

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-20

CALL VOLUME

September '20

Month of September	5,695
Year to date - 2020	97,539

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,063	11,855
Referral	3,341	32,078
Total I&R calls	4,404	43,933
Follow-up	472	3,833
Advocacy	3	45
Crisis	1	9
Disaster	273	8,117
Outreach	0	9
Voicemail	0	229
Total Calls with Demographic Info	5,153	56,175
Call Back	56	5,615
Silent/Static	260	2,634
Voicemail	75	972
Other	151	32,844

COURT OUTREACH ACTIVITY

Month of September	0
Year to date - 2020	1,641

CLIENT PROFILE

AGE RANGES OF CALLERS

September '20 % of

YTD % of YTD

Less than 18	16	<1%	130	<1%
18-20	58	1.1%	543	<1%
21-29	290	5.6%	3,182	5.7%
30-39	414	8.0%	4,425	7.9%
40-49	341	6.6%	3,808	6.8%
50-59	464	9.0%	5,221	9.3%
Seniors - age 60+	1,512	29.3%	18,751	33.4%
Caller Declined	397	7.7%	1,286	2.3%
Did not Ask	1,661	32.2%	18,829	33.5%

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<u>CALLER ETHNICITY</u>	<u>September '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	629	12.2%	8,661	15.4%
2 African American/Black	590	11.4%	6,664	11.9%
3 Hispanic / Latino	345	6.7%	4,041	7.2%
4 Asian	69	1.3%	927	1.7%
5 Multi-ethnic	68	1.3%	927	1.7%
6 Other	63	1.2%	1,156	2.1%
7 Pacific Islander / Native Hawaiian	25	<1%	262	<1%
8 Middle Eastern	24	<1%	225	<1%
9 Native American	23	<1%	323	<1%
10 Russian / Slavic	5	<1%	159	<1%
11 Caller declined to answer	529	10.3%	2,291	4.1%
12 Did not ask	2,783	54.0%	30,539	54.4%
<u>Military/Veterans</u>	218	4.2%	2,521	4.5%
<u>First 5 Families/Children 0-5</u>	413	8.0%	4,106	7.3%

<u>CALLER GENDER</u>	<u>September '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
Female	2,634	51.1%	29,713	52.9%
Male	1,232	23.9%	13,387	23.8%
Unknown	21	<1%	364	<1%
Intersex	3	<1%	58	<1%
Non-binary	3	<1%	23	<1%
Trans Female	1	<1%	11	<1%
Trans Male	0	0.0%	11	<1%
Client declined	300	5.8%	914	1.6%
Did not ask	959	18.6%	11,694	20.8%

<u>NUMBER IN HOUSEHOLD</u>	<u>September '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	2,200	42.7%	18,113	32.2%
2	705	13.7%	7,320	13.0%
3	264	5.1%	2,648	4.7%
4	184	3.6%	1,650	2.9%
5	110	2.1%	882	1.6%
6+	86	1.7%	730	1.3%
Unknown	1,604	31.1%	24,832	44.2%

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APPROXIMATE MONTHLY INCOME

	<u>September '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
No Income	685	13.3%	2,198	3.9%
Less than \$1,000	753	14.6%	6,780	12.1%
\$1,001 - \$1,500	315	6.1%	3,027	5.4%
\$1,501 - \$2,000	253	4.9%	2,474	4.4%
\$2,001 - \$2,500	112	2.2%	1,556	2.8%
\$2,501 - \$3,000	67	1.3%	814	1.4%
\$3,001 - \$4,000	72	1.4%	1,172	2.1%
\$4,001 - \$5,000	19	<1%	509	<1%
More than \$5,000	21	<1%	349	<1%
Unknown	2,856	55.4%	37,296	66.4%

TOP SOURCES OF INCOME

	<u>September '20</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No current source of income	664	12.9%	3,205	5.7%
2 SS	617	12.0%	6,041	10.8%
3 SSI	496	9.6%	4,301	7.7%
4 Job	410	8.0%	5,137	9.1%
5 Other	311	6.0%	603	1.1%
6 Unemployment	209	4.1%	899	1.6%
7 SSD (SSDI)	175	3.4%	1,255	2.2%
8 Pension	124	2.4%	1,987	3.5%
9 TANF (CalWORKs)	123	2.4%	1,541	2.7%
10 SDI	45	<1%	230	<1%
11 General Assistance	39	<1%	561	<1%
12 Child Support	14	<1%	82	<1%
13 Self-Employed	13	<1%	211	<1%
14 Family	5	<1%	43	<1%
15 AB 12 Foster Care	3	<1%	14	<1%
16 Alimony	3	<1%	51	<1%
17 Workers Comp	3	<1%	46	<1%
18 Student Financial Aid	2	<1%	34	<1%
19 Insurance	0	0.0%	10	<1%
20 Unknown (caller declined + did not ask)	1,897	36.8%	29,924	53.3%

