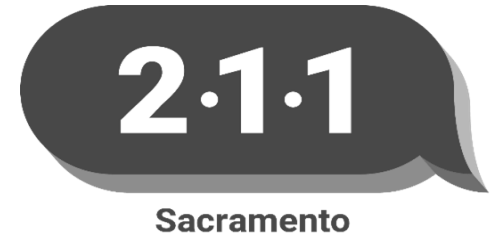


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STATISTICS SUMMARY

July-25

CALL VOLUME		Jul '25	
Month of Jul		20,504	
Year to date - 2025		140,545	
TYPE OF CALLS			YEAR TO DATE (YTD)
Information		976	7,105
Referral		10,527	75,904
Total I&R calls		11,503	83,009
Follow-up		373	3,340
Advocacy		1	5
Crisis		0	2
Disaster		0	3
Outreach		1	17
Total Calls with Demographic Info		11,878	86,376
Call Back		1,671	10,888
Silent/Static		724	4,972
Voicemail		272	2,219
Other		5,959	36,090

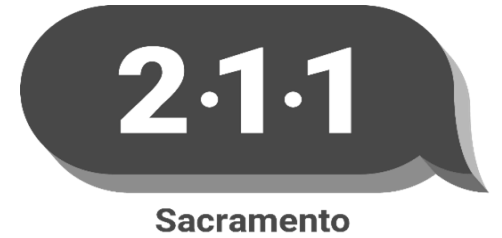
COURT OUTREACH ACTIVITY

Month of Jul	1,215
Year to date - 2025	7,056

CLIENT PROFILE

AGE RANGES OF CALLERS		Jul '25	% of	YTD	% of YTD
1	Less than 18	23	<1%	100	<1%
2	18-20	204	1.7%	1,590	1.8%
3	21-29	1,425	12.0%	9,729	11.3%
4	30-39	2,362	19.9%	15,053	17.4%
5	40-49	1,712	14.4%	12,429	14.4%
6	50-59	1,556	13.1%	11,086	12.8%
7	Seniors - age 60+	1,561	13.1%	13,650	15.8%
8	Caller Declined	1,852	15.6%	13,392	15.5%
9	Did not Ask	1,183	10.0%	9,347	10.8%

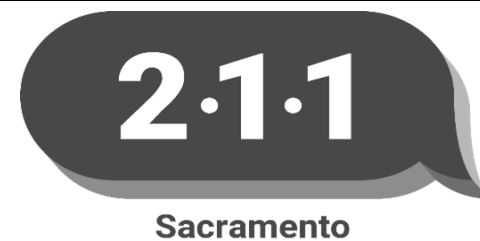
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STATISTICS SUMMARY

July-25

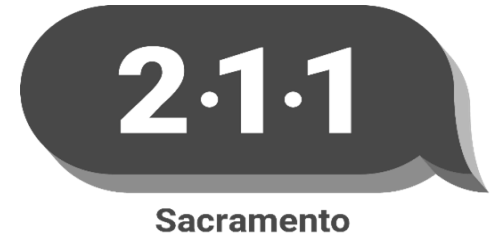
<u>CALLER ETHNICITY</u>		<u>Jul '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	African American/Black	3,444	29.0%	23,479	27.2%
2	Caucasian	1,791	15.1%	12,407	14.4%
3	Hispanic / Latino	1,037	8.7%	7,874	9.1%
4	Multi-ethnic	341	2.9%	2,695	3.1%
5	Asian	171	1.4%	1,360	1.6%
6	Native American	109	<1%	742	<1%
7	Pacific Islander / Native Hawaiian	101	<1%	717	<1%
8	Other	72	<1%	570	<1%
9	Middle Eastern	65	<1%	462	<1%
10	Russian / Slavic	34	<1%	165	<1%
11	Caller declined to answer	2,719	22.9%	20,057	23.2%
12	Did not ask	1,994	16.8%	15,848	18.3%
<u>Military/Veterans</u>		123	1.0%	1,263	1.5%
<u>First 5 Families/Children 0-5</u>		2,017	17.0%	12,322	14.3%
<u>CALLER GENDER</u>		<u>Jul '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	Female	7,006	59.0%	48,850	56.6%
2	Male	3,459	29.1%	25,619	29.7%
3	Trans Female	12	<1%	87	<1%
4	Non-binary	8	<1%	99	<1%
5	Trans Male	4	<1%	46	<1%
6	Intersex	3	<1%	20	<1%
7	Unknown	38	<1%	242	<1%
8	Client declined	753	6.3%	6,443	7.5%
9	Did not ask	595	5.0%	4,970	5.8%
<u>NUMBER IN HOUSEHOLD</u>		<u>Jul '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1	6,167	51.9%	46,318	53.6%
2	2	2,044	17.2%	15,049	17.4%
3	3	1,239	10.4%	8,318	9.6%
4	4	781	6.6%	4,791	5.5%
5	5	360	3.0%	2,517	2.9%
6	6+	323	2.7%	2,021	2.3%
7	Unknown	964	8.1%	7,362	8.5%



