

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**  
**December-22**

**CALL VOLUME**

**Dec '22**

Month of Dec 8,727  
 Year to date - 2022 109,051

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	681	9,317
Referral	5,066	61,689
Total I&R calls	5,747	71,006
Follow-up	282	4,570
Care Coordination	7	228
Advocacy	1	30
Crisis	3	24
Disaster	19	516
Outreach	1	8
Total Calls with Demographic Info	6,060	76,382
Call Back	259	3,948
Silent/Static	497	5,903
Voicemail	112	1,817
Other	1,799	21,001

**COURT OUTREACH ACTIVITY**

Month of Dec 530  
 Year to date - 2022 3,465

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Dec '22**

**% of**

**YTD**

**% of YTD**

1	Less than 18	12	<1%	186	<1%
2	18-20	92	1.5%	1,056	1.4%
3	21-29	540	8.9%	6,289	8.2%
4	30-39	809	13.3%	9,309	12.2%
5	40-49	707	11.7%	7,758	10.2%
6	50-59	813	13.4%	10,343	13.5%
7	Seniors - age 60+	925	15.3%	16,916	22.1%
8	Caller Declined	1,423	23.5%	13,301	17.4%
9	Did not Ask	739	12.2%	11,224	14.7%

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<b><u>CALLER ETHNICITY</u></b>	<b><u>Dec '22</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 African American/Black	1,066	17.6%	12,702	16.6%
2 Caucasian	707	11.7%	11,188	14.6%
3 Hispanic / Latino	458	7.6%	5,786	7.6%
4 Multi-ethnic	166	2.7%	2,336	3.1%
5 Asian	75	1.2%	1,280	1.7%
6 Other	61	1.0%	970	1.3%
7 Native American	54	<1%	535	<1%
8 Middle Eastern	41	<1%	532	<1%
9 Pacific Islander / Native Hawaiian	32	<1%	435	<1%
10 Russian / Slavic	19	<1%	177	<1%
11 Caller declined to answer	2,097	34.6%	19,511	25.5%
12 Did not ask	1,284	21.2%	20,930	27.4%
<b><u>Military/Veterans</u></b>	99	1.6%	2,328	3.0%
<b><u>First 5 Families/Children 0-5</u></b>	776	12.8%	8,647	11.3%

<b><u>CALLER GENDER</u></b>	<b><u>Dec '22</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 Female	3,405	56.2%	44,245	57.9%
2 Male	1,481	24.4%	18,456	24.2%
3 Trans Female	18	<1%	75	<1%
4 Trans Male	5	<1%	31	<1%
5 Non-binary	3	<1%	88	<1%
6 Intersex	1	<1%	16	<1%
7 Unknown	34	<1%	454	<1%
8 Client declined	794	13.1%	8,324	10.9%
9 Did not ask	319	5.3%	4,693	6.1%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>Dec '22</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 1	3,170	52.3%	40,187	52.6%
2 2	972	16.0%	12,798	16.8%
3 3	472	7.8%	5,765	7.5%
4 4	316	5.2%	3,772	4.9%
5 5	174	2.9%	1,984	2.6%
6 6+	153	2.5%	1,619	2.1%
7 Unknown	803	13.3%	10,257	13.4%

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**STATISTICS SUMMARY**  
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<b>APPROXIMATE MONTHLY INCOME</b>	<b>Dec '22</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No Income	977	16.1%	9,999	13.1%
2 Less than \$1,000	733	12.1%	9,813	12.8%
3 \$1,001 - \$1,500	710	11.7%	8,026	10.5%
4 \$1,501 - \$2,000	357	5.9%	4,286	5.6%
5 \$2,001 - \$2,500	164	2.7%	2,669	3.5%
6 \$2,501 - \$3,000	112	1.8%	1,921	2.5%
7 \$3,001 - \$4,000	105	1.7%	2,099	2.7%
8 \$4,001 - \$5,000	35	<1%	825	1.1%
9 More than \$5,000	66	1.1%	794	1.0%
10 Unknown	2,801	46.2%	35,950	47.1%

