

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-26

CALL VOLUME

Mar '26

Month of Mar 21,622
 Year to date - 2026 68,341

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,303	3,481
Referral	8,530	27,169
Total I&R calls	9,833	30,650
Follow-up	653	1,460
Advocacy	2	3
Crisis	0	0
Disaster	0	0
Outreach	1	2
Total Calls with Demographic Info	10,489	32,115
Call Back	3,188	9,650
Silent/Static	1,092	3,766
Voicemail	1,018	3,563
Other	5,835	19,247

COURT OUTREACH ACTIVITY

Month of Mar 750
 Year to date - 2026 2,398

CLIENT PROFILE

AGE RANGES OF CALLERS

Mar '26

% of

YTD

% of YTD

1	Less than 18	14	<1%	49	<1%
2	18-20	234	2.2%	697	2.2%
3	21-29	1,132	10.8%	3,570	11.1%
4	30-39	1,628	15.5%	5,003	15.6%
5	40-49	1,445	13.8%	4,540	14.1%
6	50-59	1,380	13.2%	4,325	13.5%
7	Seniors - age 60+	2,044	19.5%	6,016	18.7%
8	Caller declined	1,387	13.2%	4,491	14.0%
9	Did not Ask	1,225	11.7%	3,424	10.7%

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CALLER ETHNICITY	Mar '26	% of	YTD	% of YTD
1 African American/ Black	2,282	21.8%	7,303	22.7%
2 White	1,555	14.8%	4,934	15.4%
3 Hispanic/ Latino	936	8.9%	2,914	9.1%
4 Multi-Ethnic	219	2.1%	716	2.2%
5 Asian	164	1.6%	547	1.7%
6 American Indian/ Alaskan Native	62	<1%	252	<1%
7 Pacific Islander/ Native Hawaiian	39	<1%	168	<1%
8 Other	0	0.0%	110	<1%
9 Caller declined to answer	1,806	17.2%	5,341	16.6%
10 Did not ask	3,426	32.7%	9,830	30.6%
Military/Veterans	125	1.2%	425	1.3%
First 5 Families/Children 0-5	1,047	10.0%	3,602	11.2%
CALLER GENDER	Mar '26	% of	YTD	% of YTD
1 Female	4,706	44.9%	15,623	48.6%
2 Male	2,820	26.9%	9,040	28.1%
3 Trans Female	22	<1%	41	<1%
4 Trans Male	6	<1%	17	<1%
5 Genderqueer/Gender Non-Binary	4	<1%	30	<1%
6 Intersex	3	<1%	5	<1%
7 Other	2	<1%	6	<1%
8 Unknown	5	<1%	65	<1%
9 Client declined	805	7.7%	2,171	6.8%
10 Did not ask	2,116	20.2%	5,117	15.9%
NUMBER IN HOUSEHOLD	Mar '26	% of	YTD	% of YTD
1 1	6,452	61.5%	19,060	59.3%
2 2	1,657	15.8%	5,235	16.3%
3 3	727	6.9%	2,505	7.8%
4 4	400	3.8%	1,256	3.9%
5 5	176	1.7%	641	2.0%
6 6+	141	1.3%	553	1.7%
7 Unknown	936	8.9%	2,865	8.9%

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APPROXIMATE MONTHLY INCOME	Mar '26	% of	YTD	% of YTD
1 No Income	2,200	21.0%	6,841	21.3%
2 Less than \$1,000	970	9.2%	2,987	9.3%
3 \$1,001 - \$1,500	1,169	11.1%	3,680	11.5%
4 \$1,501 - \$2,000	455	4.3%	1,488	4.6%
5 \$2,001 - \$2,500	278	2.7%	946	2.9%
6 \$2,501 - \$3,000	188	1.8%	728	2.3%
7 \$3,001 - \$4,000	206	2.0%	871	2.7%
8 \$4,001 - \$5,000	87	<1%	439	1.4%
9 More than \$5,000	115	1.1%	320	<1%
10 Unknown	4,821	46.0%	13,815	43.0%

TOP SOURCES OF INCOME	Mar '26	% of	YTD	% of YTD
1 No current source of income	2,287	21.8%	6,876	21.4%
2 Job	1,276	12.2%	4,486	14.0%
3 SSI	906	8.6%	2,659	8.3%
4 SS	783	7.5%	2,523	7.9%
5 TANF (CalWORKs)	732	7.0%	2,296	7.1%
6 SSD (SSDI)	314	3.0%	948	3.0%
7 Pension	182	1.7%	614	1.9%
8 General Assistance	123	1.2%	396	1.2%
9 Unemployment	95	<1%	344	1.1%
10 Other	73	<1%	265	<1%
11 Self-Employed	65	<1%	198	<1%
12 SDI	53	<1%	142	<1%
13 Student Financial Aid	28	<1%	54	<1%
14 Family	19	<1%	62	<1%
15 Workers Comp	10	<1%	43	<1%
16 Child Support	8	<1%	44	<1%
17 AB 12 Foster Care	7	<1%	22	<1%
18 Alimony	3	<1%	18	<1%
19 Insurance	1	<1%	5	<1%
20 Unknown (caller declined + did not ask)	3,524	33.6%	10,120	31.5%

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TOP ZIP CODES (Mar '26)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95811	Sacramento	798	1	95811	Sacramento	2,327
2	95823	Sacramento	674	2	95823	Sacramento	2,196
3	95828	Sacramento	373	3	95815	Sacramento	1,133
4	95815	Sacramento	342	4	95828	Sacramento	1,054
5	95825	Sacramento	322	5	95825	Sacramento	958
6	95838	Sacramento	298	6	95821	Sacramento	920
7	95820	Sacramento	283	7	95670	Gold River/Rancho Ct	913
8	95821	Sacramento	281	8	95838	Sacramento	901
9	95670	Gold River/Rancho C	265	9	95820	Sacramento	825
10	95814	Sacramento	241	10	95833	Sacramento	820
10	95833	Sacramento	241				

