

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

July-26

CALL VOLUME

Jul '26

Month of Jul	21,229
Year to date - 2026	147,641

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,263	7,734
Referral	9,432	63,848
Total I&R calls	10,695	71,582
Follow-up	316	2,841
Advocacy	0	5
Crisis	0	0
Disaster	1	1
Outreach	0	3
Total Calls with Demographic Info	11,012	74,432
Call Back	3,074	20,595
Silent/Static	1,119	8,144
Voicemail	686	5,900
Other	5,338	38,570

COURT OUTREACH ACTIVITY

Month of Jul	877
Year to date - 2026	5,940

CLIENT PROFILE

AGE RANGES OF CALLERS

Jul '26

% of

YTD

% of YTD

1	Less than 18	19	<1%	125	<1%
2	18-20	237	2.2%	1,649	2.2%
3	21-29	1,456	13.2%	8,914	12.0%
4	30-39	2,151	19.5%	12,948	17.4%
5	40-49	1,694	15.4%	11,243	15.1%
6	50-59	1,464	13.3%	9,865	13.3%
7	Seniors - age 60+	1,391	12.6%	11,669	15.7%
8	Caller declined	1,501	13.6%	10,119	13.6%
9	Did not Ask	1,099	10.0%	7,900	10.6%



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<u>CALLER ETHNICITY</u>		<u>Jul '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	African American/ Black	3,044	27.6%	18,881	25.4%
2	White	1,969	17.9%	11,872	16.0%
3	Hispanic/ Latino	1,085	9.9%	6,803	9.1%
4	Multi-Ethnic	420	3.8%	2,039	2.7%
5	Asian	134	1.2%	1,249	1.7%
6	American Indian/ Alaskan Native	96	<1%	623	<1%
7	Other	72	<1%	182	<1%
8	Pacific Islander/ Native Hawaiian	35	<1%	359	<1%
9	Caller declined to answer	2,033	18.5%	13,000	17.5%
10	Did not ask	2,124	19.3%	19,424	26.1%
<u>Military/Veterans</u>		113	1.0%	975	1.3%
<u>First 5 Families/Children 0-5</u>		1,564	14.2%	9,526	12.8%
<u>CALLER GENDER</u>		<u>Jul '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	Female	6,159	55.9%	38,121	51.2%
2	Male	3,299	30.0%	21,482	28.9%
3	Trans Female	26	<1%	107	<1%
4	Genderqueer/Gender Non-Binary	14	<1%	70	<1%
5	Trans Male	9	<1%	50	<1%
6	Other	5	<1%	17	<1%
7	Intersex	1	<1%	9	<1%
8	Unknown	9	<1%	94	<1%
9	Client declined	776	7.0%	5,239	7.0%
10	Did not ask	714	6.5%	9,243	12.4%
<u>NUMBER IN HOUSEHOLD</u>		<u>Jul '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1	6,347	57.6%	43,491	58.4%
2	2	1,807	16.4%	12,071	16.2%
3	3	970	8.8%	6,240	8.4%
4	4	566	5.1%	3,337	4.5%
5	5	298	2.7%	1,718	2.3%
6	6+	241	2.2%	1,447	1.9%
7	Unknown	783	7.1%	6,128	8.2%



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<u>APPROXIMATE MONTHLY INCOME</u>	<u>Jul '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No Income	2,530	23.0%	16,704	22.4%
2 Less than \$1,000	1,010	9.2%	7,203	9.7%
3 \$1,001 - \$1,500	1,413	12.8%	8,978	12.1%
4 \$1,501 - \$2,000	503	4.6%	3,413	4.6%
5 \$2,001 - \$2,500	353	3.2%	2,235	3.0%
6 \$2,501 - \$3,000	252	2.3%	1,718	2.3%
7 \$3,001 - \$4,000	341	3.1%	2,029	2.7%
8 \$4,001 - \$5,000	114	1.0%	888	1.2%
9 More than \$5,000	100	<1%	677	<1%
10 Unknown	4,396	39.9%	30,587	41.1%

