

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
April-24

CALL VOLUME	Apr '24	
Month of Apr	15,759	
Year to date - 2024	67,014	
TYPE OF CALLS		YEAR TO DATE (YTD)
Information	1,407	6,137
Referral	8,205	34,099
Total I&R calls	9,612	40,236
Follow-up	395	1,613
Advocacy	0	5
Crisis	0	4
Disaster	0	62
Outreach	1	5
Total Calls with Demographic Info	10,008	41,925
Call Back	1,187	5,178
Silent/Static	636	2,355
Voicemail	271	1,861
Other	3,657	15,695

COURT OUTREACH ACTIVITY

Month of Apr	599
Year to date - 2024	2,337

CLIENT PROFILE

AGE RANGES OF CALLERS	Apr '24	% of	YTD	% of YTD
1 Less than 18	13	<1%	46	<1%
2 18-20	172	1.7%	753	1.8%
3 21-29	943	9.4%	3,703	8.8%
4 30-39	1,618	16.2%	6,128	14.6%
5 40-49	1,294	12.9%	4,771	11.4%
6 50-59	1,051	10.5%	4,749	11.3%
7 Seniors - age 60+	1,231	12.3%	6,789	16.2%
8 Caller Declined	1,605	16.0%	6,613	15.8%
9 Did not Ask	2,081	20.8%	8,373	20.0%

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<u>CALLER ETHNICITY</u>	<u>Apr '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American/Black	2,034	20.3%	7,975	19.0%
2 Caucasian	1,018	10.2%	4,968	11.8%
3 Hispanic / Latino	761	7.6%	3,148	7.5%
4 Multi-ethnic	255	2.5%	972	2.3%
5 Asian	120	1.2%	539	1.3%
6 Native American	90	<1%	324	<1%
7 Pacific Islander / Native Hawaiian	86	<1%	268	<1%
8 Other	84	<1%	337	<1%
9 Middle Eastern	47	<1%	201	<1%
10 Russian / Slavic	30	<1%	134	<1%
11 Caller declined to answer	2,314	23.1%	9,607	22.9%
12 Did not ask	3,169	31.7%	13,452	32.1%
<u>Military/Veterans</u>	133	1.3%	696	1.7%
<u>First 5 Families/Children 0-5</u>	1,193	11.9%	4,726	11.3%

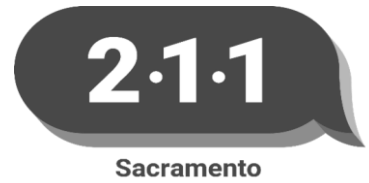
<u>CALLER GENDER</u>	<u>Apr '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Female	5,293	52.9%	21,698	51.8%
2 Male	2,945	29.4%	11,998	28.6%
3 Trans Female	12	<1%	40	<1%
4 Non-binary	8	<1%	47	<1%
4 Trans Male	8	<1%	16	<1%
6 Intersex	4	<1%	19	<1%
7 Unknown	119	1.2%	513	1.2%
8 Client declined	941	9.4%	4,035	9.6%
9 Did not ask	678	6.8%	3,559	8.5%

<u>NUMBER IN HOUSEHOLD</u>	<u>Apr '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 1	5,291	52.9%	22,442	53.5%
2 2	1,494	14.9%	6,314	15.1%
3 3	820	8.2%	3,136	7.5%
4 4	445	4.4%	1,899	4.5%
5 5	218	2.2%	977	2.3%
6 6+	250	2.5%	926	2.2%
7 Unknown	1,490	14.9%	6,231	14.9%

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APPROXIMATE MONTHLY INCOME	Apr '24	% of	YTD	% of YTD
1 No Income	1,832	18.3%	7,573	18.1%
2 Less than \$1,000	831	8.3%	3,410	8.1%
3 \$1,001 - \$1,500	967	9.7%	4,246	10.1%
4 \$1,501 - \$2,000	465	4.6%	2,057	4.9%
5 \$2,001 - \$2,500	308	3.1%	1,408	3.4%
6 \$2,501 - \$3,000	258	2.6%	1,137	2.7%
7 \$3,001 - \$4,000	206	2.1%	1,213	2.9%
8 \$4,001 - \$5,000	67	<1%	534	1.3%
9 More than \$5,000	78	<1%	472	1.1%
10 Unknown	4,996	49.9%	19,875	47.4%

TOP SOURCES OF INCOME	Apr '24	% of	YTD	% of YTD
1 No current source of income	1,839	18.4%	7,528	18.0%
2 Job	1,314	13.1%	5,950	14.2%
3 SSI	764	7.6%	3,141	7.5%
4 TANF (CalWORKs)	660	6.6%	2,384	5.7%
5 SS	556	5.6%	2,990	7.1%
6 SSD (SSDI)	299	3.0%	1,186	2.8%
7 Other	256	2.6%	1,035	2.5%
8 Pension	130	1.3%	866	2.1%
9 General Assistance	109	1.1%	489	1.2%
10 Unemployment	72	<1%	304	<1%
11 SDI	55	<1%	222	<1%
12 Self-Employed	48	<1%	242	<1%
13 Family	22	<1%	81	<1%
14 Child Support	19	<1%	80	<1%
14 Workers Comp	13	<1%	59	<1%
16 Student Financial Aid	10	<1%	39	<1%
17 AB 12 Foster Care	7	<1%	27	<1%
18 Alimony	3	<1%	21	<1%
19 Insurance	1	<1%	7	<1%
20 Unknown (caller declined + did not ask)	3,831	38.3%	15,274	36.4%