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Mar '26	% of ³
1 Housing²	7,158	68.2%
At Risk/Homeless Housing Related Assistance Programs	1,659	15.8%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,308	12.5%
Housing Search and Information	1,233	11.8%
Emergency Shelter (including Homeless Motel Vouchers)	1,077	10.3%
Housing Expense Assistance	744	7.1%
2 Legal, Consumer, and Public Safety Services²	1,241	11.8%
Family Law	340	3.2%
Certificates/Forms Assistance	165	1.6%
Ex-Offender Reentry Programs	69	<1%
Community Legal Clinics	66	<1%
Crime Reporting	49	<1%
3 Individual, Family, and Community Support²	1,221	11.6%
Case/Care Management	637	6.1%
Street Outreach Programs	111	1.1%
Veterinary Services	90	<1%
Family Based Services	42	<1%
Parenting Education	42	<1%
4 Mental Health/Addictions²	1,190	11.3%
Crisis Intervention	397	3.8%
Outpatient Mental Health Facilities	149	1.4%
Substance Use Disorder Treatment Programs	116	1.1%
Psychiatric Services	99	<1%
Mental Health Evaluation	85	<1%

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5 Income Support/Assistance²	1,160	11.1%
Tax Preparation Assistance	875	8.3%
Online Tax Preparation/E-Filing Sites	83	<1%
Basic Income Maintenance Programs	53	<1%
Tax Information	31	<1%
EBT Card Services	24	<1%
6 Utility Assistance²	951	9.1%
Utility Assistance (including Utility Service Payment Assistance)	941	9.0%
7 Healthcare²	924	8.8%
Health Supportive Services	426	4.1%
Health Insurance Information/Counseling	102	<1%
Disease/Disability Specific Screening/Diagnosis	71	<1%
Health Care Referrals	59	<1%
Mother and Infant Care	52	<1%
8 Information Services²	756	7.2%
Information and Referral	384	3.7%
Information Sources	321	3.1%
Public Awareness/Education	24	<1%
Electronic Information Resources	14	<1%
Libraries	10	<1%
9 Food/Meals²	601	5.7%
Emergency Food (including Food Pantries)	290	2.8%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	151	1.4%
Meals	142	1.4%
Food Outlets	14	<1%
10 Clothing/Personal/Household Needs²	476	4.5%
11 Employment²	409	3.9%
12 Transportation²	184	1.8%
13 Other Government/Economic Services²	126	1.2%
14 Education²	45	<1%
15 Arts, Culture, and Recreation²	44	<1%
16 Disaster Services²	35	<1%
17 Volunteers/Donations²	26	<1%

TOP UNMET NEEDS

Mar '26

1 At Risk/Homeless Housing Related Assistance Programs	634
2 Housing Expense Assistance	395
3 Emergency Shelter (including Homeless Motel Vouchers)	294
4 Tax Preparation Assistance	152
5 Transitional Housing/Shelter	102

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Most Frequently Referred Programs	Mar '26	% of
1 Volunteer Income Tax Assistance Program	513	4.9%
2 Low-Cost Housing Communities - Mutual Housing California	375	3.6%
3 California Department of Health Care Services - CalAIM - Community Supports	356	3.4%
4 California Property List - Mercy Housing California	318	3.0%
5 Saint Vincent de Paul Society	314	3.0%
6 Utility Assistance - The Salvation Army	292	2.8%
7 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	279	2.7%
8 Community Housing Opportunities Corporation	233	2.2%
9 Home Energy Assistance Program (HEAP)	223	2.1%
10 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	184	1.8%
11 Tax Aide - AARP	163	1.6%
12 Angelic Housing - Angelic Housing Resources Foundation Inc.	161	1.5%
13 Housing Navigation Services - United Way California Capital Region	144	1.4%
13 Mental Health Crisis Respite Center - Hope Cooperative	144	1.4%
15 Family Support Services - Family Promise of Sacramento	143	1.4%
16 Renters Helpline - Community Link Capital Region	119	1.1%
17 CalFresh Application Assistance - 2-1-1 Sacramento	117	1.1%
18 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	111	1.1%
19 Sacramento County Behavioral Health Services - Access Team	108	1.0%
20 Care Residences - Helping Hearts Foundation, Inc.	105	1.0%
21 Transitional Housing - EveryONE Matters Ministries	101	<1%
22 Support Services - My Sister's House	93	<1%
23 Short-Term Crisis Intervention - Saint John's Program for Real Change	92	<1%
24 Prevention and Intervention - Waking the Village	90	<1%
25 Crisis Receiving for Behavioral Health - WellSpace Health	87	<1%
26 Superior Court of California - Family Law Facilitator/Self Help Center	86	<1%
27 North A Street Shelter - First Step Communities	85	<1%
28 Domestic Violence Shelter - Lao Family Community Development, Inc.	84	<1%
29 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	82	<1%
29 Wind Youth Drop-In Center - Wind Youth Services	82	<1%
All Other Referrals	6,489	
Total Referrals	11,773	

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RESOURCE DIRECTORY - DATABASE

	<u>Mar '26</u>	<u>YTD</u>
Resources Updated	325	953
Resources Verified	249	742

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Mar '26</u>	<u>YTD</u>
Unique Visitors	19,068	49,497
Directory Searches	7,599	26,310
Resource Page Views	55,936	166,416
Total Page Views	63,535	192,726

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%.