<u>TOP SOURCES OF INCOME</u>	<u>Jul '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No current source of income	2,512	22.8%	16,473	22.1%
2 Job	1,594	14.5%	10,507	14.1%
3 SSI	1,051	9.5%	6,505	8.7%
4 TANF (CalWORKs)	945	8.6%	5,970	8.0%
5 SS	551	5.0%	4,798	6.4%
6 SSD (SSDI)	378	3.4%	2,487	3.3%
7 General Assistance	103	<1%	886	1.2%
8 Unemployment	101	<1%	735	<1%
9 Other	87	<1%	619	<1%
10 SDI	67	<1%	394	<1%
11 Self-Employed	58	<1%	464	<1%
12 Pension	53	<1%	897	1.2%
13 Child Support	27	<1%	148	<1%
14 Family	23	<1%	158	<1%
15 Workers Comp	21	<1%	124	<1%
16 Student Financial Aid	14	<1%	137	<1%
17 AB 12 Foster Care	7	<1%	44	<1%
18 Insurance	4	<1%	15	<1%
19 Alimony	2	<1%	34	<1%
20 Unknown (caller declined + did not ask)	3,414	31.0%	23,037	31.0%

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TOP ZIP CODES (Jul '26)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		869	1	95823	Sacramento		5,540
2	95811	Sacramento		795	2	95811	Sacramento		5,377
3	95815	Sacramento		419	3	95815	Sacramento		2,665
4	95828	Sacramento		378	4	95828	Sacramento		2,494
5	95825	Sacramento		336	5	95825	Sacramento		2,224
6	95838	Sacramento		302	6	95838	Sacramento		2,172
7	95670	Gold River/Rancho C		298	7	95821	Sacramento		2,084
8	95821	Sacramento		294	8	95670	Gold River/Rancho C		2,073
9	95833	Sacramento		270	9	95820	Sacramento		1,988
10	95820	Sacramento		259	10	95833	Sacramento		1,827

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED ¹		Jul '26	% of ³
1	Housing²	9,500	86.3%
	At Risk/Homeless Housing Related Assistance Programs	2,229	20.2%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,721	15.6%
	Housing Search and Information	1,447	13.1%
	Housing Expense Assistance	1,255	11.4%
	Emergency Shelter (including Homeless Motel Vouchers)	1,208	11.0%
2	Legal, Consumer, and Public Safety Services²	1,909	17.3%
	Family Law	473	4.3%
	Certificates/Forms Assistance	274	2.5%
	Records/Licenses/Permits	101	<1%
	Community Legal Clinics	87	<1%
	Consumer Complaints	78	<1%
	Legal Counseling	78	<1%
3	Individual, Family, and Community Support²	1,828	16.6%
	Case/Care Management	934	8.5%
	Street Outreach Programs	181	1.6%
	Veterinary Services	80	<1%
	Protective Services	71	<1%
	Community Action/Social Advocacy Groups	67	<1%



