6%              |                    | 1,715              | 3.0%              |                        |
| 7 General Assistance                | 76                 | 1.3%              |                    | 866                | 1.5%              |                        |
| 8 Pension                           | 67                 | 1.2%              |                    | 2,535              | 4.4%              |                        |
| 9 Unemployment                      | 56                 | <1%               |                    | 558                | <1%               |                        |
| 10 Self-Employed                    | 40                 | <1%               |                    | 269                | <1%               |                        |
| 11 Family                           | 35                 | <1%               |                    | 235                | <1%               |                        |
| 12 Other                            | 25                 | <1%               |                    | 303                | <1%               |                        |
| 13 Child Support                    | 13                 | <1%               |                    | 140                | <1%               |                        |
| 14 SDI                              | 12                 | <1%               |                    | 160                | <1%               |                        |
| 15 Student Financial Aid            | 9                  | <1%               |                    | 80                 | <1%               |                        |
| 16 Alimony                          | 6                  | <1%               |                    | 53                 | <1%               |                        |
| 17 AB 12 Foster Care                | 3                  | <1%               |                    | 46                 | <1%               |                        |
| 18 Workers Compensation             | 2                  | <1%               |                    | 72                 | <1%               |                        |
| 19 Insurance                        | 0                  | 0.0%              |                    | 4                  | <1%               |                        |
| 20 Unknown                          | 2,121              | 37.5%             |                    | 17,033             | 29.7%             |                        |



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**September-17**

| <b>TOP ZIP CODES (Sept '17)</b> |       |                |     | <b>TOP ZIP CODES (YTD)</b> |       |                |       |
|---------------------------------|-------|----------------|-----|----------------------------|-------|----------------|-------|
| <b># of CALLS</b>               |       |                |     | <b># of CALLS</b>          |       |                |       |
| 1                               | 95823 | Sacramento     | 466 | 1                          | 95823 | Sacramento     | 4,584 |
| 2                               | 95826 | Sacramento     | 419 | 2                          | 95821 | Sacramento     | 2,642 |
| 3                               | 95815 | Sacramento     | 278 | 3                          | 95815 | Sacramento     | 2,479 |
| 4                               | 95821 | Sacramento     | 270 | 4                          | 95608 | Carmichael     | 2,175 |
| 5                               | 95828 | Sacramento     | 227 | 5                          | 95828 | Sacramento     | 2,087 |
| 6                               | 95608 | Carmichael     | 202 | 6                          | 95838 | Sacramento     | 2,015 |
| 7                               | 95820 | Sacramento     | 198 | 7                          | 95820 | Sacramento     | 2,004 |
| 8                               | 95825 | Sacramento     | 195 | 8                          | 95670 | Rancho Cordova | 1,986 |
| 9                               | 95838 | Sacramento     | 189 | 9                          | 95826 | Sacramento     | 1,944 |
| 10                              | 95670 | Rancho Cordova | 182 | 10                         | 95825 | Sacramento     | 1,888 |

**NEEDS AND RESOURCES**

| <b>TOP NEEDS EXPRESSED</b>                           | <b>Sept '17</b> | <b>% of Sept</b> |
|--|-----------------|------------------|
| <b>1 Housing</b>                                     | <b>3,209</b>    | <b>56.7%</b>     |
| Emergency Shelter/Transitional Housing               | 1,016           | 18.0%            |
| Housing Search Assistance                            | 629             | 11.1%            |
| Low Income/Subsidized Housing                        | 598             | 10.6%            |
| Rent Payment/Rent Deposit Assistance                 | 434             | 7.7%             |
| Landlord/Tenant Assistance                           | 314             | 5.5%             |
| Supportive Housing                                   | 134             | 2.4%             |
| <b>2 Legal, Consumer, and Public Safety Services</b> | <b>1,361</b>    | <b>24.0%</b>     |
| Legal Counseling and Representation                  | 286             | 5.1%             |
| Specialized Legal Services                           | 187             | 3.3%             |
| Family Law   | 162             | 2.9%             |
| Law Enforcement Services                             | 133             | 2.3%             |
| Legal Education and Information                      | 129             | 2.3%             |
| Lawyer Referral Services                             | 100             | 1.8%             |
| Records/Licenses/Permits                             | 80              | 1.4%             |
| Consumer Complaints                                  | 66              | 1.2%             |
| Advocacy   | 24              | <1%              |
| <b>3 Information Services</b>                        | <b>647</b>      | <b>11.4%</b>     |
| Information & Referral                               | 389             | 6.9%             |
| Electronic Information Resources                     | 118             | <1%              |
| Libraries/Printed Materials                          | 108             | 1.9%             |
| <b>4 Utility Assistance</b>                          | <b>638</b>      | <b>11.3%</b>     |
| Utility Services Payment Assistance                  | 615             | 10.9%            |
| <b>5 Individual, Family, and Community Support</b>   | <b>535</b>      | <b>9.5%</b>      |
| In Home Assistance                                   | 103             | 1.8%             |
| Family Support Centers                               | 86              | 1.5%             |
| Domestic Animal Services                             | 85              | 1.5%             |
| Case/Care Management                                 | 49              | <1%              |
| Protective Services                                  | 37              | <1%              |
| Parenting Education                                  | 22              | <1%              |
| Support Groups                                       | 17              | <1%              |
| Parental Visitation Facilitation                     | 8               | <1%              |
| <b>6 Health Care</b>                                 | <b>488</b>      | <b>8.6%</b>      |
| Health Insurance Information/Counseling              | 77              | 1.4%             |
| Dental Care  | 61              | 1.1%             |
| Community Clinics                                    | 51              | 0.9%             |
| Health Care Referrals                                | 50              | <1%              |



