

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-26

CALL VOLUME

Jun '26

Month of Jun	19,970
Year to date - 2026	126,412

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	914	6,471
Referral	9,416	54,416
Total I&R calls	10,330	60,887
Follow-up	313	2,525
Advocacy	1	5
Crisis	0	0
Disaster	0	0
Outreach	0	3
Total Calls with Demographic Info	10,644	63,420
Call Back	2,859	17,521
Silent/Static	1,139	7,025
Voicemail	544	5,214
Other	4,784	33,232

COURT OUTREACH ACTIVITY

Month of Jun	905
Year to date - 2026	5,063

CLIENT PROFILE

AGE RANGES OF CALLERS

Jun '26

% of

YTD

% of YTD

1	Less than 18	21	<1%	106	<1%
2	18-20	227	2.1%	1,412	2.2%
3	21-29	1,386	13.0%	7,458	11.8%
4	30-39	2,157	20.3%	10,797	17.0%
5	40-49	1,641	15.4%	9,549	15.1%
6	50-59	1,377	12.9%	8,401	13.2%
7	Seniors - age 60+	1,348	12.7%	10,278	16.2%
8	Caller declined	1,411	13.3%	8,618	13.6%
9	Did not Ask	1,076	10.1%	6,801	10.7%



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<u>CALLER ETHNICITY</u>		<u>Jun '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	African American/ Black	3,065	28.8%	15,837	25.0%
2	White	1,722	16.2%	9,903	15.6%
3	Hispanic/ Latino	937	8.8%	5,718	9.0%
4	Multi-Ethnic	308	2.9%	1,619	2.6%
5	Asian	149	1.4%	1,115	1.8%
6	American Indian/ Alaskan Native	102	<1%	527	<1%
7	Pacific Islander/ Native Hawaiian	60	<1%	324	<1%
8	Other	0	0.0%	110	<1%
9	Caller declined to answer	1,874	17.6%	10,967	17.3%
10	Did not ask	2,427	22.8%	17,300	27.3%
<u>Military/Veterans</u>		142	1.3%	862	1.4%
<u>First 5 Families/Children 0-5</u>		1,592	15.0%	7,962	12.6%
<u>CALLER GENDER</u>		<u>Jun '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	Female	5,886	55.3%	31,962	50.4%
2	Male	3,051	28.7%	18,183	28.7%
3	Trans Female	18	<1%	81	<1%
4	Genderqueer/Gender Non-Binary	12	<1%	56	<1%
5	Trans Male	6	<1%	41	<1%
6	Other	4	<1%	12	<1%
7	Intersex	1	<1%	8	<1%
8	Unknown	6	<1%	85	<1%
9	Client declined	782	7.3%	4,463	7.0%
10	Did not ask	878	8.2%	8,529	13.4%
<u>NUMBER IN HOUSEHOLD</u>		<u>Jun '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1	6,033	56.7%	37,144	58.6%
2	2	1,724	16.2%	10,264	16.2%
3	3	993	9.3%	5,270	8.3%
4	4	573	5.4%	2,771	4.4%
5	5	289	2.7%	1,420	2.2%
6	6+	234	2.2%	1,206	1.9%
7	Unknown	798	7.5%	5,345	8.4%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>Jun '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No Income	2,488	23.4%	14,174	22.3%
2 Less than \$1,000	1,102	10.4%	6,193	9.8%
3 \$1,001 - \$1,500	1,349	12.7%	7,565	11.9%
4 \$1,501 - \$2,000	520	4.9%	2,910	4.6%
5 \$2,001 - \$2,500	369	3.5%	1,882	3.0%
6 \$2,501 - \$3,000	260	2.4%	1,466	2.3%
7 \$3,001 - \$4,000	303	2.8%	1,688	2.7%
8 \$4,001 - \$5,000	99	<1%	774	1.2%
9 More than \$5,000	93	<1%	577	<1%
10 Unknown	4,061	38.2%	26,191	41.3%

<u>TOP SOURCES OF INCOME</u>	<u>Jun '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No current source of income	2,369	22.3%	13,961	22.0%
2 Job	1,614	15.2%	8,913	14.1%
3 TANF (CalWORKs)	1,038	9.8%	5,025	7.9%
4 SSI	973	9.1%	5,454	8.6%
5 SS	532	5.0%	4,247	6.7%
6 SSD (SSDI)	367	3.4%	2,109	3.3%
7 Unemployment	111	1.0%	634	<1%
8 General Assistance	102	<1%	783	1.2%
9 Other	82	<1%	532	<1%
10 Self-Employed	71	<1%	406	<1%
11 Pension	58	<1%	844	1.3%
11 SDI	58	<1%	327	<1%
13 Child Support	33	<1%	121	<1%
14 Workers Comp	31	<1%	103	<1%
15 Family	28	<1%	135	<1%
16 Student Financial Aid	23	<1%	123	<1%
17 AB 12 Foster Care	6	<1%	37	<1%
18 Alimony	4	<1%	32	<1%
19 Insurance	3	<1%	11	<1%
20 Unknown (caller declined + did not ask)	3,141	29.5%	19,623	30.9%

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TOP ZIP CODES (Jun '26)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		846	1	95823	Sacramento		4,671
2	95811	Sacramento		778	2	95811	Sacramento		4,582
3	95815	Sacramento		406	3	95815	Sacramento		2,246
4	95828	Sacramento		356	4	95828	Sacramento		2,116
5	95838	Sacramento		342	5	95825	Sacramento		1,888
6	95825	Sacramento		316	6	95838	Sacramento		1,870
7	95820	Sacramento		307	7	95821	Sacramento		1,790
8	95670	Gold River/Rancho C		287	8	95670	Gold River/Rancho C		1,775
9	95821	Sacramento		275	9	95820	Sacramento		1,729
10	95824	Sacramento		252	10	95833	Sacramento		1,557
10	95826	Sacramento		252					

