

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
September-21

CALL VOLUME

Sep '21

Month of Sep 7,111
Year to date - 2021 71,384

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	537	6,144
Referral	4,587	35,401
Total I&R calls	5,124	41,545
Follow-up	216	2,551
Care Coordination	84	1,092
Advocacy	2	30
Crisis	0	33
Disaster	127	2,094
Outreach	0	18
Total Calls with Demographic Info	5,553	47,363
Call Back	331	3,192
Silent/Static	423	2,902
Voicemail	91	2,238
Other	713	15,689

COURT OUTREACH ACTIVITY

Month of Sep 0
Year to date - 2021 0

CLIENT PROFILE

AGE RANGES OF CALLERS

Sep '21

% of

YTD

% of YTD

Less than 18	15	<1%	107	<1%
18-20	84	1.5%	611	1.3%
21-29	444	8.0%	3,275	6.9%
30-39	707	12.7%	4,939	10.4%
40-49	552	9.9%	4,054	8.6%
50-59	783	14.1%	6,097	12.9%
Seniors - age 60+	1,071	19.3%	12,586	26.6%
Caller Declined	820	14.8%	6,015	12.7%
Did not Ask	1,077	19.4%	9,679	20.4%

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CALLER ETHNICITY	Sep '21	% of	YTD	% of YTD
1 African American/Black	1,004	18.1%	6,991	14.8%
2 Caucasian	723	13.0%	5,981	12.6%
3 Hispanic / Latino	456	8.2%	3,948	8.3%
3 Multi-ethnic	155	2.8%	1,032	2.2%
4 Asian	70	1.3%	680	1.4%
5 Middle Eastern	53	<1%	232	<1%
7 Other	52	<1%	653	1.4%
8 Native American	25	<1%	226	<1%
9 Pacific Islander / Native Hawaiian	24	<1%	241	<1%
10 Russian / Slavic	4	<1%	83	<1%
11 Caller declined to answer	1,207	21.7%	10,805	22.8%
12 Did not ask	1,780	32.1%	16,491	34.8%
Military/Veterans	161	2.9%	1,520	3.2%
First 5 Families/Children 0-5	569	10.2%	4,248	9.0%

CALLER GENDER	Sep '21	% of	YTD	% of YTD
Female	3,147	56.7%	26,770	56.5%
Male	1,349	24.3%	11,728	24.8%
Non-binary	9	<1%	28	<1%
Intersex	2	<1%	13	<1%
Trans Male	1	<1%	12	<1%
Trans Female	1	<1%	24	<1%
Unknown	38	<1%	263	<1%
Client declined	561	10.1%	3,537	7.5%
Did not ask	445	8.0%	4,988	10.5%

NUMBER IN HOUSEHOLD	Sep '21	% of	YTD	% of YTD
1	2,979	53.6%	25,428	53.7%
2	837	15.1%	7,360	15.5%
3	420	7.6%	3,069	6.5%
4	269	4.8%	1,938	4.1%
5	126	2.3%	1,012	2.1%
6+	81	1.5%	831	1.8%
Unknown	841	15.1%	7,725	16.3%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>Sep '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
No Income	711	12.8%	7,206	15.2%
Less than \$1,000	1,061	19.1%	7,196	15.2%
\$1,001 - \$1,500	372	6.7%	3,154	6.7%
\$1,501 - \$2,000	298	5.4%	2,681	5.7%
\$2,001 - \$2,500	139	2.5%	1,537	3.2%
\$2,501 - \$3,000	81	1.5%	956	2.0%
\$3,001 - \$4,000	82	1.5%	923	1.9%
\$4,001 - \$5,000	29	<1%	361	<1%
More than \$5,000	21	<1%	325	<1%
Unknown	2,759	49.7%	23,024	48.6%

<u>TOP SOURCES OF INCOME</u>	<u>Sep '21</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No current source of income	695	12.5%	6,726	14.2%
2 SS	610	11.0%	5,711	12.1%
3 Job	606	10.9%	5,344	11.3%
4 SSI	588	10.6%	4,445	9.4%
5 TANF (CalWORKs)	241	4.3%	1,470	3.1%
6 SSD (SSDI)	236	4.2%	1,698	3.6%
7 Other	175	3.2%	2,372	5.0%
8 Unemployment	137	2.5%	2,056	4.3%
9 General Assistance	87	1.6%	509	1.1%
10 Pension	86	1.5%	1,336	2.8%
11 SDI	53	<1%	368	<1%
12 Self-Employed	37	<1%	238	<1%
13 Family	21	<1%	99	<1%
14 Child Support	12	<1%	91	<1%
15 Workers Comp	9	<1%	106	<1%
16 Alimony	4	<1%	32	<1%
17 AB 12 Foster Care	4	<1%	30	<1%
18 Student Financial Aid	3	<1%	16	<1%
19 Insurance	0	0.0%	14	<1%
20 Unknown (caller declined + did not ask)	1,949	35.1%	14,702	31.0%

