

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-23**

<b>CALL VOLUME</b>	<b>Dec '23</b>	
Month of Dec	11,706	
Year to date - 2023	158,267	
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>
Information	1,161	17,234
Referral	7,160	81,251
Total I&R calls	8,321	98,485
Follow-up	297	4,559
Advocacy	2	20
Crisis	1	18
Disaster	2	106
Outreach	3	27
Total Calls with Demographic Info	8,626	103,215
Call Back	563	8,673
Silent/Static	481	6,676
Voicemail	119	2,463
Other	1,917	37,240

**COURT OUTREACH ACTIVITY**

Month of Dec	458
Year to date - 2023	6,291

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>	<b>Dec '23</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 Less than 18	14	<1%	203	<1%
2 18-20	150	1.7%	1,639	1.6%
3 21-29	925	10.7%	9,658	9.4%
4 30-39	1,377	16.0%	15,197	14.7%
5 40-49	969	11.2%	11,993	11.6%
6 50-59	1,120	13.0%	13,480	13.1%
7 Seniors - age 60+	1,115	12.9%	17,906	17.3%
8 Caller Declined	1,525	17.7%	18,569	18.0%
9 Did not Ask	1,431	16.6%	14,570	14.1%

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<b><u>CALLER ETHNICITY</u></b>	<b><u>Dec '23</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 African American/Black	1,932	22.4%	20,962	20.3%
2 Caucasian	1,107	12.8%	13,932	13.5%
3 Hispanic / Latino	738	8.6%	8,531	8.3%
4 Multi-ethnic	203	2.4%	2,711	2.6%
5 Asian	122	1.4%	1,606	1.6%
6 Native American	74	<1%	777	<1%
7 Pacific Islander / Native Hawaiian	69	<1%	670	<1%
8 Other	63	<1%	1,369	1.3%
9 Middle Eastern	41	<1%	616	<1%
10 Russian / Slavic	17	<1%	273	<1%
11 Caller declined to answer	2,094	24.3%	25,741	24.9%
12 Did not ask	2,166	25.1%	26,027	25.2%
<b><u>Military/Veterans</u></b>	127	1.5%	2,455	2.4%
<b><u>First 5 Families/Children 0-5</u></b>	1,373	15.9%	13,718	13.3%

<b><u>CALLER GENDER</u></b>	<b><u>Dec '23</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 Female	4,715	54.7%	57,502	55.7%
2 Male	2,280	26.4%	27,312	26.5%
3 Non-binary	24	<1%	188	<1%
4 Trans Female	16	<1%	119	<1%
5 Intersex	5	<1%	26	<1%
6 Trans Male	2	<1%	48	<1%
7 Unknown	60	<1%	801	<1%
8 Client declined	952	11.0%	11,205	10.9%
9 Did not ask	572	6.6%	6,014	5.8%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>Dec '23</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 1	4,222	48.9%	51,874	50.3%
2 2	1,311	15.2%	16,137	15.6%
3 3	754	8.7%	9,019	8.7%
4 4	547	6.3%	5,839	5.7%
5 5	338	3.9%	3,232	3.1%
6 6+	282	3.3%	2,769	2.7%
7 Unknown	1,172	13.6%	14,345	13.9%

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**STATISTICS SUMMARY**  
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<b>APPROXIMATE MONTHLY INCOME</b>	<b>Dec '23</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No Income	1,484	17.2%	16,698	16.2%
2 Less than \$1,000	915	10.6%	11,036	10.7%
3 \$1,001 - \$1,500	1,159	13.4%	13,204	12.8%
4 \$1,501 - \$2,000	473	5.5%	5,774	5.6%
5 \$2,001 - \$2,500	242	2.8%	3,698	3.6%
6 \$2,501 - \$3,000	209	2.4%	2,791	2.7%
7 \$3,001 - \$4,000	191	2.2%	2,944	2.9%
8 \$4,001 - \$5,000	73	<1%	1,115	1.1%
9 More than \$5,000	75	<1%	1,245	1.2%
10 Unknown	3,805	44.1%	44,710	43.3%

