

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
January - December 2023

CALLS RECEIVED ANNUALLY (Calls Presented)

<u>Year</u>	<u>Calls</u>	<u>% change</u>	<u>Year</u>	<u>Calls</u>	<u>% change</u>
2023	158,267	45.1% from 2022	2018	99,637	-14.5% from 2017
2022	109,051	17.4% from 2021	2017	114,079	10.3% from 2016
2021	92,922	-22.6% from 2020	2016	103,387	-5.0% from 2015
2020	120,022	7.5% from 2019	2015	108,809	-6.4% from 2014
2019	111,672	12.1% from 2018			

TYPE OF CALLS

2023

Information	17,234
Referral	81,251
Total I&R calls	98,485
Follow-up	4,559
Advocacy	20
Crisis	18
Disaster	106
Outreach	27
Total Calls with Demographic Info	103,215
Call Back	8,673
Silent/Static	6,676
Voicemail	2,463
Other	37,240
<u>COURT OUTREACH ACTIVITY</u>	6,291

CLIENT PROFILE

AGE RANGES OF CALLERS

2023

%

1	Less than 18	203	<1%
2	18-20	1,639	1.6%
3	21-29	9,658	9.4%
4	30-39	15,197	14.7%
5	40-49	11,993	11.6%
6	50-59	13,480	13.1%
7	Seniors - age 60+	17,906	17.3%
8	Caller Declined	18,569	18.0%
9	Did not Ask	14,570	14.1%

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<u>CALLER ETHNICITY</u>	<u>2023</u>	<u>%</u>
1 African American/Black	20,962	20.3%
2 Caucasian	13,932	13.5%
3 Hispanic / Latino	8,531	8.3%
4 Multi-ethnic	2,711	2.6%
5 Asian	1,606	1.6%
6 Other	1,369	1.3%
7 Native American	777	<1%
8 Pacific Islander / Native Hawaiian	670	<1%
9 Middle Eastern	616	<1%
10 Russian / Slavic	273	<1%
11 Caller declined to answer	25,741	24.9%
12 Did not ask	26,027	25.2%
<u>Military/Veterans</u>	2,455	2.4%
<u>First 5 Families/Children 0-5</u>	13,718	13.3%
<u>CALLER GENDER</u>	<u>2023</u>	<u>%</u>
1 Female	57,502	55.7%
2 Male	27,312	26.5%
3 Non-binary	188	<1%
4 Trans Female	119	<1%
5 Trans Male	48	<1%
6 Intersex	26	<1%
7 Unknown	801	<1%
8 Client declined	11,205	10.9%
9 Did not ask	6,014	5.8%
<u>NUMBER IN HOUSEHOLD</u>	<u>2023</u>	<u>%</u>
1 1	51,874	50.3%
2 2	16,137	15.6%
3 3	9,019	8.7%
4 4	5,839	5.7%
5 5	3,232	3.1%
6 6+	2,769	2.7%
7 Unknown	14,345	13.9%

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APPROXIMATE MONTHLY INCOME

	<u>2023</u>	<u>%</u>
1 No Income	16,698	16.2%
2 Less than \$1,000	11,036	10.7%
3 \$1,001 - \$1,500	13,204	12.8%
4 \$1,501 - \$2,000	5,774	5.6%
5 \$2,001 - \$2,500	3,698	3.6%
6 \$2,501 - \$3,000	2,791	2.7%
7 \$3,001 - \$4,000	2,944	2.9%
8 \$4,001 - \$5,000	1,115	1.1%
9 More than \$5,000	1,245	1.2%
10 Unknown	44,710	43.3%

TOP SOURCES OF INCOME

	<u>2023</u>	<u>%</u>
1 No current source of income	16,001	15.5%
2 Job	15,969	15.5%
3 SSI	9,856	9.5%
4 SS	9,487	9.2%
5 TANF (CalWORKs)	6,831	6.6%
6 SSD (SSDI)	3,252	3.2%
7 Other	3,193	3.1%
8 Pension	2,341	2.3%
9 General Assistance	1,640	1.6%
10 Unemployment	988	<1%
11 SDI	797	<1%
12 Self-Employed	721	<1%
13 Child Support	246	<1%
14 Family	205	<1%
15 Workers Comp	187	<1%
16 Student Financial Aid	116	<1%
17 AB 12 Foster Care	78	<1%
18 Alimony	64	<1%
19 Insurance	29	<1%
20 Unknown (caller declined + did not ask)	31,214	30.2%