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED ¹		Jun '26	% of ³
1 Housing²		9,012	84.7%
At Risk/Homeless Housing Related Assistance Programs		1,952	18.3%
Residential Housing Options (including Low Income/Subsidized Rental Housing)		1,527	14.3%
Housing Expense Assistance		1,461	13.7%
Housing Search and Information		1,262	11.9%
Emergency Shelter (including Homeless Motel Vouchers)		1,200	11.3%
2 Legal, Consumer, and Public Safety Services²		1,834	17.2%
Family Law		559	5.3%
Certificates/Forms Assistance		268	2.5%
Community Legal Clinics		91	<1%
Lawyer Referral Services		89	<1%
Legal Counseling		80	<1%
3 Individual, Family, and Community Support²		1,706	16.0%
Case/Care Management		901	8.5%
Street Outreach Programs		171	1.6%
Veterinary Services		99	<1%
Parenting Education		69	<1%
Protective Services		52	<1%
4 Mental Health/Addictions²		1,363	12.8%
Crisis Intervention		426	4.0%
Outpatient Mental Health Facilities		153	1.4%
Mental Health Evaluation		143	1.3%
Psychiatric Services		132	1.2%
Substance Use Disorder Treatment Programs		112	1.1%



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5	Utility Assistance²	1,303	12.2%
	Utility Assistance (including Utility Service Payment Assistance)	1,285	12.1%
	Utility Service Providers	13	<1%
6	Healthcare²	1,022	9.6%
	Health Supportive Services	353	3.3%
	Health Insurance Information/Counseling	152	1.4%
	Health Care Referrals	113	1.1%
	Disease/Disability Specific Screening/Diagnosis	75	<1%
	Dental Care	53	<1%
7	Information Services²	967	9.1%
	Information Sources	468	4.4%
	Information and Referral	437	4.1%
	Public Awareness/Education	35	<1%
	Electronic Information Resources	11	<1%
	Libraries	10	<1%
8	Food/Meals²	788	7.4%
	Emergency Food (including Food Pantries)	451	4.2%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	174	1.6%
	Meals	141	1.3%
	Food Outlets	21	<1%
9	Clothing/Personal/Household Needs²	718	6.7%
	Personal Goods/Services	543	5.1%
	Household Goods	141	1.3%
	Repair Services	20	<1%
10	Employment²	425	4.0%
11	Transportation²	297	2.8%
12	Income Support/Assistance²	186	1.7%
13	Other Government/Economic Services²	156	1.5%
14	Disaster Services²	68	<1%
15	Arts, Culture, and Recreation²	61	<1%
16	Education²	36	<1%
16	Volunteers/Donations²	36	<1%

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TOP UNMET NEEDS		Jun '26	
1	At Risk/Homeless Housing Related Assistance Programs	577	
2	Housing Expense Assistance	520	
3	Emergency Shelter (including Homeless Motel Vouchers)	281	
4	Landlord/Tenant Assistance	152	
5	Transitional Housing/Shelter	77	
Most Frequently Referred Programs		Jun '26	% of
1	Problem Solving Access Points (PSAP)	831	7.8%
2	Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	458	4.3%
3	Saint Vincent de Paul Society	408	3.8%
4	Low-Cost Housing Communities - Mutual Housing California	357	3.4%
5	Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	340	3.2%
6	California Property List - Mercy Housing California	323	3.0%
7	Utility Assistance - The Salvation Army	300	2.8%
8	California Department of Health Care Services - CalAIM - Community Supports	270	2.5%
9	Home Energy Assistance Program (HEAP)	217	2.0%
10	Renters Helpline - Community Link Capital Region	202	1.9%
11	Community Housing Opportunities Corporation	186	1.7%
12	Sacramento County Department of Behavioral Health Services - Access Team	167	1.6%
13	Affordable Housing - Angelic Housing Resources Foundation Inc.	157	1.5%
14	Family Support Services - Family Promise of Sacramento	149	1.4%
15	Housing Navigation Services - United Way California Capital Region	145	1.4%
16	Transitional Housing - EveryONE Matters Ministries	143	1.3%
17	Support Services - My Sister's House	141	1.3%
18	Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	138	1.3%
19	Superior Court of California - Family Law Facilitator/Self Help Center	136	1.3%
20	Mental Health Crisis Respite Center - Hope Cooperative	134	1.3%
21	311 Customer Service Center - City of Sacramento 311	120	1.1%
22	Health Navigation - Community HealthWorks	114	1.1%
23	CalFresh Application Assistance - 2-1-1 Sacramento	111	1.0%
24	Lotus Landing Apartments - Rainey Property Management	110	1.0%
25	Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	108	1.0%
26	Safe House - WEAVE	103	<1%
27	Domestic Violence Shelter - Lao Family Community Development, Inc.	102	<1%
28	Crisis Receiving for Behavioral Health - WellSpace Health	101	<1%
29	Care Residences - Helping Hearts Foundation, Inc.	100	<1%
30	Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	97	<1%
	All Other Referrals	7,050	
	Total Referrals	13,318	

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RESOURCE DIRECTORY - DATABASE

	<u>Jun '26</u>	<u>YTD</u>
Resources Updated	334	1,912
Resources Verified	260	1,440

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>Jun '26</u>	<u>YTD</u>
Unique Visitors	26,214	
Directory Searches	11,402	47,152
Resource Page Views	78,051	297,575
Total Page Views	89,453	344,727

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%.