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TOP ZIP CODES (Apr '24)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		732	1	95811	Sacramento	2,781	
2	95811	Sacramento		730	2	95823	Sacramento	2,744	
3	95815	Sacramento		381	3	95815	Sacramento	1,647	
4	95828	Sacramento		364	4	95825	Sacramento	1,316	
5	95820	Sacramento		300	5	95821	Sacramento	1,307	
6	95825	Sacramento		299	6	95838	Sacramento	1,275	
7	95838	Sacramento		294	7	95820	Sacramento	1,264	
8	95821	Sacramento		274	8	95828	Sacramento	1,224	
9	95824	Sacramento		267	9	95670	Gold River/Rancho Ct	1,181	
10	95670	Gold River/Rancho C		263	10	95822	Sacramento	1,071	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Apr '24	% of ³
1 Housing²	5,833	58.3%
Housing Search and Information	1,521	15.2%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,093	10.9%
Emergency Shelter (including Homeless Motel Vouchers)	1,011	10.1%
Housing Expense Assistance	820	8.2%
Transitional Housing/Shelter	466	4.7%
2 Legal, Consumer, and Public Safety Services²	1,375	13.7%
Family Law	479	4.8%
Protective/Restraining Orders	125	1.2%
Certificates/Forms Assistance	90	<1%
Legal Counseling	75	<1%
Crime Reporting	62	<1%
3 Utility Assistance²	1,041	10.4%
Utility Assistance (including Utility Service Payment Assistance)	1,022	10.2%
Utility Service Providers	17	<1%
4 Mental Health/Addictions²	1,020	10.2%
Crisis Intervention	337	3.4%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessator	117	1.2%
Outpatient Mental Health Facilities	108	1.1%
Counseling Services	76	<1%
Mental Health Evaluation	76	<1%
5 Food/Meals²	903	9.0%
Emergency Food (including Food Pantries)	492	4.9%
Meals	212	2.1%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	167	1.7%
Food Outlets	32	<1%



STATISTICS SUMMARY
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6 Individual, Family, and Community Support²	800	8.0%
Case/Care Management	269	2.7%
Veterinary Services	69	<1%
Multipurpose Centers	51	<1%
Protective Services	43	<1%
Protective Services for Animals	37	<1%
Respite Care	37	<1%
7 Information Services²	631	6.3%
Information and Referral	348	3.5%
Information Sources (including 311 Services)	226	2.3%
Electronic Information Resources	25	<1%
Libraries	17	<1%
Public Awareness/Education	15	<1%
8 Income Support/Assistance²	617	6.2%
Tax Preparation Assistance	182	1.8%
Online Tax Preparation/E-Filing Sites	120	1.2%
Tax Information	68	<1%
Basic Income Maintenance Programs	46	<1%
Tax Collection Agencies	46	<1%
9 Healthcare²	584	5.8%
Health Supportive Services	169	1.7%
Medical Public Assistance Programs	63	<1%
Disease/Disability Specific Screening/Diagnosis	55	<1%
Health Insurance Information/Counseling	51	<1%
Mother and Infant Care	31	<1%
10 Clothing/Personal/Household Needs²	480	4.8%
11 Employment²	193	1.9%
12 Other Government/Economic Services²	144	1.4%
13 Transportation²	128	1.3%
14 Volunteers/Donations²	55	<1%
15 Education²	38	<1%
16 Arts, Culture, and Recreation²	31	<1%
17 Disaster Services²	27	<1%

TOP UNMET NEEDS

Apr '24

1 Housing Expense Assistance	196
2 Tax Preparation Assistance	107
3 Emergency Shelter (including Homeless Motel Vouchers)	66
4 Nutrition Related Public Assistance Programs	40
4 Utility Assistance	40

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Most Frequently Referred Programs	Apr '24	% of
1 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	446	4.5%
2 Property Listing - Mercy Housing California	416	4.2%
3 Low-Cost Housing Communities - Mutual Housing California	404	4.0%
4 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	397	4.0%
5 Saint Vincent de Paul Society	393	3.9%
6 Utility Assistance - The Salvation Army	295	2.9%
7 Home Energy Assistance Program	198	2.0%
8 California Department of Health Care Services - CalAIM - Community Supports	181	1.8%
9 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	164	1.6%
10 Community Housing Opportunities Corporation	162	1.6%
11 CalFresh Application Assistance - 2-1-1 Sacramento	146	1.5%
12 Angelic Housing - Angelic Housing Resources Foundation Inc.	138	1.4%
13 Renters Helpline - Tenant-Landlord Dispute Resolution and Fair Housing Services - Cor	132	1.3%
14 Family Support Services - Family Promise of Sacramento	131	1.3%
14 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	131	1.3%
16 Mental Health Crisis Respite Center - Hope Cooperative	127	1.3%
17 Volunteer Income Tax Assistance Program	116	1.2%
18 Transitional Housing - EveryONE Matters Ministries	113	1.1%
19 Anti-Displacement Program - The Salvation Army	105	1.0%
20 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	103	1.0%
21 North A Street Shelter - First Step Communities	99	<1%
22 Shelter Services - The Salvation Army	94	<1%
22 Support Services - My Sister's House	94	<1%
24 3-1-1 Connect - Sacramento County	90	<1%
24 MyFreeTaxes.com - United Way Worldwide	90	<1%
24 Sacramento County Behavioral Health Services - Access Team	90	<1%
27 Care Residences - Helping Hearts Foundation, Inc.	86	<1%
28 Domestic Violence Shelter - Lao Family Community Development, Inc.	85	<1%
29 Crisis Receiving for Behavioral Health - WellSpace Health	81	<1%
30 North A Street Shelter - First Step Communities	69	<1%
All Other Referrals	6,509	
Total Referrals	11,685	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Apr '24</u>	<u>YTD</u>
Unique Visitors	10,808	35,281
Directory Searches	7,923	33,148
Resource Page Views	22,226	92,630
Total Page Views	30,149	125,778

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%.