

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

June-23

CALL VOLUME

Jun '23

Month of Jun 10,910
Year to date - 2023 76,889

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,584	8,664
Referral	6,627	35,905
Total I&R calls	8,211	44,569
Follow-up	281	2,797
Advocacy	2	11
Crisis	5	11
Disaster	1	90
Outreach	0	1
Total Calls with Demographic Info	8,500	47,479
Call Back	438	3,781
Silent/Static	569	3,146
Voicemail	43	1,864
Other	1,360	20,619

COURT OUTREACH ACTIVITY

Month of Jun 497
Year to date - 2023 3,248

CLIENT PROFILE

AGE RANGES OF CALLERS

Jun '23

% of

YTD

% of YTD

1	Less than 18	12	<1%	96	<1%
2	18-20	159	1.9%	743	1.6%
3	21-29	783	9.2%	3,828	8.1%
4	30-39	1,337	15.7%	6,160	13.0%
5	40-49	1,060	12.5%	5,175	10.9%
6	50-59	1,123	13.2%	6,247	13.2%
7	Seniors - age 60+	1,271	15.0%	10,430	22.0%
8	Caller Declined	1,503	17.7%	8,300	17.5%
9	Did not Ask	1,252	14.7%	6,500	13.7%

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CALLER ETHNICITY	Jun '23	% of	YTD	% of YTD
1 African American/Black	1,857	21.8%	8,775	18.5%
2 Caucasian	1,035	12.2%	6,796	14.3%
3 Hispanic / Latino	659	7.8%	3,916	8.2%
4 Multi-ethnic	209	2.5%	1,202	2.5%
5 Other	121	1.4%	716	1.5%
6 Asian	117	1.4%	837	1.8%
7 Native American	75	<1%	301	<1%
8 Middle Eastern	72	<1%	325	<1%
9 Pacific Islander / Native Hawaiian	37	<1%	261	<1%
10 Russian / Slavic	19	<1%	117	<1%
11 Caller declined to answer	1,997	23.5%	11,882	25.0%
12 Did not ask	2,302	27.1%	12,351	26.0%
Military/Veterans	208	2.4%	1,471	3.1%
First 5 Families/Children 0-5	1,161	13.7%	4,858	10.2%

CALLER GENDER	Jun '23	% of	YTD	% of YTD
1 Female	4,583	53.9%	26,717	56.3%
2 Male	2,261	26.6%	12,615	26.6%
3 Non-binary	14	<1%	80	<1%
4 Trans Female	9	<1%	57	<1%
5 Trans Male	7	<1%	29	<1%
6 Intersex	6	<1%	14	<1%
7 Unknown	54	<1%	327	<1%
8 Client declined	878	10.3%	4,928	10.4%
9 Did not ask	688	8.1%	2,712	5.7%

NUMBER IN HOUSEHOLD	Jun '23	% of	YTD	% of YTD
1 1	4,333	51.0%	25,572	53.9%
2 2	1,217	14.3%	7,564	15.9%
3 3	768	9.0%	3,604	7.6%
4 4	489	5.8%	2,245	4.7%
5 5	273	3.2%	1,123	2.4%
6 6+	215	2.5%	862	1.8%
7 Unknown	1,205	14.2%	6,509	13.7%

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<u>APPROXIMATE MONTHLY INCOME</u>		<u>Jun '23</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	No Income	1,481	17.4%	7,124	15.0%
2	Less than \$1,000	983	11.6%	4,822	10.2%
3	\$1,001 - \$1,500	1,210	14.2%	5,561	11.7%
4	\$1,501 - \$2,000	424	5.0%	2,555	5.4%
5	\$2,001 - \$2,500	255	3.0%	1,924	4.1%
6	\$2,501 - \$3,000	197	2.3%	1,340	2.8%
7	\$3,001 - \$4,000	203	2.4%	1,575	3.3%
8	\$4,001 - \$5,000	64	<1%	663	1.4%
9	More than \$5,000	80	<1%	691	1.5%
10	Unknown	3,603	42.4%	21,224	44.7%
<u>TOP SOURCES OF INCOME</u>		<u>Jun '23</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	No current source of income	1,452	17.1%	6,792	14.3%
2	Job	1,266	14.9%	7,560	15.9%
3	SSI	968	11.4%	4,325	9.1%
4	SS	592	7.0%	5,504	11.6%
5	TANF (CalWORKs)	555	6.5%	2,212	4.7%
6	SSD (SSDI)	292	3.4%	1,501	3.2%
7	Other	245	2.9%	1,882	4.0%
8	General Assistance	153	1.8%	820	1.7%
9	Pension	92	1.1%	1,809	3.8%
10	Self-Employed	78	<1%	320	<1%
11	Unemployment	72	<1%	414	<1%
12	SDI	70	<1%	331	<1%
13	Family	27	<1%	102	<1%
14	Child Support	18	<1%	97	<1%
15	Workers Comp	16	<1%	87	<1%
16	AB 12 Foster Care	7	<1%	41	<1%
17	Alimony	7	<1%	47	<1%
18	Student Financial Aid	5	<1%	48	<1%
19	Insurance	1	<1%	14	<1%
20	Unknown (caller declined + did not ask)	2,584	30.4%	13,573	28.6%

