

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 2025

CALLS RECEIVED ANNUALLY (Calls Presented)

<u>Year</u>	<u>Calls</u>	<u>% change</u>		<u>Year</u>	<u>Calls</u>	<u>% change</u>
2025	241,763	18.5%	from 2024	2019	111,672	12.1% from 2018
2024	203,961	28.9%	from 2023	2018	99,637	-14.5% from 2017
2023	158,267	45.1%	from 2022	2017	114,079	10.3% from 2016
2022	109,051	17.4%	from 2021	2016	103,387	-5.0% from 2015
2021	92,922	-22.6%	from 2020	2015	108,809	-6.4% from 2014
2020	120,022	7.5%	from 2019			

TYPE OF CALLS

2025

Information	11,340
Referral	123,798
Total I&R calls	135,138
Follow-up	4,917
Advocacy	6
Crisis	2
Disaster	5
Outreach	24
Total Calls with Demographic Info	140,092
Call Back	21,908
Silent/Static	10,068
Voicemail	4,580
Other	65,115

COURT OUTREACH ACTIVITY

11,774

CLIENT PROFILE

AGE RANGES OF CALLERS

2025

%

1	Less than 18	200	<1%
2	18-20	2,695	1.9%
3	21-29	16,220	11.6%
4	30-39	24,845	17.7%
5	40-49	20,415	14.6%
6	50-59	18,617	13.3%
7	Seniors - age 60+	20,476	14.6%
8	Caller Declined	21,571	15.4%
9	Did not Ask	15,053	10.7%

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<u>CALLER ETHNICITY</u>	<u>2025</u>	<u>%</u>
1 African American/Black	39,293	28.0%
2 Caucasian	20,664	14.8%
3 Hispanic / Latino	12,667	9.0%
4 Multi-ethnic	4,694	3.4%
5 Asian	2,158	1.5%
6 Native American	1,246	<1%
7 Pacific Islander / Native Hawaiian	1,150	<1%
8 Other	1,002	<1%
9 Middle Eastern	785	<1%
10 Russian / Slavic	287	<1%
11 Caller declined to answer	30,827	22.0%
12 Did not ask	25,319	18.1%

<u>Military/Veterans</u>	1,796	1.3%
<u>First 5 Families/Children 0-5</u>	20,840	14.9%

<u>CALLER GENDER</u>	<u>2025</u>	<u>%</u>
1 Female	80,075	57.2%
2 Male	41,686	29.8%
3 Non-binary	193	<1%
4 Trans Female	160	<1%
5 Trans Male	85	<1%
6 Intersex	38	<1%
7 Unknown	425	<1%
8 Client declined	9,377	6.7%
9 Did not ask	8,053	5.7%

<u>NUMBER IN HOUSEHOLD</u>	<u>2025</u>	<u>%</u>
1 1	74,672	53.3%
2 2	23,972	17.1%
3 3	13,905	9.9%
4 4	8,165	5.8%
5 5	4,408	3.1%
6 6+	3,428	2.4%
7 Unknown	11,542	8.2%

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APPROXIMATE MONTHLY INCOME

	<u>2025</u>	<u>%</u>
1 No Income	27,945	19.9%
2 Less than \$1,000	14,065	10.0%
3 \$1,001 - \$1,500	18,926	13.5%
4 \$1,501 - \$2,000	8,158	5.8%
5 \$2,001 - \$2,500	5,601	4.0%
6 \$2,501 - \$3,000	4,565	3.3%
7 \$3,001 - \$4,000	5,728	4.1%
8 \$4,001 - \$5,000	2,521	1.8%
9 More than \$5,000	1,703	1.2%
10 Unknown	50,880	36.3%

TOP SOURCES OF INCOME

	<u>2025</u>	<u>%</u>
1 No current source of income	27,070	19.3%
2 Job	25,964	18.5%
3 SSI	13,704	9.8%
4 TANF (CalWORKs)	12,429	8.9%
5 SS	8,925	6.4%
6 SSD (SSDI)	4,637	3.3%
7 Other	2,135	1.5%
8 General Assistance	1,764	1.3%
9 Pension	1,663	1.2%
10 Unemployment	1,608	1.1%
11 SDI	1,015	<1%
12 Self-Employed	958	<1%
13 Child Support	342	<1%
14 Family	302	<1%
15 Workers Comp	200	<1%
16 Student Financial Aid	162	<1%
17 AB 12 Foster Care	86	<1%
18 Alimony	48	<1%
19 Insurance	34	<1%
20 Unknown (caller declined + did not ask)	37,046	26.4%

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TOP ZIP CODES 2025			# of CALLS	TOP ZIP CODES 2025			# of CALLS
1	95823	Sacramento	11,598	6	95820	Sacramento	4,640
2	95811	Sacramento	9,589	7	95838	Sacramento	4,598
3	95815	Sacramento	5,429	8	95821	Sacramento	4,312
4	95828	Sacramento	5,075	9	95833	Sacramento	4,253
5	95825	Sacramento	4,881	10	95670	Gold River/Rancho Ct	4,234