STATISTICS SUMMARY
July-25

<u>APPROXIMATE MONTHLY INCOME</u>	<u>Jul '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No Income	2,301	19.4%	16,439	19.0%
2 Less than \$1,000	1,268	10.7%	8,520	9.9%
3 \$1,001 - \$1,500	1,787	15.0%	11,523	13.3%
4 \$1,501 - \$2,000	681	5.7%	5,094	5.9%
5 \$2,001 - \$2,500	481	4.0%	3,618	4.2%
6 \$2,501 - \$3,000	383	3.2%	3,034	3.5%
7 \$3,001 - \$4,000	459	3.9%	3,648	4.2%
8 \$4,001 - \$5,000	186	1.6%	1,768	2.0%
9 More than \$5,000	124	1.0%	1,166	1.3%
10 Unknown	4,208	35.4%	31,566	36.5%
<u>TOP SOURCES OF INCOME</u>	<u>Jul '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Job	2,279	19.2%	16,589	19.2%
2 No current source of income	2,262	19.0%	16,136	18.7%
3 SSI	1,284	10.8%	8,277	9.6%
4 TANF (CalWORKs)	1,155	9.7%	7,240	8.4%
5 SS	658	5.5%	6,024	7.0%
6 SSD (SSDI)	500	4.2%	2,840	3.3%
7 Other	148	1.2%	1,580	1.8%
8 General Assistance	136	1.1%	1,031	1.2%
9 SDI	110	<1%	695	<1%
10 Unemployment	106	<1%	904	1.0%
11 Pension	70	<1%	1,360	1.6%
12 Self-Employed	66	<1%	562	<1%
13 Family	32	<1%	168	<1%
14 Child Support	28	<1%	191	<1%
15 Workers Comp	14	<1%	96	<1%
16 AB 12 Foster Care	7	<1%	46	<1%
17 Student Financial Aid	5	<1%	97	<1%
17 Alimony	5	<1%	31	<1%
19 Insurance	2	<1%	18	<1%
20 Unknown (caller declined + did not ask)	3,011	25.3%	22,491	26.0%

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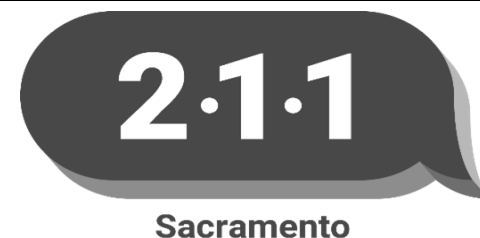
STATISTICS SUMMARY

July-25

TOP ZIP CODES (Jul '25)				TOP ZIP CODES (YTD)			
# of CALLS				# of CALLS			
1	95823	Sacramento	973	1	95823	Sacramento	7,096
2	95811	Sacramento	795	2	95811	Sacramento	5,672
3	95815	Sacramento	483	3	95815	Sacramento	3,232
4	95838	Sacramento	406	4	95828	Sacramento	3,212
5	95825	Sacramento	405	5	95820	Sacramento	2,968
6	95670	Gold River/Rancho Cc	376	6	95825	Sacramento	2,930
7	95821	Sacramento	367	7	95838	Sacramento	2,850
7	95828	Sacramento	367	8	95670	Gold River/Rancho Cc	2,591
9	95833	Sacramento	363	9	95821	Sacramento	2,563
10	95820	Sacramento	343	10	95833	Sacramento	2,547

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		Jul '25	% of ³
1 Housing²		8,332	70.1%
	Housing Expense Assistance	1,659	14.0%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,622	13.7%
	Housing Search and Information	1,402	11.8%
	At Risk/Homeless Housing Related Assistance Programs	1,137	9.6%
	Emergency Shelter (including Homeless Motel Vouchers)	976	8.2%
2 Legal, Consumer, and Public Safety Services²		2,230	18.8%
	Family Law	676	5.7%
	Certificates/Forms Assistance	319	2.7%
	Legal Counseling	153	1.3%
	Lawyer Referral Services	122	1.0%
	Protective/Restraining Orders	79	<1%
3 Individual, Family, and Community Support²		1,498	12.6%
	Case/Care Management	643	5.4%
	Parenting Education	134	1.1%
	Veterinary Services	72	<1%
	Street Outreach Programs	70	<1%
	Family Based Services	64	<1%
4 Mental Health/Addictions²		1,365	11.5%
	Crisis Intervention	393	3.3%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	178	1.5%
	Counseling Services	154	1.3%
	Mental Health Evaluation	131	1.1%
	Psychiatric Services	129	1.1%