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TOP ZIP CODES (Sept '20)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	325	1	95823	Sacramento	3,479
2	95825	Sacramento	180	2	95815	Sacramento	1,806
3	95815	Sacramento	167	3	95825	Sacramento	1,749
4	95828	Sacramento	159	4	95828	Sacramento	1,729
5	95820	Sacramento	137	5	95821	Sacramento	1,656
6	95822	Sacramento	133	6	95608	Carmichael	1,620
7	95838	Sacramento	132	7	95822	Sacramento	1,557
8	95608	Carmichael	131	8	95670	Gold River/Rancho C	1,482
9	95660	North Highlands	131	9	95838	Sacramento	1,474
10	95670	Gold River/Rancho C	113	10	95820	Sacramento	1,424

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	September '20	% of ³
1 Housing & Shelter²	3,172	61.6%
Low Income/Subsidized Rental Housing	1,438	27.9%
Transitional Housing/Shelters/Motel Vouchers	558	10.8%
Rent Assistance	506	9.8%
Contact Information for Housing & Shelter Organizations	265	5.1%
Landlord /Tenant Issues	265	5.1%
Home Repair/Maintenance	96	1.9%
2 Government & Legal	889	17.3%
Government	313	6.1%
Contact Information for Government & Legal Organizations	259	5.0%
Legal Assistance	209	4.1%
Child & Family Law	99	1.9%
3 Healthcare²	800	15.5%
COVID-19	397	7.7%
Nursing Homes & Adult Care	118	2.3%
Health Insurance Information/Counseling	91	1.8%
Medical Providers	86	1.7%
Dental Care	37	<1%
Other Health Services	27	<1%
Eye Care	16	<1%
4 Food/Meals²	657	12.7%
Home-delivered Meals	296	5.7%
Food Pantries	187	3.6%
CalFresh and WIC	150	2.9%
Meals - Soup Kitchens/Congregate Meals	17	<1%

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5 Employment & Income	372	7.2%
Financial Assistance	146	2.8%
Tax Preparation	111	2.2%
Unemployment Benefits	48	<1%
Job Search	45	<1%
Contact Information for Employment Organizations	11	<1%
6 Mental Health & Addictions²	365	7.1%
Mental Health Evaluation and Treatment	124	2.4%
Substance Abuse & Addictions	116	2.3%
Crisis Intervention & Suicide	80	1.6%
Inpatient/Outpatient Mental Health Facilities	37	<1%
7 Utilities²	353	6.9%
Utility Payment Assistance	238	4.6%
Phone & Internet	74	1.4%
Contacts Information for Utility Organizations	23	<1%
8 Clothing/Personal/Household Needs²	181	3.5%
Other Clothing & Household	52	1.0%
Clothing	38	<1%
Home Furnishings	38	<1%
Appliances	25	<1%
Personal Hygiene Products	22	<1%
9 Disaster	161	3.1%
10 Transportation	134	2.6%
11 Child Care & Parenting	55	1.1%
12 Education	27	<1%

TOP UNMET NEEDS

September '20

1 Home Delivered Meals	56
2 Homeless Shelters	30
3 Utility Service Payment Assistance	15
4 Computer Distribution Programs	7
5 COVID-19 Control	6

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Most Frequently Referred Programs	September '20	% of
1 Housing Assistance - Sacramento Self Help Housing	553	10.7%
2 Rental Assistance - The Salvation Army	199	3.9%
3 Mutual Housing California	186	3.6%
4 First Month's Rental Assistance, Utility Assistance, Eviction Avoidance - Francis House Cent	179	3.5%
5 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	167	3.2%
6 Sacramento County Department of Human Assistance - CalFresh	152	2.9%
7 Motel Vouchers - The Salvation Army	150	2.9%
8 Utility Assistance - The Salvation Army	134	2.6%
9 Mercy Housing California	129	2.5%
10 Home Energy Assistance Program (HEAP) - Community Resource Project	111	2.2%
11 Legal Services of Northern California - Sacramento County	107	2.1%
12 Community Housing Opportunities Corporation	107	2.1%
13 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	101	2.0%
14 Emergency Motel Vouchers - Francis House - A Program of Next Move	95	1.8%
15 CalFresh Application Assistance - 2-1-1 Sacramento	87	1.7%
16 City of Sacramento 311	83	1.6%
17 Field Outreach - Sacramento Steps Forward	83	1.6%
18 Volunteer Income Tax Assistance Program - Capital Region VITA Coalition	77	1.5%
19 3-1-1 Connect - Sacramento County	72	1.4%
20 Family Promise of Sacramento	62	1.2%
21 Senior Legal Hotline - Legal Services of Northern California	62	1.2%
22 Home Energy Assistance Program (ECIP) - Community Resource Project	62	1.2%
23 Core Services - Resources for Independent Living	59	1.1%
24 Meeting Seniors Needs Hotline	58	1.1%
25 Sacramento County Department of Human Assistance - Medi-Cal	56	1.1%
26 Home Delivered Meals Program - Meals on Wheels by ACC	56	1.1%
27 City of Sacramento Community Development Department - Great Plates Delivered	55	1.1%
28 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	52	1.0%
29 Saint John's Program for Real Change	50	<1%
30 Love In the Name of Christ	46	<1%
All Other Referrals	4,816	
Total Referrals	8,206	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>September '20</u>	<u>YTD</u>
Unique Visitors	12,618	81,116
Directory Searches	12,654	132,584
Resource Page Views	29,058	240,110
Total Page Views	41,712	372,694

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%.