

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



Sacramento

STATISTICS SUMMARY
December-25

CALL VOLUME

Dec '25

Month of Dec 18,541
Year to date - 2025 241,763

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,028	11,340
Referral	9,624	123,798
Total I&R calls	10,652	135,138
Follow-up	315	4,917
Advocacy	0	6
Crisis	0	2
Disaster	0	5
Outreach	0	24
Total Calls with Demographic Info	10,967	140,092
Call Back	1,897	21,908
Silent/Static	1,275	10,068
Voicemail	465	4,580
Other	3,937	65,115

COURT OUTREACH ACTIVITY

Month of Dec 908
Year to date - 2025 11,774

CLIENT PROFILE

AGE RANGES OF CALLERS

Dec '25

% of

YTD

% of YTD

1	Less than 18	24	<1%	200	<1%
2	18-20	214	2.0%	2,695	1.9%
3	21-29	1,346	12.3%	16,220	11.6%
4	30-39	1,964	17.9%	24,845	17.7%
5	40-49	1,681	15.3%	20,415	14.6%
6	50-59	1,469	13.4%	18,617	13.3%
7	Seniors - age 60+	1,439	13.1%	20,476	14.6%
8	Caller Declined	1,644	15.0%	21,571	15.4%
9	Did not Ask	1,186	10.8%	15,053	10.7%

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CALLER ETHNICITY	Dec '25	% of	YTD	% of YTD
1 African American/Black	3,226	29.4%	39,293	28.0%
2 Caucasian	1,822	16.6%	20,664	14.8%
3 Hispanic / Latino	963	8.8%	12,667	9.0%
4 Multi-ethnic	406	3.7%	4,694	3.4%
5 Asian	164	1.5%	2,158	1.5%
6 Other	111	1.0%	1,002	<1%
7 Native American	105	<1%	1,246	<1%
8 Pacific Islander / Native Hawaiian	84	<1%	1,150	<1%
9 Middle Eastern	56	<1%	785	<1%
10 Russian / Slavic	18	<1%	287	<1%
11 Caller declined to answer	2,133	19.4%	30,827	22.0%
12 Did not ask	1,879	17.1%	25,319	18.1%
Military/Veterans	94	<1%	1,796	1.3%
First 5 Families/Children 0-5	1,618	14.8%	20,840	14.9%

CALLER GENDER	Dec '25	% of	YTD	% of YTD
1 Female	6,237	56.9%	80,075	57.2%
2 Male	3,477	31.7%	41,686	29.8%
3 Non-binary	18	<1%	193	<1%
4 Trans Female	13	<1%	160	<1%
5 Intersex	4	<1%	38	<1%
5 Trans Male	4	<1%	85	<1%
7 Unknown	42	<1%	425	<1%
8 Client declined	528	4.8%	9,377	6.7%
9 Did not ask	644	5.9%	8,053	5.7%

NUMBER IN HOUSEHOLD	Dec '25	% of	YTD	% of YTD
1 1	6,234	56.8%	74,672	53.3%
2 2	1,682	15.3%	23,972	17.1%
3 3	1,068	9.7%	13,905	9.9%
4 4	578	5.3%	8,165	5.8%
5 5	330	3.0%	4,408	3.1%
6 6+	261	2.4%	3,428	2.4%
7 Unknown	814	7.4%	11,542	8.2%

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APPROXIMATE MONTHLY INCOME	Dec '25	% of	YTD	% of YTD
1 No Income	2,521	23.0%	27,945	19.9%
2 Less than \$1,000	1,158	10.6%	14,065	10.0%
3 \$1,001 - \$1,500	1,467	13.4%	18,926	13.5%
4 \$1,501 - \$2,000	474	4.3%	8,158	5.8%
5 \$2,001 - \$2,500	359	3.3%	5,601	4.0%
6 \$2,501 - \$3,000	277	2.5%	4,565	3.3%
7 \$3,001 - \$4,000	341	3.1%	5,728	4.1%
8 \$4,001 - \$5,000	125	1.1%	2,521	1.8%
9 More than \$5,000	108	<1%	1,703	1.2%
10 Unknown	4,137	37.7%	50,880	36.3%