STATISTICS SUMMARY
July-25

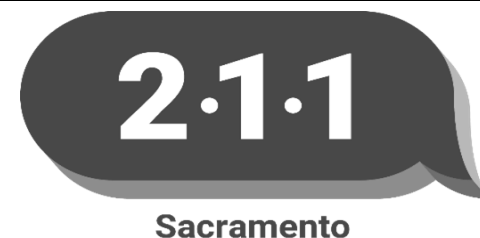
5 Utility Assistance²	1,212	10.2%
Utility Assistance (including Utility Service Payment Assistance)	1,197	10.1%
Utility Service Providers	13	<1%
6 Healthcare²	869	7.3%
Health Supportive Services	336	2.8%
Disease/Disability Specific Screening/Diagnosis	81	<1%
Health Insurance Information/Counseling	75	<1%
Health Care Referrals	65	<1%
Medical Public Assistance Programs	39	<1%
7 Food/Meals²	856	7.2%
Emergency Food (including Food Pantries)	526	4.4%
Meals	158	1.3%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	147	1.2%
Food Outlets	25	<1%
8 Information Services²	814	6.9%
Information Sources	456	3.8%
Information and Referral	314	2.6%
Libraries	16	<1%
Public Awareness/Education	13	<1%
Electronic Information Resources	13	<1%
9 Clothing/Personal/Household Needs²	767	6.5%
Personal Goods/Services	540	4.5%
Household Goods	205	1.7%
Repair Services	10	<1%
10 Employment²	476	4.0%
11 Transportation²	261	2.2%
12 Income Support/Assistance²	257	2.2%
13 Other Government/Economic Services²	164	1.4%
14 Arts, Culture, and Recreation²	102	<1%
15 Education²	97	<1%
16 Disaster Services²	82	<1%
17 Volunteers/Donations²	40	<1%

TOP UNMET NEEDS

Jul '25

1 Housing Expense Assistance	996
2 At Risk/Homeless Housing Related Assistance Programs	421
3 Landlord/Tenant Assistance (including Eviction Prevention Assistance)	360
4 Emergency Shelter (including Homeless Motel Vouchers)	173
5 Utility Assistance	70

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STATISTICS SUMMARY
July-25

<u>Most Frequently Referred Programs</u>	<u>Jul '25</u>	<u>% of</u>
1 Problem Solving Access Points (PSAP)	1,053	8.9%
2 LEAP Homelessness Prevention Program	882	7.4%
3 Rental Assistance - The Salvation Army	595	5.0%
4 Saint Vincent de Paul Society	510	4.3%
5 Low-Cost Housing Communities - Mutual Housing California	418	3.5%
6 Utility Assistance - The Salvation Army	387	3.3%
7 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	349	2.9%
8 Property Listing - Mercy Housing California	334	2.8%
9 Home Energy Assistance Program	269	2.3%
10 California Department of Health Care Services - CalAIM - Community Supports	260	2.2%
11 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	240	2.0%
12 Community Housing Opportunities Corporation	233	2.0%
13 Family Support Services - Family Promise of Sacramento	202	1.7%
14 Angelic Housing - Angelic Housing Resources Foundation Inc.	177	1.5%
15 Housing Navigation Services - United Way California Capital Region	172	1.4%
16 Sacramento County Behavioral Health Services - Access Team	165	1.4%
17 Renters Helpline - Community Link Capital Region	164	1.4%
18 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	163	1.4%
19 Superior Court of California - Family Law Facilitator/Self Help Center	153	1.3%
20 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	146	1.2%
21 Advocacy and Resource Center - Resources for Independent Living (RIL)	134	1.1%
22 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	115	<1%
23 CalFresh Application Assistance - 2-1-1 Sacramento	111	<1%
24 Transitional Housing - EveryONE Matters Ministries	109	<1%
25 Support Services - My Sister's House	108	<1%
26 California Tobacco Control Project - Gift Card Incentive Program	101	<1%
27 Family Law - Capital Pro Bono	95	<1%
28 Safe House - WEAVE	94	<1%
29 Housing Support Program - Sacramento Regional Family Justice Center	90	<1%
29 Wind Youth Drop-In Center - Wind Youth Services	90	<1%
All Other Referrals	8,030	
Total Referrals	15,949	

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STATISTICS SUMMARY
July-25

RESOURCE DIRECTORY - DATABASE

	<u>Jul '25</u>	<u>YTD</u>
Resources Updated	362	2,713
Resources Verified	246	1,751

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Jul '25</u>	<u>YTD</u>
Unique Visitors	10,376	56,100
Directory Searches	7,744	57,563
Resource Page Views	35,104	221,501
Total Page Views	42,848	279,064

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%.