

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

March-23

CALL VOLUME

Mar '23

Month of Mar 13,893
 Year to date - 2023 48,348

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,738	4,522
Referral	6,815	19,000
Total I&R calls	8,553	23,522
Follow-up	660	1,344
Advocacy	2	5
Crisis	1	3
Disaster	6	85
Outreach	0	1
Total Calls with Demographic Info	9,222	24,960
Call Back	575	2,738
Silent/Static	537	1,737
Voicemail	312	1,730
Other	3,247	17,183

COURT OUTREACH ACTIVITY

Month of Mar 642
 Year to date - 2023 1,625

CLIENT PROFILE

AGE RANGES OF CALLERS

Mar '23

% of

YTD

% of YTD

1	Less than 18	12	<1%	44	<1%
2	18-20	137	1.5%	336	1.3%
3	21-29	703	7.6%	1,763	7.1%
4	30-39	1,119	12.1%	2,776	11.1%
5	40-49	1,009	10.9%	2,480	9.9%
6	50-59	1,212	13.1%	3,205	12.8%
7	Seniors - age 60+	2,263	24.5%	6,274	25.1%
8	Caller Declined	1,599	17.3%	4,539	18.2%
9	Did not Ask	1,168	12.7%	3,543	14.2%

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CALLER ETHNICITY	Mar '23	% of	YTD	% of YTD
1 African American/Black	1,523	16.5%	3,962	15.9%
2 Caucasian	1,283	13.9%	3,515	14.1%
3 Hispanic / Latino	958	10.4%	2,035	8.2%
4 Multi-ethnic	202	2.2%	570	2.3%
5 Asian	189	2.0%	487	2.0%
6 Other	156	1.7%	393	1.6%
7 Middle Eastern	71	<1%	154	<1%
8 Native American	67	<1%	153	<1%
9 Pacific Islander / Native Hawaiian	49	<1%	132	<1%
10 Russian / Slavic	17	<1%	72	<1%
11 Caller declined to answer	2,310	25.0%	6,708	26.9%
12 Did not ask	2,397	26.0%	6,779	27.2%
Military/Veterans	296	3.2%	805	3.2%
First 5 Families/Children 0-5	799	8.7%	2,102	8.4%

CALLER GENDER	Mar '23	% of	YTD	% of YTD
1 Female	5,200	56.4%	13,993	56.1%
2 Male	2,522	27.3%	6,465	25.9%
3 Trans Female	13	<1%	29	<1%
4 Non-binary	10	<1%	30	<1%
5 Trans Male	9	<1%	18	<1%
6 Intersex	4	<1%	7	<1%
7 Unknown	55	<1%	194	<1%
8 Client declined	945	10.2%	2,838	11.4%
9 Did not ask	464	5.0%	1,386	5.6%

NUMBER IN HOUSEHOLD	Mar '23	% of	YTD	% of YTD
1 1	5,109	55.4%	13,649	54.7%
2 2	1,548	16.8%	4,189	16.8%
3 3	684	7.4%	1,652	6.6%
4 4	394	4.3%	1,026	4.1%
5 5	175	1.9%	478	1.9%
6 6+	152	1.6%	388	1.6%
7 Unknown	1,160	12.6%	3,578	14.3%

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<u>APPROXIMATE MONTHLY INCOME</u>	<u>Mar '23</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No Income	1,408	15.3%	3,372	13.5%
2 Less than \$1,000	878	9.5%	2,303	9.2%
3 \$1,001 - \$1,500	978	10.6%	2,573	10.3%
4 \$1,501 - \$2,000	543	5.9%	1,406	5.6%
5 \$2,001 - \$2,500	398	4.3%	1,112	4.5%
6 \$2,501 - \$3,000	292	3.2%	799	3.2%
7 \$3,001 - \$4,000	322	3.5%	995	4.0%
8 \$4,001 - \$5,000	165	1.8%	462	1.9%
9 More than \$5,000	159	1.7%	454	1.8%
10 Unknown	4,079	44.2%	11,484	46.0%

<u>TOP SOURCES OF INCOME</u>	<u>Mar '23</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Job	1,598	17.3%	3,976	15.9%
2 No current source of income	1,239	13.4%	3,134	12.6%
3 SS	1,224	13.3%	3,381	13.5%
4 SSI	709	7.7%	1,937	7.8%
5 Other	546	5.9%	1,111	4.5%
6 Pension	455	4.9%	1,300	5.2%
7 TANF (CalWORKs)	329	3.6%	931	3.7%
8 SSD (SSDI)	293	3.2%	729	2.9%
9 General Assistance	154	1.7%	399	1.6%
10 Unemployment	80	<1%	220	<1%
11 SDI	63	<1%	160	<1%
12 Self-Employed	63	<1%	147	<1%
13 Child Support	16	<1%	46	<1%
14 Workers Comp	16	<1%	38	<1%
15 AB 12 Foster Care	11	<1%	16	<1%
16 Alimony	10	<1%	30	<1%
17 Family	10	<1%	42	<1%
18 Student Financial Aid	9	<1%	24	<1%
19 Insurance	4	<1%	11	<1%
20 Unknown (caller declined + did not ask)	2,393	25.9%	7,328	29.4%

