

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
January-26

CALL VOLUME

Jan '26

Month of Jan 25,195
Year to date - 2026 25,195

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,199	1,199
Referral	10,025	10,025
Total I&R calls	11,224	11,224
Follow-up	287	287
Advocacy	1	1
Crisis	0	0
Disaster	0	0
Outreach	0	0
Total Calls with Demographic Info	11,512	11,512
Call Back	3,442	3,442
Silent/Static	1,501	1,501
Voicemail	1,420	1,420
Other	7,320	7,320

COURT OUTREACH ACTIVITY

Month of Jan 865
Year to date - 2026 865

CLIENT PROFILE

AGE RANGES OF CALLERS

Jan '26

% of

YTD

% of YTD

1	Less than 18	19	<1%	19	<1%
2	18-20	236	2.1%	236	2.1%
3	21-29	1,393	12.1%	1,393	12.1%
4	30-39	1,816	15.8%	1,816	15.8%
5	40-49	1,664	14.5%	1,664	14.5%
6	50-59	1,524	13.2%	1,524	13.2%
7	Seniors - age 60+	1,849	16.1%	1,849	16.1%
8	Caller declined	1,827	15.9%	1,827	15.9%
9	Did not Ask	1,184	10.3%	1,184	10.3%

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CALLER ETHNICITY	Jan '26	% of	YTD	% of YTD
1 African American/ Black	2,857	24.8%	2,857	24.8%
2 White	1,893	16.4%	1,893	16.4%
3 Hispanic/ Latino	1,057	9.2%	1,057	9.2%
4 Multi-Ethnic	261	2.3%	261	2.3%
5 Asian	201	1.7%	201	1.7%
6 Other	110	<1%	110	<1%
7 American Indian/ Alaskan Native	105	<1%	105	<1%
8 Pacific Islander/ Native Hawaiian	98	<1%	98	<1%
9 Caller declined to answer	2,138	18.6%	2,138	18.6%
10 Did not ask	2,792	24.3%	2,792	24.3%
Military/Veterans	139	1.2%	139	1.2%
First 5 Families/Children 0-5	1,493	13.0%	1,493	13.0%
CALLER GENDER	Jan '26	% of	YTD	% of YTD
1 Female	6,165	53.6%	6,165	53.6%
2 Male	3,434	29.8%	3,434	29.8%
3 Genderqueer/Gender Non-Binary	13	<1%	13	<1%
4 Trans Female	12	<1%	12	<1%
5 Trans Male	7	<1%	7	<1%
6 Intersex	2	<1%	2	<1%
6 Other	2	<1%	2	<1%
8 Unknown	48	<1%	48	<1%
9 Client declined	686	6.0%	686	6.0%
10 Did not ask	1,143	9.9%	1,143	9.9%
NUMBER IN HOUSEHOLD	Jan '26	% of	YTD	% of YTD
1 1	6,644	57.7%	6,644	57.7%
2 2	1,907	16.6%	1,907	16.6%
3 3	961	8.3%	961	8.3%
4 4	491	4.3%	491	4.3%
5 5	264	2.3%	264	2.3%
6 6+	248	2.2%	248	2.2%
7 Unknown	997	8.7%	997	8.7%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>Jan '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No Income	2,611	22.7%	2,611	22.7%
2 Less than \$1,000	1,064	9.2%	1,064	9.2%
3 \$1,001 - \$1,500	1,315	11.4%	1,315	11.4%
4 \$1,501 - \$2,000	554	4.8%	554	4.8%
5 \$2,001 - \$2,500	364	3.2%	364	3.2%
6 \$2,501 - \$3,000	294	2.6%	294	2.6%
7 \$3,001 - \$4,000	360	3.1%	360	3.1%
8 \$4,001 - \$5,000	207	1.8%	207	1.8%
9 More than \$5,000	116	1.0%	116	1.0%
10 Unknown	4,627	40.2%	4,627	40.2%
<u>TOP SOURCES OF INCOME</u>	<u>Jan '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No current source of income	2,539	22.1%	2,539	22.1%
2 Job	1,678	14.6%	1,678	14.6%
3 SSI	918	8.0%	918	8.0%
4 TANF (CalWORKs)	856	7.4%	856	7.4%
5 SS	824	7.2%	824	7.2%
6 SSD (SSDI)	337	2.9%	337	2.9%
7 Pension	181	1.6%	181	1.6%
8 General Assistance	123	1.1%	123	1.1%
9 Unemployment	121	1.1%	121	1.1%
10 Other	115	<1%	115	<1%
11 Self-Employed	69	<1%	69	<1%
12 SDI	55	<1%	55	<1%
13 Family	29	<1%	29	<1%
14 Workers Comp	21	<1%	21	<1%
15 Child Support	15	<1%	15	<1%
16 AB 12 Foster Care	11	<1%	11	<1%
17 Student Financial Aid	10	<1%	10	<1%
18 Alimony	8	<1%	8	<1%
19 Insurance	3	<1%	3	<1%
20 Unknown (caller declined + did not ask)	3,599	31.3%	3,599	31.3%

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TOP ZIP CODES (Jan '26)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	848	1	95823	Sacramento	848
2	95811	Sacramento	842	2	95811	Sacramento	842
3	95815	Sacramento	390	3	95815	Sacramento	390
4	95828	Sacramento	378	4	95828	Sacramento	378
5	95821	Sacramento	356	5	95821	Sacramento	356
6	95825	Sacramento	324	6	95825	Sacramento	324
7	95670	Gold River/Rancho C	322	7	95670	Gold River/Rancho Cr	322
8	95838	Sacramento	320	8	95838	Sacramento	320
9	95833	Sacramento	319	9	95833	Sacramento	319
10	95820	Sacramento	292	10	95820	Sacramento	292

