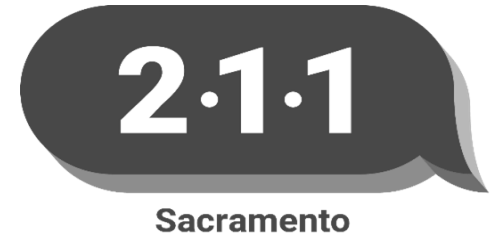


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STATISTICS SUMMARY

June-25

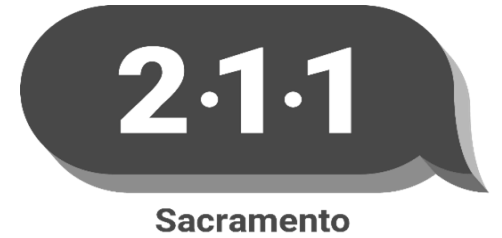
CALL VOLUME		Jun '25	
Month of Jun		18,695	
Year to date - 2025		120,041	
TYPE OF CALLS			YEAR TO DATE (YTD)
Information	784		6,129
Referral	9,853		65,377
Total I&R calls	10,637		71,506
Follow-up	305		2,967
Advocacy	0		4
Crisis	0		2
Disaster	0		3
Outreach	3		16
Total Calls with Demographic Info	10,945		74,498
Call Back	1,577		9,217
Silent/Static	748		4,248
Voicemail	270		1,947
Other	5,155		30,131

COURT OUTREACH ACTIVITY

Month of Jun	1,047
Year to date - 2025	5,841

CLIENT PROFILE

AGE RANGES OF CALLERS		Jun '25	% of	YTD	% of YTD
1	Less than 18	16	<1%	77	<1%
2	18-20	213	1.9%	1,386	1.9%
3	21-29	1,423	13.0%	8,304	11.1%
4	30-39	2,198	20.1%	12,691	17.0%
5	40-49	1,641	15.0%	10,717	14.4%
6	50-59	1,377	12.6%	9,530	12.8%
7	Seniors - age 60+	1,487	13.6%	12,089	16.2%
8	Caller Declined	1,561	14.3%	11,540	15.5%
9	Did not Ask	1,029	9.4%	8,164	11.0%



STATISTICS SUMMARY
June-25

<u>CALLER ETHNICITY</u>	<u>Jun '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American/Black	3,468	31.7%	20,035	26.9%
2 Caucasian	1,537	14.0%	10,616	14.3%
3 Hispanic / Latino	1,061	9.7%	6,837	9.2%
4 Multi-ethnic	410	3.7%	2,354	3.2%
5 Asian	159	1.5%	1,189	1.6%
6 Pacific Islander / Native Hawaiian	100	<1%	616	<1%
7 Native American	88	<1%	633	<1%
8 Other	79	<1%	498	<1%
9 Middle Eastern	59	<1%	397	<1%
10 Russian / Slavic	22	<1%	131	<1%
11 Caller declined to answer	2,310	21.1%	17,338	23.3%
12 Did not ask	1,652	15.1%	13,854	18.6%

Military/Veterans

137 1.3% 1,140 1.5%

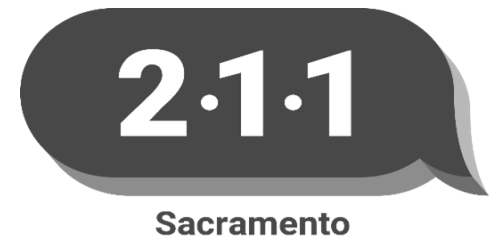
First 5 Families/Children 0-5

1,832 16.7% 10,305 13.8%

<u>CALLER GENDER</u>	<u>Jun '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Female	6,633	60.6%	41,844	56.2%
2 Male	3,199	29.2%	22,160	29.7%
3 Trans Female	10	<1%	75	<1%
4 Non-binary	9	<1%	91	<1%
5 Trans Male	6	<1%	42	<1%
6 Intersex	2	<1%	17	<1%
7 Unknown	29	<1%	204	<1%
8 Client declined	576	5.3%	5,690	7.6%
9 Did not ask	481	4.4%	4,375	5.9%

<u>NUMBER IN HOUSEHOLD</u>	<u>Jun '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 1	5,799	53.0%	40,151	53.9%
2 2	1,931	17.6%	13,005	17.5%
3 3	1,223	11.2%	7,079	9.5%
4 4	675	6.2%	4,010	5.4%
5 5	332	3.0%	2,157	2.9%
6 6+	241	2.2%	1,698	2.3%
7 Unknown	744	6.8%	6,398	8.6%