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**STATISTICS SUMMARY**  
**September-17**

|   |            |             |
|---|------------|-------------|
| Medi-Cal/Public Medical Assistance Programs           | 42         | <1%         |
| Assistive Technology Equipment                        | 32         | <1%         |
| Emergency Room Care/General Medical Care              | 27         | <1%         |
| Mother and Infant Care                                | 13         | <1%         |
| Immunizations   | 6          | <1%         |
| <b>7 Food/Meals</b>                                   | <b>478</b> | <b>8.4%</b> |
| Emergency Food/Food Pantries                          | 310        | 5.5%        |
| CalFresh and WIC                                      | 104        | 1.8%        |
| Meals (Home Delivered/Soup Kitchens/Congregate Meals) | 51         | <1%         |
| <b>8 Mental Health/Addictions</b>                     | <b>398</b> | <b>7.0%</b> |
| Counseling Services                                   | 165        | 2.9%        |
| Substance Abuse Services                              | 93         | 1.6%        |
| Mental Health Evaluation and Treatment                | 60         | 1.1%        |
| Inpatient/Outpatient Mental Health Facilities         | 41         | <1%         |
| <b>9 Income Support/Assistance</b>                    | <b>334</b> | <b>5.9%</b> |
| General Relief/SSI/TANF                               | 99         | 1.7%        |
| Tax Information/Assistance Programs                   | 79         | 1.4%        |
| Household Related Public Assistance Programs          | 50         | 0.9%        |
| Social Insurance Programs                             | 31         | <1%         |
| <b>10 Clothing/Personal/Household Needs</b>           | <b>303</b> | <b>5.4%</b> |
| Clothing  | 116        | 2.0%        |
| Furniture   | 93         | 1.6%        |
| Household Goods                                       | 44         | <1%         |
| Personal/Grooming                                     | 22         | <1%         |
| <b>11 Other Government/Economic Services</b>          | <b>230</b> | <b>4.1%</b> |
| <b>12 Transportation</b>                              | <b>162</b> | <b>2.9%</b> |
| <b>13 Employment</b>                                  | <b>105</b> | <b>1.9%</b> |

**TOP UNMET NEEDS**

**Sept '17**

|                                      |    |
|--------------------------------------|----|
| 1 Rental Deposit Assistance          | 19 |
| 2 Utility Service Payment Assistance | 15 |
| 3 Homeless Motel Vouchers            | 14 |
| 4 Food Assistance                    | 7  |
| 5 Furniture                          | 5  |
| 6 CalFresh                           | 5  |
| 7 Holiday Programs                   | 5  |
| 8 Tax Assistance                     | 5  |



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**STATISTICS SUMMARY**  
**September-17**

| <b><u>Most Frequently Referred Programs</u></b>                          | <b><u>Sept '17</u></b> | <b><u>% of Sept</u></b> |
|--|------------------------|-------------------------|
| 1 Travelers Aid Emergency Assistance Agency                              | 698                    | 12.3%                   |
| 2 Rental Assistance and Motel Voucher - The Salvation Army               | 543                    | 9.6%                    |
| 3 Utility Assistance - The Salvation Army                                | 394                    | 7.0%                    |
| 4 Family Assistance - Saint Vincent de Paul Society                      | 389                    | 6.9%                    |
| 5 Sacramento Self Help Housing   | 390                    | 6.9%                    |
| 6 Home Energy Assistance Program (HEAP)                                  | 357                    | 6.3%                    |
| 7 Mutual Housing California  | 179                    | 3.2%                    |
| 8 Landlord Tenant Dispute Resolution - Sacramento Self Help Housing      | 178                    | 3.1%                    |
| 9 Francis House - A Program of Next Move                                 | 170                    | 3.0%                    |
| 10 Mercy Housing California  | 161                    | 2.8%                    |
| 11 Shelter Services - The Salvation Army                                 | 153                    | 2.7%                    |
| 12 Legal Services of Northern California                                 | 136                    | 2.4%                    |
| 13 Residential Family Shelter - Volunteers of America                    | 131                    | 2.3%                    |
| 14 Community Housing Opportunities                                       | 131                    | 2.3%                    |
| 15 Resources for Independent Living                                      | 126                    | 2.2%                    |
| 16 Family Shelter - Next Move  | 121                    | 2.1%                    |
| 17 Lawyer Referral and Information                                       | 109                    | 1.9%                    |
| 18 Food - Sacramento Food Bank & Family Services (Produce For All)       | 100                    | 1.8%                    |
| 19 Medi-Cal  | 95                     | 1.7%                    |
| 20 City of Sacramento 311  | 94                     | 1.7%                    |
| 21 CalFresh  | 89                     | 1.6%                    |
| 22 Love in the Name of Christ  | 81                     | 1.4%                    |
| 23 Senior Legal Hotline  | 79                     | 1.4%                    |
| 24 Superior Court of California - Family Law Facilitator                 | 75                     | 1.3%                    |
| 25 Sacramento Housing and Redevelopment - Housing Choice Voucher Program | 70                     | 1.2%                    |

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

|                                 | <b><u>Sept '17</u></b> | <b><u>YTD</u></b> |
|---------------------------------|------------------------|-------------------|
| Number of Online Searches       | 14,466                 | 127,665           |
| Visits from Unique IP Addresses | 13,313                 | 89,233            |