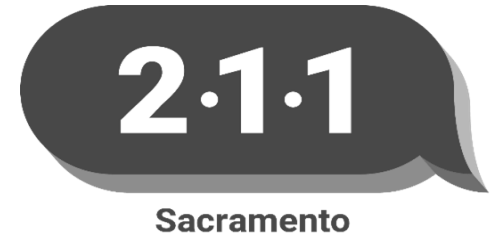


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STATISTICS SUMMARY

August-25

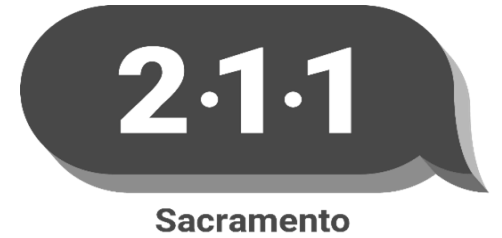
CALL VOLUME		Aug '25	
Month of Aug		20,636	
Year to date - 2025		161,181	
TYPE OF CALLS			YEAR TO DATE (YTD)
Information	820		7,925
Referral	9,901		85,805
Total I&R calls	10,721		93,730
Follow-up	300		3,640
Advocacy	1		6
Crisis	0		2
Disaster	0		3
Outreach	2		19
Total Calls with Demographic Info	11,024		97,400
Call Back	1,856		12,744
Silent/Static	678		5,650
Voicemail	288		2,507
Other	6,790		42,880

COURT OUTREACH ACTIVITY

Month of Aug	1,080
Year to date - 2025	8,136

CLIENT PROFILE

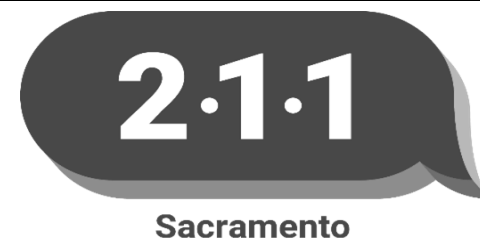
AGE RANGES OF CALLERS		Aug '25	% of	YTD	% of YTD
1	Less than 18	17	<1%	117	<1%
2	18-20	229	2.1%	1,819	1.9%
3	21-29	1,339	12.1%	11,068	11.4%
4	30-39	2,081	18.9%	17,134	17.6%
5	40-49	1,727	15.7%	14,156	14.5%
6	50-59	1,571	14.3%	12,657	13.0%
7	Seniors - age 60+	1,340	12.2%	14,990	15.4%
8	Caller Declined	1,662	15.1%	15,054	15.5%
9	Did not Ask	1,058	9.6%	10,405	10.7%



STATISTICS SUMMARY
August-25

<u>CALLER ETHNICITY</u>		<u>Aug '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	African American/Black	3,367	30.5%	26,846	27.6%
2	Caucasian	1,690	15.3%	14,097	14.5%
3	Hispanic / Latino	984	8.9%	8,858	9.1%
4	Multi-ethnic	406	3.7%	3,101	3.2%
5	Asian	128	1.2%	1,488	1.5%
6	Native American	83	<1%	825	<1%
7	Pacific Islander / Native Hawaiian	82	<1%	799	<1%
8	Middle Eastern	76	<1%	538	<1%
9	Other	70	<1%	640	<1%
10	Russian / Slavic	27	<1%	192	<1%
11	Caller declined to answer	2,297	20.8%	22,354	23.0%
12	Did not ask	1,814	16.5%	17,662	18.1%
<u>Military/Veterans</u>		89	<1%	1,352	1.4%
<u>First 5 Families/Children 0-5</u>		1,847	16.8%	14,169	14.5%
<u>CALLER GENDER</u>		<u>Aug '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	Female	6,608	59.9%	55,458	56.9%
2	Male	3,143	28.5%	28,762	29.5%
3	Non-binary	29	<1%	128	<1%
4	Trans Female	13	<1%	100	<1%
5	Trans Male	6	<1%	52	<1%
6	Intersex	1	<1%	21	<1%
7	Unknown	41	<1%	283	<1%
8	Client declined	693	6.3%	7,136	7.3%
9	Did not ask	490	4.4%	5,460	5.6%
<u>NUMBER IN HOUSEHOLD</u>		<u>Aug '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1	5,478	49.7%	51,796	53.2%
2	2	1,920	17.4%	16,969	17.4%
3	3	1,220	11.1%	9,538	9.8%
4	4	689	6.3%	5,480	5.6%
5	5	450	4.1%	2,967	3.0%
6	6+	321	2.9%	2,342	2.4%
7	Unknown	946	8.6%	8,308	8.5%