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TOP ZIP CODES (Sep '21)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	456	1	95823	Sacramento	3,313
2	95815	Sacramento	210	2	95825	Sacramento	1,893
3	95821	Sacramento	210	3	95838	Sacramento	1,579
4	95820	Sacramento	209	4	95815	Sacramento	1,570
5	95838	Sacramento	198	5	95820	Sacramento	1,467
6	95660	North Highlands	193	6	95821	Sacramento	1,425
7	95825	Sacramento	188	7	95608	Carmichael	1,410
8	95828	Sacramento	173	8	95828	Sacramento	1,358
9	95608	Carmichael	171	9	95822	Sacramento	1,315
10	95670	Gold River/Rancho C	158	10	95660	North Highlands	1,302

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Sep '21	% of ³
1 Housing²	5,502	99.1%
Housing Search and Information	1,324	23.8%
Housing Expense Assistance	1,070	19.3%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,035	18.6%
Emergency Shelter (including Homeless Motel Vouchers)	945	17.0%
Transitional Housing/Shelter	350	6.3%
2 Utility Assistance²	1,215	21.9%
Utility Assistance (including Utility Service Payment Assistance)	1,187	21.4%
Utility Service Providers	23	<1%
3 Legal, Consumer, and Public Safety Services²	947	17.1%
Legal Counseling	109	2.0%
Crime Reporting	90	1.6%
Consumer Complaints	82	1.5%
General Legal Aid	80	1.4%
Advocacy	62	1.1%
4 Information Services²	728	13.1%
Information and Referral	463	8.3%
Information Sources (including 311 Services)	237	4.3%
5 Healthcare²	684	12.3%
Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	160	2.9%
Immunizations (including COVID-19 Immunizations)	83	1.5%
Communicable Disease Control (including COVID-19 Control)	73	1.3%
Health Education (including COVID-19 Vaccine Information)	42	<1%
Dental Care	39	<1%

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6 Individual, Family, and Community Support²	641	11.5%
Case/Care Management	104	1.9%
In Home Assistance	82	1.5%
Community Action/Social Advocacy Groups	62	1.1%
Protective Services	44	<1%
Animal Regulation	40	<1%
7 Mental Health/Addictions²	610	11.0%
Crisis Intervention	126	2.3%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	99	1.8%
Counseling Services	79	1.4%
Mental Health Evaluation	63	1.1%
Outpatient Mental Health Facilities	42	<1%
8 Food/Meals²	521	9.4%
Emergency Food (including Food Pantries)	310	5.6%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	150	2.7%
9 Clothing/Personal/Household Needs²	332	6.0%
Personal Goods/Services (including Clothing)	221	4.0%
Household Goods (including Appliances, Furniture)	67	1.2%
10 Income Support/Assistance²	326	5.9%
11 Other Government/Economic Services²	311	5.6%
12 Transportation²	193	3.5%
13 Employment²	96	1.7%
14 Disaster Services²	91	1.6%
15 Arts, Culture, and Recreation²	67	1.2%
16 Volunteers/Donations²	61	1.1%
17 Education²	44	<1%

TOP UNMET NEEDS

Sep '21

1 Emergency Shelter (including Homeless Motel Vouchers)	89
2 Substance Use Disorder Treatment Programs (Smoking/Vaping Cessation)	27
3 Housing Expense Assistance	16
4 Housing Search and Information	13
5 Transportation Expense Assistance	13

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Most Frequently Referred Programs	Sep '21	% of
1 Housing Assistance - Sacramento Self Help Housing	586	10.6%
2 Rent & Mortgage Assistance - SHELTER, Inc.	335	6.0%
3 Family Assistance - SVdP	330	5.9%
4 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As:	309	5.6%
5 Mercy Housing California	242	4.4%
6 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	234	4.2%
7 Mutual Housing California	232	4.2%
8 Shelter Sacramento - SHELTER, Inc.	221	4.0%
9 Home Energy Assistance Program (HEAP) - Community Resource Project	207	3.7%
10 Rental Assistance - The Salvation Army	195	3.5%
11 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	187	3.4%
12 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	185	3.3%
13 First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House	177	3.2%
14 Utility Assistance - The Salvation Army	170	3.1%
15 3-1-1 Connect - Sacramento County	155	2.8%
16 Room & Board - Helping Hearts Foundation	151	2.7%
17 Family Promise of Sacramento	142	2.6%
18 Community Housing Opportunities Corporation	117	2.1%
19 City of Sacramento Office of Community Response - Safe Ground	108	1.9%
20 Emergency Motel Vouchers - Francis House - A Program of Next Move	102	1.8%
21 Senior Program - Women's Civic Improvement Club of Sacramento	101	1.8%
22 Sacramento County - Legal Services of Northern California	98	1.8%
23 Kick It California	97	1.7%
24 Sacramento County Department of Human Assistance - CalFresh	97	1.7%
25 City of Sacramento 311	91	1.6%
26 Senior Legal Hotline - Legal Services of Northern California	81	1.5%
27 CalFresh Application Assistance - 2-1-1 Sacramento	70	1.3%
28 Volunteer Income Tax Assistance Program - Capital Region VITA Coalition	69	1.2%
29 Sacramento County Behavioral Health Services - Access Team	64	1.2%
30 WEAVE	62	1.1%
All Other Referrals	5,583	
Total Referrals	10,798	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Sep '21</u>	<u>YTD</u>
Unique Visitors	9,794	74,829
Directory Searches	4,365	37,097
Resource Page Views	23,302	210,362
Total Page Views	27,667	247,459

¹Data categories realigned to AIRS Taxonomy 01/01/2021

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%.