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TOP ZIP CODES (Jun '23)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		624	1	95823	Sacramento	3,336	
2	95811	Sacramento		580	2	95811	Sacramento	2,212	
3	95815	Sacramento		362	3	95815	Sacramento	1,935	
4	95820	Sacramento		290	4	95825	Sacramento	1,576	
5	95825	Sacramento		288	5	95821	Sacramento	1,465	
6	95838	Sacramento		286	6	95670	Gold River/Rancho C	1,446	
7	95670	Gold River/Rancho C		283	7	95828	Sacramento	1,402	
8	95821	Sacramento		248	8	95820	Sacramento	1,378	
9	95822	Sacramento		242	9	95838	Sacramento	1,369	
10	95828	Sacramento		230	10	95822	Sacramento	1,346	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		Jun '23	% of ³
1	Housing²	8,021	94.4%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,718	20.2%
	Housing Search and Information	1,577	18.6%
	Emergency Shelter (including Homeless Motel Vouchers)	1,331	15.7%
	Housing Expense Assistance	1,295	15.2%
	Transitional Housing/Shelter	851	10.0%
2	Legal, Consumer, and Public Safety Services²	2,028	23.9%
	Family Law	503	5.9%
	Protective/Restraining Orders	123	1.4%
	Legal Counseling	121	1.4%
	General Legal Aid	109	1.3%
	Certificates/Forms Assistance	106	1.2%
3	Utility Assistance²	1,624	19.1%
	Utility Assistance (including Utility Service Payment Assistance)	1,600	18.8%
	Utility Service Providers	19	<1%
4	Individual, Family, and Community Support²	1,169	13.8%
	Case/Care Management	277	3.3%
	Street Outreach Programs	152	1.8%
	In Home Assistance	102	1.2%
	Community Action/Social Advocacy Groups	81	<1%
	Multipurpose Centers	67	<1%
5	Information Services²	1,107	13.0%
	Information and Referral	630	7.4%
	Information Sources (including 311 Services)	338	4.0%
	Electronic Information Resources	88	1.0%
	Public Awareness/Education	34	<1%
	Libraries	11	<1%

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6 Food/Meals²	1,098	12.9%
Emergency Food (including Food Pantries)	756	8.9%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	164	1.9%
Meals	153	1.8%
Food Outlets	25	<1%
7 Mental Health/Addictions²	987	11.6%
Crisis Intervention	303	3.6%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	169	2.0%
Outpatient Mental Health Facilities	127	1.5%
Counseling Services	86	1.0%
Mental Health Evaluation	72	<1%
8 Healthcare²	652	7.7%
Health Insurance Information/Counseling	123	1.4%
Health Supportive Services	66	<1%
Disease/Disability Specific Screening/Diagnosis	63	<1%
Health Education	61	<1%
Centers for Independent Living	38	<1%
9 Clothing/Personal/Household Needs²	590	6.9%
Personal Goods/Services	398	4.7%
Household Goods	162	1.9%
Thrift Shops	10	<1%
10 Employment²	332	3.9%
11 Transportation²	280	3.3%
12 Income Support/Assistance²	276	3.2%
13 Other Government/Economic Services²	259	3.0%
14 Disaster Services²	108	1.3%
15 Volunteers/Donations²	57	<1%
16 Arts, Culture, and Recreation²	52	<1%
17 Education²	27	<1%

TOP UNMET NEEDS

Jun '23

1 Emergency Shelter (including Homeless Motel Vouchers)	168
2 Nutrition Related Public Assistance Programs	67
3 Housing Expense Assistance	64
4 Utility Assistance	38
5 Tax Preparation Assistance	31

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Most Frequently Referred Programs	Jun '23	% of
1 Diversion Program - Francis House Center, A Program of Next Move	679	8.0%
2 Saint Vincent de Paul Society	555	6.5%
3 Rental Assistance - The Salvation Army	481	5.7%
4 Low-Cost Housing Communities - Mutual Housing California	464	5.5%
5 Property Listing - Mercy Housing California	441	5.2%
6 Utility Assistance - The Salvation Army	400	4.7%
7 Home Energy Assistance Program	362	4.3%
8 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	352	4.1%
9 Family Support Services - Family Promise of Sacramento	271	3.2%
10 Angelic Housing - Angelic Housing Resources Foundation Inc.	244	2.9%
11 Community Housing Opportunities Corporation	223	2.6%
12 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	187	2.2%
13 CalFresh Application Assistance - 2-1-1 Sacramento	176	2.1%
14 3-1-1 Connect - Sacramento County	174	2.0%
15 Residential Family Shelter - Volunteers of America	172	2.0%
16 Sacramento County - Legal Services of Northern California	161	1.9%
17 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	153	1.8%
18 Health Navigation - Sacramento Covered	148	1.7%
19 Saint John's Square Transitional Housing Program - Saint John's Program for Real Cha	147	1.7%
20 Mental Health Crisis Respite Center - Hope Cooperative	130	1.5%
21 Care Residences - Helping Hearts Foundation, Inc.	122	1.4%
22 Family Respite Program - Francis House Center - A Program of Next Move	117	1.4%
23 Resource Center - Resources for Independent Living	113	1.3%
24 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	113	1.3%
25 Relief for Energy Assistance through Community Help (REACH) - Pacific Gas & Electric	111	1.3%
26 City of Sacramento Department of Community Response - Homeless Outreach and As	110	1.3%
27 Tenant Protection Counseling and Assistance - Housing & Economic Rights Advocates	108	1.3%
28 Family Shelter - Next Move Homeless Services	107	1.3%
29 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	96	1.1%
30 Sacramento County Department of Human Assistance - Bureau Sites	96	1.1%
All Other Referrals	8,126	
Total Referrals	15,139	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Jun '23</u>	<u>YTD</u>
Unique Visitors	10,290	41,338
Directory Searches	5,676	45,834
Resource Page Views	22,729	156,101
Total Page Views	28,405	201,935

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%.