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4	Mental Health/Addictions²	1,358	12.3%
	Crisis Intervention	339	3.1%
	Substance Use Disorder Treatment Programs	178	1.6%
	Psychiatric Services	125	1.1%
	Counseling Services	119	1.1%
	Mental Health Evaluation	114	1.0%
5	Utility Assistance²	1,318	12.0%
	Utility Assistance (including Utility Service Payment Assistance)	1,304	11.8%
	Utility Service Providers	10	<1%
6	Healthcare²	1,033	9.4%
	Health Supportive Services	306	2.8%
	Health Insurance Information/Counseling	193	1.8%
	Health Care Referrals	123	1.1%
	Disease/Disability Specific Screening/Diagnosis	66	<1%
	Medical Public Assistance Programs	48	<1%
7	Information Services²	974	8.8%
	Information and Referral	469	4.3%
	Information Sources	435	4.0%
	Public Awareness/Education	36	<1%
	Libraries	16	<1%
	Electronic Information Resources	10	<1%
8	Clothing/Personal/Household Needs²	841	7.6%
	Personal Goods/Services	634	5.8%
	Household Goods	179	1.6%
	Repair Services	12	<1%
9	Food/Meals²	718	6.5%
	Emergency Food (including Food Pantries)	381	3.5%
	Meals	177	1.6%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	141	1.3%
	Food Outlets	16	<1%
10	Employment²	503	4.6%
11	Transportation²	269	2.4%
12	Income Support/Assistance²	204	1.9%
13	Other Government/Economic Services²	187	1.7%
14	Disaster Services²	58	<1%
15	Education²	56	<1%
16	Arts, Culture, and Recreation²	52	<1%
17	Volunteers/Donations²	44	<1%

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TOP UNMET NEEDS		Jul '26	
1	At Risk/Homeless Housing Related Assistance Programs	743	
2	Housing Expense Assistance	641	
3	Emergency Shelter (including Homeless Motel Vouchers)	241	
4	Landlord/Tenant Assistance	158	
5	Transitional Housing/Shelter	83	
Most Frequently Referred Programs		Jul '26	% of
1	Problem Solving Access Points (PSAP)	704	6.4%
2	Saint Vincent de Paul Society	513	4.7%
3	Low-Cost Housing Communities - Mutual Housing California	420	3.8%
4	Utility Assistance - The Salvation Army	378	3.4%
5	California Property List - Mercy Housing California	377	3.4%
6	Sacramento Housing and Redevelopment Agency - Affordable Housing Options	347	3.2%
7	Home Energy Assistance Program (HEAP)	307	2.8%
8	California Department of Health Care Services - CalAIM - Community Supports	239	2.2%
9	Affordable Housing - Angelic Housing Resources Foundation Inc.	197	1.8%
10	Community Housing Opportunities Corporation	193	1.8%
11	Renters Helpline - Community Link Capital Region	159	1.4%
12	Transitional Housing - EveryONE Matters Ministries	158	1.4%
13	Health Navigation - Community HealthWorks	141	1.3%
13	Sacramento County Department of Behavioral Health Services - Access Team	141	1.3%
15	Housing Navigation Services - United Way California Capital Region	140	1.3%
16	Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	134	1.2%
17	Crisis Receiving for Behavioral Health - WellSpace Health	125	1.1%
18	Support Services - My Sister's House	123	1.1%
19	311 Customer Service Center - City of Sacramento 311	122	1.1%
20	Family Support Services - Family Promise of Sacramento	119	1.1%
21	Superior Court of California - Family Law Facilitator/Self Help Center	115	1.0%
22	Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	114	1.0%
23	Care Residences - Helping Hearts Foundation, Inc.	110	<1%
23	Lotus Landing Apartments - Rainey Property Management	110	<1%
25	Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	108	<1%
26	CalFresh Application Assistance - 2-1-1 Sacramento	107	<1%
27	City of Sacramento Department of Community Response - Homeless Outreach and Ass	103	<1%
28	Whispering Pines Apartments - Visionary Home Builders of California	101	<1%
29	Domestic Violence Shelter - Lao Family Community Development, Inc.	95	<1%
29	Southwind Court Apartments - Rainey Property Management	95	<1%
	All Other Referrals	7,303	
	Total Referrals	13,398	

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RESOURCE DIRECTORY - DATABASE

	<u>Jul '26</u>	<u>YTD</u>
Resources Updated	362	2,274
Resources Verified	263	1,700

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

Note: software is unable to produce May data. Unique Visitors YTD will be updated as soon as software is fixed.

	<u>Jul '26</u>	<u>YTD</u>
Unique Visitors	32,960	
Directory Searches	12,386	59,538
Resource Page Views	70,178	367,753
Total Page Views	82,564	427,291

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%.