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TOP ZIP CODES 2023				# of CALLS	TOP ZIP CODES 2023				# of CALLS
1	95823	Sacramento		7,657	6	95821	Sacramento	3,176	
2	95811	Sacramento		5,931	7	95838	Sacramento	3,147	
3	95815	Sacramento		4,518	8	95820	Sacramento	3,144	
4	95825	Sacramento		3,411	9	95822	Sacramento	2,944	
5	95670	Gold River/Rancho C		3,209	10	95828	Sacramento	2,897	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		2023	% of ³
1	Housing²	86,221	83.5%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	19,257	18.7%
	Housing Search and Information	18,415	17.8%
	Emergency Shelter (including Homeless Motel Vouchers)	13,774	13.3%
	Housing Expense Assistance	11,582	11.2%
	Transitional Housing/Shelter	8,797	8.5%
2	Legal, Consumer, and Public Safety Services²	20,804	20.2%
	Family Law	6,136	5.9%
	Legal Counseling	1,380	1.3%
	Certificates/Forms Assistance	1,303	1.3%
	Protective/Restraining Orders	1,193	1.2%
	Benefits Assistance	951	<1%
3	Utility Assistance²	18,614	18.0%
	Utility Assistance (including Utility Service Payment Assistance)	18,395	17.8%
	Utility Service Providers	177	<1%
4	Individual, Family, and Community Support²	14,582	14.1%
	Case/Care Management	2,731	2.6%
	Holiday Programs	1,897	1.8%
	Street Outreach Programs	1,257	1.2%
	Community Action/Social Advocacy Groups	1,112	1.1%
	In Home Assistance	982	<1%
5	Information Services²	12,184	11.8%
	Information and Referral	6,876	6.7%
	Information Sources (including 311 Services)	3,568	3.5%
	Electronic Information Resources	1,169	1.1%
	Public Awareness/Education	384	<1%

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6 Mental Health/Addictions²	10,773	10.4%
Crisis Intervention	3,304	3.2%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	1,653	1.6%
Outpatient Mental Health Facilities	1,148	1.1%
Counseling Services	1,064	1.0%
Mental Health Evaluation	938	<1%
7 Food/Meals²	10,668	10.3%
Emergency Food (including Food Pantries)	6,784	6.6%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	1,923	1.9%
Meals	1,611	1.6%
Food Outlets	349	<1%
8 Income Support/Assistance²	9,187	8.9%
Tax Preparation Assistance	6,108	5.9%
Basic Income Maintenance Programs	812	<1%
Household Related Public Assistance Programs	438	<1%
EBT Card Services	377	<1%
Online Tax Preparation/E-Filing Sites	310	<1%
9 Healthcare²	6,991	6.8%
Health Insurance Information/Counseling	1,246	1.2%
Health Supportive Services	950	<1%
Disease/Disability Specific Screening/Diagnosis	629	<1%
Medical Public Assistance Programs	522	<1%
Mother and Infant Care	461	<1%
10 Disaster Services²	5,835	5.7%
11 Clothing/Personal/Household Needs²	5,549	5.4%
12 Employment²	3,358	3.3%
13 Transportation²	2,806	2.7%
14 Other Government/Economic Services²	2,629	2.5%
15 Arts, Culture, and Recreation²	671	<1%
16 Volunteers/Donations²	662	<1%
17 Education²	469	<1%

TOP UNMET NEEDS

2023

1 Emergency Shelter (including Homeless Motel Vouchers)	1,924
2 Housing Expense Assistance	973
3 Tax Preparation Assistance	615
4 Nutrition Related Public Assistance Programs	533
5 Utility Assistance	494

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<u>Most Frequently Referred Programs</u>	<u>2023</u>	<u>% of</u>
1 Saint Vincent de Paul Society	6,184	6.0%
2 Utility Assistance - The Salvation Army	5,099	4.9%
3 Diversion Program - Francis House Center, A Program of Next Move	4,890	4.7%
4 Property Listing - Mercy Housing California	4,199	4.1%
5 Home Energy Assistance Program	4,177	4.0%
6 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	4,049	3.9%
7 Low-Cost Housing Communities - Mutual Housing California	3,782	3.7%
8 Community Housing Opportunities Corporation	3,118	3.0%
9 Tax Aide - AARP	2,815	2.7%
10 Volunteer Income Tax Assistance Program	2,721	2.6%
11 Family Support Services - Family Promise of Sacramento	2,487	2.4%
12 Winter Warming Shelters and Centers	2,163	2.1%
13 Angelic Housing - Angelic Housing Resources Foundation Inc.	2,094	2.0%
14 Rental Assistance - The Salvation Army	1,975	1.9%
15 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	1,973	1.9%
16 Homeless Outreach Navigation Services - Sacramento Self Help Housing	1,938	1.9%
17 Warming Center - Union Gospel Mission	1,837	1.8%
18 CalFresh Application Assistance - 2-1-1 Sacramento	1,785	1.7%
19 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	1,606	1.6%
20 3-1-1 Connect - Sacramento County	1,526	1.5%
21 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	1,452	1.4%
22 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental Ass	1,291	1.3%
23 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	1,268	1.2%
24 Mutual Housing California	1,224	1.2%
25 Mental Health Crisis Respite Center - Hope Cooperative	1,222	1.2%
26 Saint John's Square Transitional Housing Program - Saint John's Program for Real Cha	1,089	1.1%
27 Residential Family Shelter - Volunteers of America	1,052	1.0%
28 Tenant Protection Counseling and Assistance - Housing & Economic Rights Advocates	1,033	1.0%
29 California Department of Health Care Services - CalAIM - Community Supports	1,008	<1%
30 Health Navigation - Sacramento Covered	1,005	<1%
All Other Referrals	99,689	
Total Referrals	171,751	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

2023

Unique Visitors	99,420
Directory Searches	113,266
Resource Page Views	323,007
Total Page Views	436,273

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%.