<b>TOP SOURCES OF INCOME</b>	<b>Dec '22</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No current source of income	978	16.1%	9,985	13.1%
2 Job	790	13.0%	11,342	14.8%
3 SSI	694	11.5%	8,656	11.3%
4 SS	542	8.9%	9,112	11.9%
5 Other	344	5.7%	2,454	3.2%
6 TANF (CalWORKs)	309	5.1%	3,648	4.8%
7 SSD (SSDI)	190	3.1%	2,670	3.5%
8 General Assistance	134	2.2%	983	1.3%
9 Pension	77	1.3%	2,523	3.3%
10 Self-Employed	46	<1%	507	<1%
11 Unemployment	46	<1%	609	<1%
12 SDI	41	<1%	568	<1%
13 Family	17	<1%	166	<1%
14 Child Support	15	<1%	185	<1%
15 Student Financial Aid	8	<1%	88	<1%
16 AB 12 Foster Care	5	<1%	66	<1%
17 Alimony	5	<1%	56	<1%
18 Workers Comp	4	<1%	121	<1%
19 Insurance	1	<1%	24	<1%
20 Unknown (caller declined + did not ask)	1,814	29.9%	22,619	29.6%

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**STATISTICS SUMMARY**  
**December-22**

<b>TOP ZIP CODES (Dec '22 )</b>				<b>TOP ZIP CODES (YTD)</b>			
			<b># of CALLS</b>				<b># of CALLS</b>
1	95823	Sacramento	436	1	95823	Sacramento	4,934
2	95815	Sacramento	287	2	95815	Sacramento	2,622
3	95825	Sacramento	208	3	95825	Sacramento	2,364
4	95820	Sacramento	190	4	95838	Sacramento	2,167
5	95838	Sacramento	189	5	95828	Sacramento	2,113
6	95833	Sacramento	187	6	95821	Sacramento	2,049
7	95608	Carmichael	175	7	95820	Sacramento	1,959
8	95660	North Highlands	175	8	95608	Carmichael	1,950
9	95811	Sacramento	174	9	95670	Gold River/Rancho C	1,932
10	95822	Sacramento	170	10	95822	Sacramento	1,911

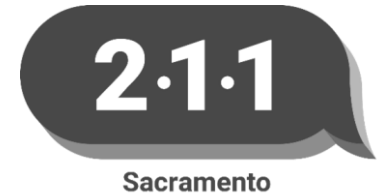
**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Dec '22</b>	<b>% of <sup>3</sup></b>
<b>1 Housing<sup>2</sup></b>	<b>5,741</b>	<b>94.7%</b>
Housing Search and Information	1,566	25.8%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,214	20.0%
Emergency Shelter (including Homeless Motel Vouchers)	780	12.9%
Housing Expense Assistance	695	11.5%
Transitional Housing/Shelter	425	7.0%
<b>2 Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>1,649</b>	<b>27.2%</b>
Family Law	407	6.7%
Certificates/Forms Assistance	112	1.8%
Legal Counseling	107	1.8%
Protective/Restraining Orders	101	1.7%
Crime Reporting	99	1.6%
<b>3 Disaster Services<sup>2</sup></b>	<b>1,253</b>	<b>20.7%</b>
Emergency Shelter	969	16.0%
Disaster Relief Services	235	3.9%
Disaster Recovery Services	30	<1%
Disaster Mitigation	10	<1%
<b>4 Individual, Family, and Community Support<sup>2</sup></b>	<b>1,039</b>	<b>17.1%</b>
Holiday Programs	214	3.5%
Case/Care Management	119	2.0%
In Home Assistance	102	1.7%
Street Outreach Programs	102	1.7%
Community Action/Social Advocacy Groups	66	1.1%