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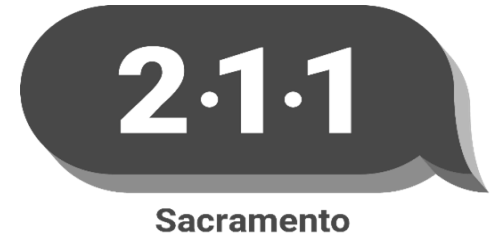


STATISTICS SUMMARY

June-25

<u>APPROXIMATE MONTHLY INCOME</u>	<u>Jun '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No Income	2,200	20.1%	14,138	19.0%
2 Less than \$1,000	1,140	10.4%	7,252	9.7%
3 \$1,001 - \$1,500	1,611	14.7%	9,736	13.1%
4 \$1,501 - \$2,000	737	6.7%	4,413	5.9%
5 \$2,001 - \$2,500	485	4.4%	3,137	4.2%
6 \$2,501 - \$3,000	449	4.1%	2,651	3.6%
7 \$3,001 - \$4,000	446	4.1%	3,189	4.3%
8 \$4,001 - \$5,000	201	1.8%	1,582	2.1%
9 More than \$5,000	156	1.4%	1,042	1.4%
10 Unknown	3,520	32.2%	27,358	36.7%
<u>TOP SOURCES OF INCOME</u>	<u>Jun '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Job	2,297	21.0%	14,310	19.2%
2 No current source of income	2,139	19.5%	13,874	18.6%
3 SSI	1,135	10.4%	6,993	9.4%
4 TANF (CalWORKs)	1,042	9.5%	6,085	8.2%
5 SS	593	5.4%	5,366	7.2%
6 SSD (SSDI)	440	4.0%	2,340	3.1%
7 Other	137	1.3%	1,432	1.9%
8 General Assistance	127	1.2%	895	1.2%
9 Unemployment	115	1.1%	798	1.1%
10 SDI	114	1.0%	585	<1%
11 Pension	72	<1%	1,290	1.7%
12 Self-Employed	50	<1%	496	<1%
13 Child Support	24	<1%	163	<1%
14 Family	22	<1%	136	<1%
15 Student Financial Aid	13	<1%	92	<1%
16 AB 12 Foster Care	10	<1%	39	<1%
17 Alimony	8	<1%	26	<1%
18 Workers Comp	5	<1%	82	<1%
19 Insurance	1	<1%	16	<1%
20 Unknown (caller declined + did not ask)	2,601	23.8%	19,480	26.1%

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STATISTICS SUMMARY
June-25

TOP ZIP CODES (Jun '25)				TOP ZIP CODES (YTD)			
# of CALLS				# of CALLS			
1	95823	Sacramento	989	1	95823	Sacramento	6,123
2	95811	Sacramento	680	2	95811	Sacramento	4,877
3	95815	Sacramento	487	3	95828	Sacramento	2,845
4	95825	Sacramento	423	4	95815	Sacramento	2,749
5	95822	Sacramento	386	5	95820	Sacramento	2,625
6	95828	Sacramento	379	6	95825	Sacramento	2,525
7	95838	Sacramento	376	7	95838	Sacramento	2,444
8	95820	Sacramento	354	8	95670	Gold River/Rancho Cc	2,215
9	95670	Gold River/Rancho Cc	349	9	95821	Sacramento	2,196
9	95833	Sacramento	349	10	95833	Sacramento	2,184

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		Jun '25	% of ³
1 Housing²		8,106	74.1%
	Housing Expense Assistance	1,528	14.0%
	Housing Search and Information	1,411	12.9%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,366	12.5%
	Emergency Shelter (including Homeless Motel Vouchers)	1,077	9.8%
	At Risk/Homeless Housing Related Assistance Programs	1,070	9.8%
2 Legal, Consumer, and Public Safety Services²		1,942	17.7%
	Family Law	661	6.0%
	Certificates/Forms Assistance	248	2.3%
	Legal Counseling	112	1.0%
	Lawyer Referral Services	103	<1%
	Protective/Restraining Orders	81	<1%
3 Mental Health/Addictions²		1,495	13.7%
	Crisis Intervention	436	4.0%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	195	1.8%
	Outpatient Mental Health Facilities	142	1.3%
	Mental Health Evaluation	141	1.3%
	Counseling Services	118	1.1%
4 Individual, Family, and Community Support²		1,412	12.9%
	Case/Care Management	674	6.2%
	Parenting Education	112	1.0%
	Veterinary Services	97	<1%
	Street Outreach Programs	57	<1%
	In Home Assistance	56	<1%
	Protective Services	56	<1%