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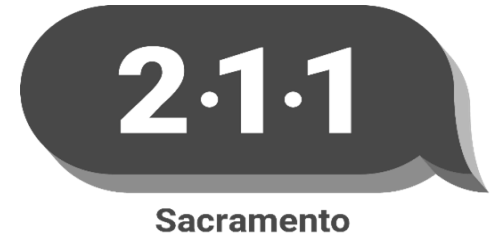


STATISTICS SUMMARY

August-25

<u>APPROXIMATE MONTHLY INCOME</u>	<u>Aug '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No Income	2,280	20.7%	18,719	19.2%
2 Less than \$1,000	1,151	10.4%	9,671	9.9%
3 \$1,001 - \$1,500	1,515	13.7%	13,038	13.4%
4 \$1,501 - \$2,000	711	6.4%	5,805	6.0%
5 \$2,001 - \$2,500	427	3.9%	4,045	4.2%
6 \$2,501 - \$3,000	314	2.8%	3,348	3.4%
7 \$3,001 - \$4,000	566	5.1%	4,214	4.3%
8 \$4,001 - \$5,000	208	1.9%	1,976	2.0%
9 More than \$5,000	111	1.0%	1,277	1.3%
10 Unknown	3,741	33.9%	35,307	36.2%
<u>TOP SOURCES OF INCOME</u>	<u>Aug '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No current source of income	2,216	20.1%	18,352	18.8%
2 Job	2,152	19.5%	18,741	19.2%
3 SSI	1,120	10.2%	9,397	9.6%
4 TANF (CalWORKs)	1,086	9.9%	8,326	8.5%
5 SS	598	5.4%	6,622	6.8%
6 SSD (SSDI)	435	3.9%	3,275	3.4%
7 Unemployment	151	1.4%	1,055	1.1%
8 General Assistance	136	1.2%	1,167	1.2%
9 Other	114	1.0%	1,694	1.7%
10 Self-Employed	82	<1%	644	<1%
11 Pension	64	<1%	1,424	1.5%
12 SDI	63	<1%	758	<1%
13 Child Support	33	<1%	224	<1%
14 Family	27	<1%	195	<1%
15 Student Financial Aid	15	<1%	112	<1%
16 Insurance	10	<1%	28	<1%
17 Workers Comp	9	<1%	105	<1%
18 AB 12 Foster Care	4	<1%	50	<1%
18 Alimony	4	<1%	35	<1%
20 Unknown (caller declined + did not ask)	2,705	24.5%	25,196	25.9%

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STATISTICS SUMMARY
August-25

TOP ZIP CODES (Aug '25)				TOP ZIP CODES (YTD)			
# of CALLS				# of CALLS			
1	95823	Sacramento	972	1	95823	Sacramento	8,068
2	95811	Sacramento	683	2	95811	Sacramento	6,355
3	95833	Sacramento	430	3	95815	Sacramento	3,657
4	95815	Sacramento	425	4	95828	Sacramento	3,527
5	95820	Sacramento	394	5	95820	Sacramento	3,362
6	95825	Sacramento	363	6	95825	Sacramento	3,293
7	95670	Gold River/Rancho Cc	354	7	95838	Sacramento	3,184
8	95821	Sacramento	341	8	95833	Sacramento	2,977
9	95838	Sacramento	334	9	95670	Gold River/Rancho Cc	2,945
10	95828	Sacramento	315	10	95821	Sacramento	2,904

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		Aug '25	% of ³
1 Housing²		7,689	69.7%
	Housing Expense Assistance	1,690	15.3%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,385	12.6%
	Housing Search and Information	1,205	10.9%
	At Risk/Homeless Housing Related Assistance Programs	975	8.8%
	Emergency Shelter (including Homeless Motel Vouchers)	909	8.2%
2 Legal, Consumer, and Public Safety Services²		1,708	15.5%
	Family Law	445	4.0%
	Certificates/Forms Assistance	276	2.5%
	Legal Counseling	99	<1%
	Protective/Restraining Orders	81	<1%
	Lawyer Referral Services	72	<1%
3 Utility Assistance²		1,445	13.1%
	Utility Assistance (including Utility Service Payment Assistance)	1,433	13.0%
	Utility Service Providers	10	<1%
4 Individual, Family, and Community Support²		1,379	12.5%
	Case/Care Management	618	5.6%
	Parenting Education	131	1.2%
	Veterinary Services	77	<1%
	Protective Services	75	<1%
	Street Outreach Programs	58	<1%
5 Mental Health/Addictions²		1,186	10.8%
	Crisis Intervention	364	3.3%
	Counseling Services	139	1.3%
	Outpatient Mental Health Facilities	128	1.2%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	123	1.1%
	Mental Health Evaluation	104	<1%