<b>TOP SOURCES OF INCOME</b>	<b>Dec '23</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No current source of income	1,413	16.4%	16,001	15.5%
2 Job	1,204	14.0%	15,969	15.5%
3 SSI	875	10.1%	9,856	9.5%
4 TANF (CalWORKs)	684	7.9%	6,831	6.6%
5 SS	552	6.4%	9,487	9.2%
6 SSD (SSDI)	227	2.6%	3,252	3.2%
7 Other	216	2.5%	3,193	3.1%
8 General Assistance	137	1.6%	1,640	1.6%
9 Unemployment	88	1.0%	988	<1%
10 Pension	78	<1%	2,341	2.3%
11 Self-Employed	74	<1%	721	<1%
12 SDI	72	<1%	797	<1%
13 Family	28	<1%	205	<1%
14 Child Support	20	<1%	246	<1%
15 Student Financial Aid	15	<1%	116	<1%
16 Workers Comp	10	<1%	187	<1%
17 Alimony	4	<1%	64	<1%
18 AB 12 Foster Care	3	<1%	78	<1%
19 Insurance	2	<1%	29	<1%
20 Unknown (caller declined + did not ask)	2,924	33.9%	31,214	30.2%

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**STATISTICS SUMMARY**

**December-23**

<b>TOP ZIP CODES (Dec '23 )</b>				<b>TOP ZIP CODES (YTD)</b>			
			<b># of CALLS</b>				<b># of CALLS</b>
1	95811	Sacramento	673	1	95823	Sacramento	7,657
2	95823	Sacramento	602	2	95811	Sacramento	5,931
3	95815	Sacramento	399	3	95815	Sacramento	4,518
4	95670	Gold River/Rancho C	278	4	95825	Sacramento	3,411
5	95821	Sacramento	268	5	95670	Gold River/Rancho Ct	3,209
6	95817	Sacramento	263	6	95821	Sacramento	3,176
7	95825	Sacramento	254	7	95838	Sacramento	3,147
8	95838	Sacramento	245	8	95820	Sacramento	3,144
9	95833	Sacramento	239	9	95822	Sacramento	2,944
10	95822	Sacramento	231	10	95828	Sacramento	2,897

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Dec '23</b>	<b>% of <sup>3</sup></b>
<b>1 Housing<sup>2</sup></b>	<b>6,920</b>	<b>80.2%</b>
Housing Search and Information	1,440	16.7%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,402	16.3%
Emergency Shelter (including Homeless Motel Vouchers)	1,140	13.2%
Housing Expense Assistance	878	10.2%
Transitional Housing/Shelter	680	7.9%
<b>2 Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>1,452</b>	<b>16.8%</b>
Family Law	407	4.7%
Certificates/Forms Assistance	136	1.6%
Protective/Restraining Orders	113	1.3%
Legal Counseling	71	<1%
Benefits Assistance	69	<1%
<b>3 Utility Assistance<sup>2</sup></b>	<b>1,434</b>	<b>16.6%</b>
Utility Assistance (including Utility Service Payment Assistance)	1,418	16.4%
Utility Service Providers	12	<1%
<b>4 Individual, Family, and Community Support<sup>2</sup></b>	<b>1,326</b>	<b>15.4%</b>
Holiday Programs	362	4.2%
Case/Care Management	201	2.3%
Street Outreach Programs	100	1.2%
Multipurpose Centers	75	<1%
Community Action/Social Advocacy Groups	71	<1%
<b>5 Disaster Services<sup>2</sup></b>	<b>1,279</b>	<b>14.8%</b>
Emergency Shelter	1,242	14.4%
Disaster Relief Services	28	<1%
<b>6 Food/Meals<sup>2</sup></b>	<b>1,056</b>	<b>12.2%</b>
Emergency Food (including Food Pantries)	691	8.0%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	187	2.2%
Meals	151	1.8%
Food Outlets	27	<1%