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Jan '26	% of ³
1 Housing²	8,333	72.4%
At Risk/Homeless Housing Related Assistance Programs	1,600	13.9%
Housing Expense Assistance	1,523	13.2%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,352	11.7%
Housing Search and Information	1,183	10.3%
Emergency Shelter (including Homeless Motel Vouchers)	1,177	10.2%
2 Legal, Consumer, and Public Safety Services²	1,809	15.7%
Family Law	486	4.2%
Certificates/Forms Assistance	257	2.2%
Protective/Restraining Orders	97	<1%
Community Legal Clinics	96	<1%
Legal Counseling	67	<1%
3 Mental Health/Addictions²	1,392	12.1%
Crisis Intervention	436	3.8%
Outpatient Mental Health Facilities	179	1.6%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessator	175	1.5%
Mental Health Evaluation	140	1.2%
Psychiatric Services	118	1.0%
4 Individual, Family, and Community Support²	1,358	11.8%
Case/Care Management	648	5.6%
Veterinary Services	78	<1%
In Home Assistance	73	<1%
Street Outreach Programs	70	<1%
Protective Services	51	<1%



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5	Income Support/Assistance²	1,217	10.6%
	Tax Preparation Assistance	1,021	8.9%
	Basic Income Maintenance Programs	53	<1%
	Household Related Public Assistance Programs	40	<1%
	Disability Benefits	28	<1%
	EBT Card Services	23	<1%
6	Utility Assistance²	1,185	10.3%
	Utility Assistance (including Utility Service Payment Assistance)	1,172	10.2%
7	Healthcare²	1,016	8.8%
	Health Supportive Services	446	3.9%
	Health Insurance Information/Counseling	100	<1%
	Disease/Disability Specific Screening/Diagnosis	77	<1%
	Health Care Referrals	64	<1%
	Mother and Infant Care	54	<1%
8	Information Services²	923	8.0%
	Information and Referral	441	3.8%
	Information Sources	423	3.7%
	Public Awareness/Education	31	<1%
	Electronic Information Resources	11	<1%
	Libraries	11	<1%
9	Food/Meals²	678	5.9%
	Emergency Food (including Food Pantries)	375	3.3%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	158	1.4%
	Meals	123	1.1%
10	Clothing/Personal/Household Needs²	501	4.4%
11	Employment²	475	4.1%
12	Disaster Services²	367	3.2%
13	Transportation²	247	2.1%
14	Other Government/Economic Services²	158	1.4%
15	Education²	82	<1%
16	Volunteers/Donations²	38	<1%
17	Arts, Culture, and Recreation²	32	<1%

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TOP UNMET NEEDS		Jan '26	
1	At Risk/Homeless Housing Related Assistance Programs	593	
2	Housing Expense Assistance	531	
3	Emergency Shelter (including Homeless Motel Vouchers)	307	
4	Landlord/Tenant Assistance (including Eviction Prevention Assistance)	189	
5	Transitional Housing/Shelter	131	
Most Frequently Referred Programs		Jan '26	% of
1	LEAP Homelessness Prevention Program	817	7.1%
2	Tax Aide - AARP	675	5.9%
3	Saint Vincent de Paul Society	424	3.7%
4	Low-Cost Housing Communities - Mutual Housing California	349	3.0%
5	California Department of Health Care Services - CalAIM - Community Supports	338	2.9%
6	Utility Assistance - The Salvation Army	309	2.7%
7	Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	306	2.7%
8	Winter Warming Shelters and Centers	268	2.3%
9	Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	265	2.3%
10	Property Listing - Mercy Housing California	262	2.3%
11	Home Energy Assistance Program (HEAP)	259	2.2%
12	Volunteer Income Tax Assistance Program	251	2.2%
13	Sacramento County Behavioral Health Services - Access Team	178	1.5%
14	Renters Helpline - Community Link Capital Region	169	1.5%
15	Angelic Housing - Angelic Housing Resources Foundation Inc.	164	1.4%
16	Community Housing Opportunities Corporation	161	1.4%
17	Rental Assistance - The Salvation Army	149	1.3%
18	Superior Court of California - Family Law Facilitator/Self Help Center	144	1.3%
19	Family Support Services - Family Promise of Sacramento	136	1.2%
20	Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	127	1.1%
21	Mental Health Crisis Respite Center - Hope Cooperative	124	1.1%
22	CalFresh Application Assistance - 2-1-1 Sacramento	119	1.0%
23	Support Services - My Sister's House	117	1.0%
24	Housing Navigation Services - United Way California Capital Region	111	<1%
25	Problem Solving Access Points (PSAP)	109	<1%
26	Domestic Violence Shelter - Lao Family Community Development, Inc.	99	<1%
27	Transitional Housing - EveryONE Matters Ministries	92	<1%
28	Safe House - WEAVE	90	<1%
29	Wind Youth Drop-In Center - Wind Youth Services	89	<1%
30	Meadowview Women's Shelter - Volunteers of America	87	<1%
	All Other Referrals	7,451	
	Total Referrals	14,239	

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RESOURCE DIRECTORY - DATABASE

	<u>Jan '26</u>	<u>YTD</u>
Resources Updated	339	339
Resources Verified	271	271

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Jan '26</u>	<u>YTD</u>
Unique Visitors	23,607	23,607
Directory Searches	10,519	10,519
Resource Page Views	56,423	56,423
Total Page Views	66,942	66,942

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%.