TOP SOURCES OF INCOME	Dec '25	% of	YTD	% of YTD
1 No current source of income	2,448	22.3%	27,070	19.3%
2 Job	1,724	15.7%	25,964	18.5%
3 SSI	1,070	9.8%	13,704	9.8%
4 TANF (CalWORKs)	933	8.5%	12,429	8.9%
5 SS	605	5.5%	8,925	6.4%
6 SSD (SSDI)	322	2.9%	4,637	3.3%
7 General Assistance	182	1.7%	1,764	1.3%
8 Unemployment	116	1.1%	1,608	1.1%
9 Other	88	<1%	2,135	1.5%
10 Self-Employed	87	<1%	958	<1%
11 SDI	57	<1%	1,015	<1%
12 Pension	56	<1%	1,663	1.2%
13 Family	28	<1%	302	<1%
14 Child Support	22	<1%	342	<1%
14 Workers Comp	22	<1%	200	<1%
16 Student Financial Aid	13	<1%	162	<1%
17 AB 12 Foster Care	7	<1%	86	<1%
18 Alimony	1	<1%	48	<1%
18 Insurance	1	<1%	34	<1%
20 Unknown (caller declined + did not ask)	2,950	26.9%	37,046	26.4%

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TOP ZIP CODES (Dec '25)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	880	1	95823	Sacramento	11,598
2	95811	Sacramento	874	2	95811	Sacramento	9,589
3	95815	Sacramento	466	3	95815	Sacramento	5,429
4	95828	Sacramento	388	4	95828	Sacramento	5,075
5	95825	Sacramento	346	5	95825	Sacramento	4,881
6	95838	Sacramento	345	6	95820	Sacramento	4,640
7	95833	Sacramento	343	7	95838	Sacramento	4,598
8	95670	Gold River/Rancho C	323	8	95821	Sacramento	4,312
9	95821	Sacramento	309	9	95833	Sacramento	4,253
10	95820	Sacramento	300	10	95670	Gold River/Rancho C	4,234

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Dec '25	% of ³
1 Housing²	6,561	59.8%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,197	10.9%
Housing Expense Assistance	1,192	10.9%
At Risk/Homeless Housing Related Assistance Programs	1,135	10.3%
Housing Search and Information	1,083	9.9%
Emergency Shelter (including Homeless Motel Vouchers)	812	7.4%
2 Legal, Consumer, and Public Safety Services²	1,868	17.0%
Family Law	505	4.6%
Certificates/Forms Assistance	244	2.2%
Protective/Restraining Orders	118	1.1%
Community Legal Clinics	93	<1%
Lawyer Referral Services	85	<1%
3 Individual, Family, and Community Support²	1,652	15.1%
Case/Care Management	663	6.0%
Holiday Programs	309	2.8%
Veterinary Services	95	<1%
Street Outreach Programs	62	<1%
Protective Services	60	<1%
4 Utility Assistance²	1,533	14.0%
Utility Assistance (including Utility Service Payment Assistance)	1,518	13.8%
Utility Service Providers	13	<1%