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		2025	%
1	Housing²	87,059	62.1%
	Housing Expense Assistance	16,482	11.8%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	15,742	11.2%
	Housing Search and Information	15,130	10.8%
	At Risk/Homeless Housing Related Assistance Programs	12,562	9.0%
	Emergency Shelter (including Homeless Motel Vouchers)	11,146	8.0%
2	Legal, Consumer, and Public Safety Services²	22,442	16.0%
	Family Law	6,838	4.9%
	Certificates/Forms Assistance	2,698	1.9%
	Legal Counseling	1,262	<1%
	Protective/Restraining Orders	1,034	<1%
	Lawyer Referral Services	992	<1%
3	Individual, Family, and Community Support²	17,464	12.5%
	Case/Care Management	6,718	4.8%
	Holiday Programs	2,261	1.6%
	Parenting Education	1,001	<1%
	Veterinary Services	891	<1%
	In Home Assistance	660	<1%
4	Utility Assistance²	16,748	12.0%
	Utility Assistance (including Utility Service Payment Assistance)	16,566	11.8%
	Utility Service Providers	142	<1%
5	Mental Health/Addictions²	14,981	10.7%
	Crisis Intervention	4,281	3.1%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	1,981	1.4%
	Mental Health Evaluation	1,608	1.1%
	Outpatient Mental Health Facilities	1,526	1.1%
	Counseling Services	1,172	<1%

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6 Food/Meals²	10,103	7.2%
Emergency Food (including Food Pantries)	6,088	4.3%
Meals	2,018	1.4%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	1,781	1.3%
Food Outlets	215	<1%
7 Healthcare²	9,833	7.0%
Health Supportive Services	3,925	2.8%
Health Insurance Information/Counseling	833	<1%
Disease/Disability Specific Screening/Diagnosis	778	<1%
Health Care Referrals	535	<1%
Medical Public Assistance Programs	501	<1%
8 Information Services²	9,350	6.7%
Information Sources	4,539	3.2%
Information and Referral	4,291	3.1%
Public Awareness/Education	209	<1%
Libraries	164	<1%
Electronic Information Resources	108	<1%
9 Clothing/Personal/Household Needs²	8,269	5.9%
Personal Goods/Services	6,055	4.3%
Household Goods	1,893	1.4%
10 Income Support/Assistance²	6,937	5.0%
11 Employment²	5,059	3.6%
12 Disaster Services²	4,413	3.2%
13 Transportation²	2,629	1.9%
14 Other Government/Economic Services²	1,744	1.2%
15 Arts, Culture, and Recreation²	828	<1%
16 Education²	739	<1%
17 Volunteers/Donations²	546	<1%

TOP UNMET NEEDS

Dec '24

1 Housing Expense Assistance	9,038
2 Landlord/Tenant Assistance	3,810
3 At Risk/Homeless Housing Related Assistance Programs	3,624
4 Emergency Shelter (including Homeless Motel Vouchers)	2,546
5 Utility Assistance	1,112

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<u>Most Frequently Referred Programs</u>	<u>Dec '24</u>	<u>% of</u>
1 Problem Solving Access Points (PSAP)	9,793	7.0%
2 LEAP Homelessness Prevention Program	6,010	4.3%
3 Saint Vincent de Paul Society	5,890	4.2%
4 Rental Assistance - The Salvation Army	5,194	3.7%
5 Utility Assistance - The Salvation Army	4,565	3.3%
6 Low-Cost Housing Communities - Mutual Housing California	4,550	3.2%
7 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	4,145	3.0%
8 Home Energy Assistance Program (HEAP)	3,939	2.8%
9 Property Listing - Mercy Housing California	3,844	2.7%
10 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	3,766	2.7%
11 California Department of Health Care Services - CalAIM - Community Supports	3,270	2.3%
12 Winter Warming Shelters and Centers	3,068	2.2%
13 Community Housing Opportunities Corporation	2,387	1.7%
14 Housing Navigation Services - United Way California Capital Region	2,083	1.5%
15 Tax Aide - AARP	2,064	1.5%
16 Renters Helpline - Community Link Capital Region	2,039	1.5%
17 Sacramento County Behavioral Health Services - Access Team	1,950	1.4%
18 Family Support Services - Family Promise of Sacramento	1,889	1.3%
19 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	1,742	1.2%
20 Volunteer Income Tax Assistance Program	1,709	1.2%
21 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	1,595	1.1%
22 Angelic Housing - Angelic Housing Resources Foundation Inc.	1,591	1.1%
23 CalFresh Application Assistance - 2-1-1 Sacramento	1,574	1.1%
24 Anti-Displacement Program - The Salvation Army	1,541	1.1%
25 Superior Court of California - Family Law Facilitator/Self Help Center	1,420	1.0%
26 Mental Health Crisis Respite Center - Hope Cooperative	1,349	<1%
27 Support Services - My Sister's House	1,228	<1%
28 North A Street Shelter - First Step Communities	1,159	<1%
29 Transitional Housing - EveryONE Matters Ministries	1,059	<1%
30 Safe House - WEAVE	1,011	<1%
All Other Referrals	91,114	
Total Referrals	178,538	

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RESOURCE DIRECTORY - DATABASE

2025

Resources Updated	4,851
Resources Verified	2,806

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

2025

Unique Visitors	121,674
Directory Searches	133,876
Resource Page Views	460,974
Total Page Views	594,850

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%.