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TOP ZIP CODES (Mar '23)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		606	1	95823	Sacramento	1,688	
2	95815	Sacramento		376	2	95815	Sacramento	972	
3	95811	Sacramento		369	3	95811	Sacramento	864	
4	95821	Sacramento		318	4	95821	Sacramento	803	
5	95825	Sacramento		279	5	95608	Carmichael	781	
6	95828	Sacramento		272	6	95825	Sacramento	764	
7	95608	Carmichael		266	7	95828	Sacramento	748	
8	95838	Sacramento		262	8	95670	Gold River/Rancho C	719	
9	95660	North Highlands		253	9	95822	Sacramento	719	
10	95670	Gold River/Rancho C		253	10	95838	Sacramento	705	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Mar '23	% of ³
1 Housing²	7,547	81.8%
Housing Search and Information	1,877	20.4%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,520	16.5%
Housing Expense Assistance	1,239	13.4%
Emergency Shelter (including Homeless Motel Vouchers)	1,140	12.4%
Transitional Housing/Shelter	606	6.6%
2 Income Support/Assistance²	1,909	20.7%
Tax Preparation Assistance	1,605	17.4%
Basic Income Maintenance Programs	79	<1%
Household Related Public Assistance Programs	47	<1%
Online Tax Preparation/E-Filing Sites	37	<1%
Tax Information	36	<1%
3 Legal, Consumer, and Public Safety Services²	1,847	20.0%
Family Law	579	6.3%
Legal Counseling	164	1.8%
Protective/Restraining Orders	125	1.4%
Certificates/Forms Assistance	111	1.2%
Advocacy	70	<1%

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4 Information Services²	1,406	15.2%
Information and Referral	822	8.9%
Information Sources (including 311 Services)	378	4.1%
Electronic Information Resources	151	1.6%
Public Awareness/Education	37	<1%
Libraries	15	<1%
5 Individual, Family, and Community Support²	1,062	11.5%
Community Action/Social Advocacy Groups	155	1.7%
Case/Care Management	136	1.5%
Street Outreach Programs	129	1.4%
In Home Assistance	88	<1%
Multipurpose Centers	75	<1%
6 Utility Assistance²	930	10.1%
Utility Assistance (including Utility Service Payment Assistance)	918	10.0%
Utility Service Providers	10	<1%
7 Food/Meals²	718	7.8%
Emergency Food (including Food Pantries)	433	4.7%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	155	1.7%
Meals	116	1.3%
Food Outlets	14	<1%
8 Mental Health/Addictions²	706	7.7%
Crisis Intervention	178	1.9%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	110	1.2%
Mental Health Evaluation	84	<1%
Counseling Services	81	<1%
Outpatient Mental Health Facilities	65	<1%
9 Healthcare²	573	6.2%
Health Insurance Information/Counseling	155	1.7%
Dental Care	54	<1%
Health Education	45	<1%
Health Supportive Services	39	<1%
Disease/Disability Specific Screening/Diagnosis	37	<1%
10 Disaster Services²	529	5.7%
11 Clothing/Personal/Household Needs²	371	4.0%
12 Other Government/Economic Services²	235	2.5%
13 Employment²	223	2.4%
14 Transportation²	192	2.1%
15 Arts, Culture, and Recreation²	76	<1%
16 Volunteers/Donations²	50	<1%
17 Education²	40	<1%

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TOP UNMET NEEDS

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1	Emergency Shelter (including Homeless Motel Vouchers)	232
2	Tax Preparation Assistance	109
3	Nutrition Related Public Assistance Programs	53
4	Disaster Relief Services	21
5	Utility Assistance	18

Most Frequently Referred Programs

Mar '23

% of

1	Volunteer Income Tax Assistance Program	782	8.5%
2	Tax Aide - AARP	766	8.3%
3	Homeless Outreach Navigation Services - Sacramento Self Help Housing	602	6.5%
4	Rental and Mortgage Assistance - SHELTER, Inc.	394	4.3%
5	Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	356	3.9%
6	Saint Vincent de Paul Society	343	3.7%
7	Diversion Program - Francis House Center, A Program of Next Move	329	3.6%
8	Winter Warming Shelters and Centers	308	3.3%
9	Mutual Housing California	307	3.3%
10	Rental Assistance - The Salvation Army	284	3.1%
11	Property Listing - Mercy Housing California	273	3.0%
12	Community Housing Opportunities Corporation	229	2.5%
13	Home Energy Assistance Program	214	2.3%
14	Family Support Services - Family Promise of Sacramento	208	2.3%
15	Utility Assistance - The Salvation Army	201	2.2%
16	Angelic Housing - Angelic Housing Resources Foundation Inc.	175	1.9%
17	Landlord Tenant Dispute Resolution (Renters Helpline) - Sacramento Self Help Housing	159	1.7%
18	CalFresh Application Assistance - 2-1-1 Sacramento	158	1.7%
19	Room & Board - Helping Hearts Foundation, Inc.	154	1.7%
20	Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	145	1.6%
21	Health Navigation - Sacramento Covered	138	1.5%
22	2-1-1 MONTEREY COUNTY (CALIFORNIA)	135	1.5%
23	3-1-1 Connect - Sacramento County	133	1.4%
24	Residential Family Shelter - Volunteers of America	130	1.4%
25	Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	120	1.3%
26	X Street Navigation Center - Volunteers of America - Northern California and Northern I	96	1.0%
27	Warming Center - Union Gospel Mission	92	<1%
28	Family Shelter - Next Move Homeless Services	89	<1%
29	Shelter Sacramento - SHELTER, Inc.	81	<1%
30	City Services - City of Sacramento 311	79	<1%
30	Sacramento County - Legal Services of Northern California	79	<1%
	All Other Referrals	7,127	
	Total Referrals	14,686	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Mar '23</u>	<u>YTD</u>
Unique Visitors	10,078	25,677
Directory Searches	9,376	26,472
Resource Page Views	26,499	84,473
Total Page Views	35,875	110,945

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%.