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5	Mental Health/Addictions²	1,400	12.8%
	Crisis Intervention	426	3.9%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	198	1.8%
	Outpatient Mental Health Facilities	165	1.5%
	Mental Health Evaluation	129	1.2%
	Psychiatric Services	108	<1%
6	Healthcare²	938	8.6%
	Health Supportive Services	431	3.9%
	Health Insurance Information/Counseling	82	<1%
	Disease/Disability Specific Screening/Diagnosis	65	<1%
	Mother and Infant Care	51	<1%
	Medical Public Assistance Programs	49	<1%
7	Information Services²	894	8.2%
	Information Sources	432	3.9%
	Information and Referral	405	3.7%
	Public Awareness/Education	28	<1%
	Libraries	16	<1%
	Electronic Information Resources	11	<1%
8	Disaster Services²	804	7.3%
	Emergency Shelter	743	6.8%
	Disaster Relief Services	27	<1%
	Disaster Mitigation	19	<1%
	Disaster Preparedness	11	<1%
9	Food/Meals²	727	6.6%
	Emergency Food (including Food Pantries)	380	3.5%
	Meals	178	1.6%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	160	1.5%
10	Clothing/Personal/Household Needs²	517	4.7%
11	Employment²	389	3.5%
12	Transportation²	239	2.2%
13	Income Support/Assistance²	193	1.8%
14	Other Government/Economic Services²	154	1.4%
15	Education²	51	<1%
16	Volunteers/Donations²	49	<1%
17	Arts, Culture, and Recreation²	42	<1%

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TOP UNMET NEEDS	Dec '25	
1 Housing Expense Assistance	503	
2 At Risk/Homeless Housing Related Assistance Programs	443	
3 Emergency Shelter (including Homeless Motel Vouchers)	378	
4 Landlord/Tenant Assistance (including Eviction Prevention Assistance)	226	
5 Transitional Housing/Shelter	103	
Most Frequently Referred Programs	Dec '25	% of
1 Winter Warming Shelters and Centers	744	6.8%
2 LEAP Homelessness Prevention Program	709	6.5%
3 Saint Vincent de Paul Society	482	4.4%
4 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	458	4.2%
5 Problem Solving Access Points (PSAP)	441	4.0%
6 California Department of Health Care Services - CalAIM - Community Supports	363	3.3%
6 Utility Assistance - The Salvation Army	363	3.3%
8 Low-Cost Housing Communities - Mutual Housing California	324	3.0%
9 Home Energy Assistance Program	321	2.9%
10 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	269	2.5%
11 Property Listing - Mercy Housing California	260	2.4%
12 Sacramento County Behavioral Health Services - Access Team	206	1.9%
13 Community Housing Opportunities Corporation	179	1.6%
14 Rental Assistance - The Salvation Army	167	1.5%
15 Renters Helpline - Community Link Capital Region	162	1.5%
16 CalFresh Application Assistance - 2-1-1 Sacramento	138	1.3%
17 Angelic Housing - Angelic Housing Resources Foundation Inc.	134	1.2%
18 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	133	1.2%
18 Superior Court of California - Family Law Facilitator/Self Help Center	133	1.2%
20 Family Support Services - Family Promise of Sacramento	123	1.1%
21 North A Street Shelter - First Step Communities	114	1.0%
22 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	110	1.0%
23 Support Services - My Sister's House	109	<1%
24 Mental Health Crisis Respite Center - Hope Cooperative	108	<1%
25 California Tobacco Control Project - Gift Card Incentive Program	106	<1%
25 Housing Navigation Services - United Way California Capital Region	106	<1%
27 Anti-Displacement Program - The Salvation Army	96	<1%
28 Crisis Receiving for Behavioral Health - WellSpace Health	88	<1%

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29 California Department of Health Care Services - CalAIM - Enhanced Care Management	86	<1%
30 Domestic Violence Shelter - Lao Family Community Development, Inc.	80	<1%
30 Household Needs Assistance - Love in the Name of Christ	80	<1%
All Other Referrals	7,452	
Total Referrals	14,644	

RESOURCE DIRECTORY - DATABASE

	<u>Dec '25</u>	<u>YTD</u>
Resources Updated	398	4,851
Resources Verified	269	2,806

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Dec '25</u>	<u>YTD</u>
Unique Visitors	26,304	121,674
Directory Searches	19,352	133,876
Resource Page Views	60,705	460,974
Total Page Views	80,057	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%.