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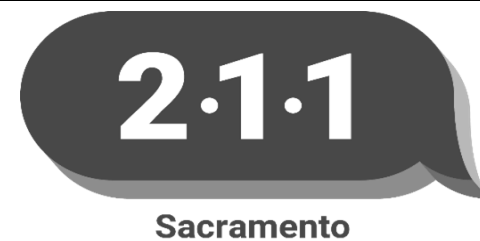
6 Healthcare²	757	6.9%
Health Supportive Services	279	2.5%
Health Insurance Information/Counseling	66	<1%
Mother and Infant Care	59	<1%
Disease/Disability Specific Screening/Diagnosis	53	<1%
Medical Public Assistance Programs	48	<1%
7 Information Services²	729	6.6%
Information Sources	344	3.1%
Information and Referral	336	3.0%
Public Awareness/Education	23	<1%
Libraries	16	<1%
8 Food/Meals²	705	6.4%
Emergency Food (including Food Pantries)	420	3.8%
Meals	154	1.4%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	112	1.0%
Food Outlets	19	<1%
9 Clothing/Personal/Household Needs²	660	6.0%
Personal Goods/Services	487	4.4%
Household Goods	143	1.3%
Mobile Devices	11	<1%
Repair Services	10	<1%
10 Employment²	547	5.0%
11 Income Support/Assistance²	254	2.3%
12 Transportation²	207	1.9%
13 Disaster Services²	177	1.6%
14 Other Government/Economic Services²	134	1.2%
15 Education²	119	1.1%
16 Arts, Culture, and Recreation²	53	<1%
17 Volunteers/Donations²	27	<1%

TOP UNMET NEEDS

Aug '25

1 Housing Expense Assistance	1,018
2 At Risk/Homeless Housing Related Assistance Programs	503
3 Landlord/Tenant Assistance (including Eviction Prevention Assistance)	307
4 Emergency Shelter (including Homeless Motel Vouchers)	189
5 Utility Assistance	75

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August-25

<u>Most Frequently Referred Programs</u>	<u>Aug '25</u>	<u>% of</u>
1 Problem Solving Access Points (PSAP)	966	8.8%
2 LEAP Homelessness Prevention Program	833	7.6%
3 Rental Assistance - The Salvation Army	601	5.5%
4 Saint Vincent de Paul Society	503	4.6%
5 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	487	4.4%
6 Utility Assistance - The Salvation Army	412	3.7%
7 Low-Cost Housing Communities - Mutual Housing California	346	3.1%
8 Home Energy Assistance Program	323	2.9%
9 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	307	2.8%
10 Property Listing - Mercy Housing California	269	2.4%
11 California Department of Health Care Services - CalAIM - Community Supports	235	2.1%
12 Family Support Services - Family Promise of Sacramento	199	1.8%
13 Community Housing Opportunities Corporation	176	1.6%
14 Sacramento County Behavioral Health Services - Access Team	157	1.4%
15 Renters Helpline - Community Link Capital Region	153	1.4%
16 Angelic Housing - Angelic Housing Resources Foundation Inc.	146	1.3%
17 Cooling & Clean Air Center - Community Link	132	1.2%
18 Superior Court of California - Family Law Facilitator/Self Help Center	131	1.2%
19 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	129	1.2%
20 CalFresh Application Assistance - 2-1-1 Sacramento	112	1.0%
21 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	110	<1%
22 Mental Health Crisis Respite Center - Hope Cooperative	105	<1%
22 Support Services - My Sister's House	105	<1%
24 Safe House - WEAVE	104	<1%
25 North A Street Shelter - First Step Communities	99	<1%
26 Advocacy and Resource Center - Resources for Independent Living (RIL)	96	<1%
27 Community HealthWorks	91	<1%
28 Transitional Housing - EveryONE Matters Ministries	88	<1%
29 Housing Transition Navigation Services - Koinonia Family Services	85	<1%
30 Housing Transition Navigation Services - LifeSTEPS	82	
30 Low-Income Housing - Pacific Rim Apartments - FPI Management	82	<1%
All Other Referrals	7,354	
Total Referrals	15,018	

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STATISTICS SUMMARY
August-25

RESOURCE DIRECTORY - DATABASE

	<u>Aug '25</u>	<u>YTD</u>
Resources Updated	403	3,116
Resources Verified	271	1,997

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Aug '25</u>	<u>YTD</u>
Unique Visitors	10,556	63,050
Directory Searches	7,271	64,834
Resource Page Views	31,939	253,440
Total Page Views	39,210	318,274

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%.