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<b>5 Information Services<sup>2</sup></b>	<b>863</b>	<b>14.2%</b>
Information and Referral	459	7.6%
Information Sources (including 311 Services)	275	4.5%
Electronic Information Resources	86	1.4%
Public Awareness/Education	34	<1%
<b>6 Utility Assistance<sup>2</sup></b>	<b>829</b>	<b>13.7%</b>
Utility Assistance (including Utility Service Payment Assistance)	810	13.4%
Utility Service Providers	13	<1%
<b>7 Food/Meals<sup>2</sup></b>	<b>717</b>	<b>11.8%</b>
Emergency Food (including Food Pantries)	459	7.6%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	134	2.2%
Meals	106	1.7%
Food Outlets	18	<1%
<b>8 Mental Health/Addictions<sup>2</sup></b>	<b>699</b>	<b>11.5%</b>
Crisis Intervention	167	2.8%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	109	1.8%
Counseling Services	72	1.2%
Mental Health Evaluation	70	1.2%
Outpatient Mental Health Facilities	61	1.0%
<b>9 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>481</b>	<b>7.9%</b>
Personal Goods/Services	328	5.4%
Household Goods	121	2.0%
Mobile Devices	17	<1%
<b>10 Healthcare<sup>2</sup></b>	<b>462</b>	<b>7.6%</b>
<b>11 Other Government/Economic Services<sup>2</sup></b>	<b>331</b>	<b>5.5%</b>
<b>12 Transportation<sup>2</sup></b>	<b>235</b>	<b>3.9%</b>
<b>13 Income Support/Assistance<sup>2</sup></b>	<b>196</b>	<b>3.2%</b>
<b>14 Employment<sup>2</sup></b>	<b>135</b>	<b>2.2%</b>
<b>15 Volunteers/Donations<sup>2</sup></b>	<b>73</b>	<b>1.2%</b>
<b>16 Arts, Culture, and Recreation<sup>2</sup></b>	<b>54</b>	<b>&lt;1%</b>
<b>17 Education<sup>2</sup></b>	<b>23</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**Dec '22**

1 Emergency Shelter (including Homeless Motel Vouchers)	205
2 Housing Expense Assistance	73
3 Nutrition Related Public Assistance Programs	40
4 Holiday Programs	29
5 Utility Assistance	28

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<b>Most Frequently Referred Programs</b>	<b>Dec '22</b>	<b>% of</b>
1 Winter Warming Shelters and Centers - Community Link	658	10.9%
2 Diversion Program - Francis House Center, A Program of Next Move	390	6.4%
3 Housing Assistance - Sacramento Self Help Housing	369	6.1%
4 Saint Vincent de Paul Society	358	5.9%
5 Warming Center - Union Gospel Mission	333	5.5%
6 Mutual Housing California	260	4.3%
7 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	231	3.8%
8 Property Listing - Mercy Housing California	220	3.6%
9 Homeless Outreach Navigation Services - Sacramento Self Help Housing	208	3.4%
10 Community Housing Opportunities Corporation	207	3.4%
11 Home Energy Assistance Program	190	3.1%
12 Family Support Services - Family Promise of Sacramento	177	2.9%
13 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	177	2.9%
14 General Library Services - Sacramento Public Library	168	2.8%
15 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	168	2.8%
16 Utility Assistance - The Salvation Army	151	2.5%
17 3-1-1 Connect - Sacramento County	129	2.1%
18 City Services - City of Sacramento 311	121	2.0%
19 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	121	2.0%
20 Sacramento County Department of Human Assistance - Bureau Sites	118	1.9%
21 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	116	1.9%
22 CalFresh Application Assistance - 2-1-1 Sacramento	115	1.9%
23 Angelic Housing - Angelic Housing Resources Foundation Inc.	114	1.9%
24 Room & Board - Helping Hearts Foundation, Inc.	113	1.9%
25 Residential Family Shelter - Volunteers of America	102	1.7%
26 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	96	1.6%
27 Sacramento County - Legal Services of Northern California	88	1.5%
28 Respite - Pilgrimage Sacramento	70	1.2%
29 Sacramento County Behavioral Health Services - Access Team	66	1.1%
30 Services & Counseling - WEAVE	66	1.1%
All Other Referrals	6,360	
Total Referrals	12,060	

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**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Dec '22</u></b>	<b><u>YTD</u></b>
Unique Visitors	8,927	74,385
Directory Searches	11,284	83,632
Resource Page Views	29,691	357,879
Total Page Views	40,975	441,511

<sup>1</sup>Data categories realigned to AIRS Taxonomy 01/01/2021

<sup>2</sup>Primary category may be greater than subtotals as low volume need categories may not be included.

<sup>3</sup>Need % reflects calls with stated presenting need, not the % of overall needs. As such, total % will exceed 100%.