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<b>7 Mental Health/Addictions<sup>2</sup></b>	<b>888</b>	<b>10.3%</b>
Crisis Intervention	297	3.4%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	168	1.9%
Mental Health Evaluation	75	<1%
Counseling Services	72	<1%
Outpatient Mental Health Facilities	72	<1%
<b>8 Information Services<sup>2</sup></b>	<b>745</b>	<b>8.6%</b>
Information and Referral	378	4.4%
Information Sources (including 311 Services)	247	2.9%
Electronic Information Resources	75	<1%
Public Awareness/Education	27	<1%
<b>9 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>618</b>	<b>7.2%</b>
Personal Goods/Services	451	5.2%
Household Goods	147	1.7%
<b>10 Healthcare<sup>2</sup></b>	<b>558</b>	<b>6.5%</b>
<b>11 Employment<sup>2</sup></b>	<b>296</b>	<b>3.4%</b>
<b>12 Transportation<sup>2</sup></b>	<b>289</b>	<b>3.4%</b>
<b>13 Income Support/Assistance<sup>2</sup></b>	<b>227</b>	<b>2.6%</b>
<b>14 Other Government/Economic Services<sup>2</sup></b>	<b>174</b>	<b>2.0%</b>
<b>15 Volunteers/Donations<sup>2</sup></b>	<b>69</b>	<b>&lt;1%</b>
<b>16 Arts, Culture, and Recreation<sup>2</sup></b>	<b>48</b>	<b>&lt;1%</b>
<b>17 Education<sup>2</sup></b>	<b>35</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**Dec '23**

<b>1</b> Housing Expense Assistance	160
<b>2</b> Emergency Shelter (including Homeless Motel Vouchers)	158
<b>3</b> Holiday Programs	55
<b>4</b> Nutrition Related Public Assistance Programs	48
<b>5</b> Health Supportive Services	36

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<b>Most Frequently Referred Programs</b>	<b>Dec '23</b>	<b>% of</b>
1 Winter Warming Shelters and Centers - Community Link	752	8.7%
2 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	583	6.8%
3 Warming Center - Union Gospel Mission	552	6.4%
4 Saint Vincent de Paul Society	494	5.7%
5 Utility Assistance - The Salvation Army	418	4.8%
6 Low-Cost Housing Communities - Mutual Housing California	364	4.2%
7 Housing Navigation Services - United Way California Capital Region	317	3.7%
8 Home Energy Assistance Program	316	3.7%
9 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	303	3.5%
10 Property Listing - Mercy Housing California	296	3.4%
11 Community Housing Opportunities Corporation	206	2.4%
12 Angelic Housing - Angelic Housing Resources Foundation Inc.	189	2.2%
13 Family Support Services - Family Promise of Sacramento	181	2.1%
14 CalFresh Application Assistance - 2-1-1 Sacramento	180	2.1%
15 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	171	2.0%
16 Holiday Community Distribution Sites - Christmas Baskets	142	1.6%
17 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	136	1.6%
18 California Department of Health Care Services - CalAIM - Community Supports	123	1.4%
19 Transitional Housing - EveryONE Matters Ministries	123	1.4%
20 Care Residences - Helping Hearts Foundation, Inc.	120	1.4%
21 Family Law Clinic - Sacramento Justice League	115	1.3%
22 3-1-1 Connect - Sacramento County	109	1.3%
23 Domestic Violence Shelter - Lao Family Community Development, Inc.	106	1.2%
24 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	100	1.2%
25 Renters Helpline - Tenant-Landlord Dispute Resolution and Fair Housing Services - Cor	91	1.1%
26 North A Street Shelter - First Step Communities	88	1.0%
27 Saint John's Square Transitional Housing Program - Saint John's Program for Real Cha	88	1.0%
28 City of Sacramento Department of Community Response - Outreach and Engagement F	85	<1%
29 Renters Helpline - Tenant-Landlord Dispute Resolution and Fair Housing Services - Cor	85	<1%
30 Mental Health Crisis Respite Center - Hope Cooperative	84	<1%
30 Sacramento County Behavioral Health Services - Access Team	84	<1%
All Other Referrals	6,976	
Total Referrals	13,977	

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**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Dec '23</u></b>	<b><u>YTD</u></b>
Unique Visitors	10,634	99,420
Directory Searches	13,158	113,266
Resource Page Views	24,948	323,007
Total Page Views	38,106	436,273

<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%.