STATISTICS SUMMARY
June-25

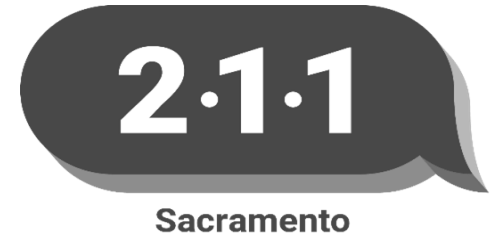
5 Utility Assistance²	1,287	11.8%
Utility Assistance (including Utility Service Payment Assistance)	1,262	11.5%
Utility Service Providers	16	<1%
6 Healthcare²	937	8.6%
Health Supportive Services	427	3.9%
Disease/Disability Specific Screening/Diagnosis	79	<1%
Health Insurance Information/Counseling	73	<1%
Health Care Referrals	47	<1%
Medical Public Assistance Programs	45	<1%
7 Information Services²	796	7.3%
Information Sources	431	3.9%
Information and Referral	329	3.0%
Public Awareness/Education	16	<1%
Libraries	12	<1%
8 Clothing/Personal/Household Needs²	790	7.2%
Personal Goods/Services	599	5.5%
Household Goods	156	1.4%
Repair Services	16	<1%
9 Food/Meals²	748	6.8%
Emergency Food (including Food Pantries)	393	3.6%
Meals	186	1.7%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	154	1.4%
Food Outlets	14	<1%
10 Employment²	436	4.0%
11 Transportation²	257	2.3%
12 Income Support/Assistance²	247	2.3%
13 Other Government/Economic Services²	152	1.4%
14 Arts, Culture, and Recreation²	85	<1%
15 Education²	48	<1%
16 Disaster Services²	44	<1%
17 Volunteers/Donations²	39	<1%

TOP UNMET NEEDS

Jun '25

1 Housing Expense Assistance	951
2 Landlord/Tenant Assistance (including Eviction Prevention Assistance)	455
3 At Risk/Homeless Housing Related Assistance Programs	334
4 Emergency Shelter (including Homeless Motel Vouchers)	176
5 Utility Assistance	61

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STATISTICS SUMMARY
June-25

<u>Most Frequently Referred Programs</u>	<u>Jun '25</u>	<u>% of</u>
1 Problem Solving Access Points (PSAP)	949	8.7%
2 LEAP Homelessness Prevention Program	926	8.5%
3 Rental Assistance - The Salvation Army	539	4.9%
4 Saint Vincent de Paul Society	414	3.8%
5 Low-Cost Housing Communities - Mutual Housing California	397	3.6%
6 Utility Assistance - The Salvation Army	383	3.5%
7 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	378	3.5%
8 Property Listing - Mercy Housing California	347	3.2%
9 California Department of Health Care Services - CalAIM - Community Supports	346	3.2%
10 Home Energy Assistance Program	269	2.5%
11 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	249	2.3%
12 Community Housing Opportunities Corporation	222	2.0%
13 Housing Navigation Services - United Way California Capital Region	205	1.9%
14 Renters Helpline - Community Link Capital Region	200	1.8%
15 Family Support Services - Family Promise of Sacramento	183	1.7%
16 Sacramento County Behavioral Health Services - Access Team	181	1.7%
17 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	148	1.4%
18 Angelic Housing - Angelic Housing Resources Foundation Inc.	146	1.3%
18 CalFresh Application Assistance - 2-1-1 Sacramento	146	1.3%
20 Mental Health Crisis Respite Center - Hope Cooperative	139	1.3%
21 Support Services - My Sister's House	132	1.2%
22 Transitional Housing - EveryONE Matters Ministries	129	1.2%
23 Superior Court of California - Family Law Facilitator/Self Help Center	119	1.1%
24 Safe House - WEAVE	116	1.1%
25 Domestic Violence Shelter - Lao Family Community Development, Inc.	114	1.0%
26 North A Street Shelter - First Step Communities	93	<1%
26 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	93	<1%
28 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	89	<1%
28 Housing Support Program - Sacramento Regional Family Justice Center	89	<1%
30 311 Customer Service Center - City of Sacramento 311	87	<1%
All Other Referrals	7,521	
Total Referrals	15,349	

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STATISTICS SUMMARY
June-25

RESOURCE DIRECTORY - DATABASE

	<u>Jun '25</u>	<u>YTD</u>
Resources Updated	373	2,351
Resources Verified	261	1,509

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Jun '25</u>	<u>YTD</u>
Unique Visitors	10,939	49,821
Directory Searches	7,090	49,819
Resource Page Views	36,317	186,397
Total Page Views	43,407	236,216

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%.