

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

May-26

CALL VOLUME

May '26

Month of May	17,886
Year to date - 2026	106,442

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	900	5,557
Referral	9,113	45,000
Total I&R calls	10,013	50,557
Follow-up	328	2,212
Advocacy	0	4
Crisis	0	0
Disaster	0	0
Outreach	1	3
Total Calls with Demographic Info	10,342	52,776
Call Back	2,235	14,662
Silent/Static	1,079	5,886
Voicemail	358	4,670
Other	3,872	28,448

COURT OUTREACH ACTIVITY

Month of May	788
Year to date - 2026	4,158

CLIENT PROFILE

AGE RANGES OF CALLERS

May '26

% of

YTD

% of YTD

1	Less than 18	21	<1%	85	<1%
2	18-20	234	2.3%	1,185	2.2%
3	21-29	1,323	12.8%	6,072	11.5%
4	30-39	1,993	19.3%	8,640	16.4%
5	40-49	1,683	16.3%	7,908	15.0%
6	50-59	1,319	12.8%	7,024	13.3%
7	Seniors - age 60+	1,402	13.6%	8,930	16.9%
8	Caller declined	1,326	12.8%	7,207	13.7%
9	Did not Ask	1,041	10.1%	5,725	10.8%

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<u>CALLER ETHNICITY</u>		<u>May '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	African American/ Black	2,784	26.9%	12,772	24.2%
2	White	1,654	16.0%	8,181	15.5%
3	Hispanic/ Latino	958	9.3%	4,781	9.1%
4	Multi-Ethnic	331	3.2%	1,311	2.5%
5	Asian	177	1.7%	966	1.8%
6	American Indian/ Alaskan Native	73	<1%	425	<1%
7	Pacific Islander/ Native Hawaiian	57	<1%	264	<1%
8	Other	0	0.0%	110	<1%
9	Caller declined to answer	1,887	18.2%	9,093	17.2%
10	Did not ask	2,421	23.4%	14,873	28.2%

Military/Veterans

161 1.6% 720 1.4%

First 5 Families/Children 0-5

1,500 14.5% 6,370 12.1%

<u>CALLER GENDER</u>		<u>May '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	Female	5,400	52.2%	26,076	49.4%
2	Male	3,060	29.6%	15,132	28.7%
3	Trans Female	14	<1%	63	<1%
4	Trans Male	12	<1%	35	<1%
5	Genderqueer/Gender Non-Binary	8	<1%	44	<1%
6	Intersex	1	<1%	7	<1%
6	Other	1	<1%	8	<1%
8	Unknown	5	<1%	79	<1%
9	Client declined	752	7.3%	3,681	7.0%
10	Did not ask	1,089	10.5%	7,651	14.5%

<u>NUMBER IN HOUSEHOLD</u>		<u>May '26</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1	5,923	57.3%	31,111	58.9%
2	2	1,672	16.2%	8,540	16.2%
3	3	955	9.2%	4,277	8.1%
4	4	480	4.6%	2,198	4.2%
5	5	280	2.7%	1,131	2.1%
6	6+	231	2.2%	972	1.8%
7	Unknown	801	7.7%	4,547	8.6%

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APPROXIMATE MONTHLY INCOME	May '26	% of	YTD	% of YTD
1 No Income	2,496	24.1%	11,686	22.1%
2 Less than \$1,000	1,068	10.3%	5,091	9.6%
3 \$1,001 - \$1,500	1,272	12.3%	6,216	11.8%
4 \$1,501 - \$2,000	493	4.8%	2,390	4.5%
5 \$2,001 - \$2,500	324	3.1%	1,513	2.9%
6 \$2,501 - \$3,000	252	2.4%	1,206	2.3%
7 \$3,001 - \$4,000	274	2.6%	1,385	2.6%
8 \$4,001 - \$5,000	133	1.3%	675	1.3%
9 More than \$5,000	95	<1%	484	<1%
10 Unknown	3,935	38.0%	22,130	41.9%

TOP SOURCES OF INCOME	May '26	% of	YTD	% of YTD
1 No current source of income	2,419	23.4%	11,592	22.0%
2 Job	1,456	14.1%	7,299	13.8%
3 SSI	915	8.8%	4,481	8.5%
4 TANF (CalWORKs)	900	8.7%	3,987	7.6%
5 SS	565	5.5%	3,715	7.0%
6 SSD (SSDI)	426	4.1%	1,742	3.3%
7 General Assistance	143	1.4%	681	1.3%
8 Unemployment	99	<1%	523	<1%
9 Other	98	<1%	450	<1%
10 Self-Employed	73	<1%	335	<1%
11 SDI	69	<1%	269	<1%
12 Pension	68	<1%	786	1.5%
13 Family	27	<1%	107	<1%
14 Child Support	24	<1%	88	<1%
15 Workers Comp	14	<1%	72	<1%
16 Student Financial Aid	12	<1%	100	<1%
17 Alimony	6	<1%	28	<1%
18 AB 12 Foster Care	4	<1%	31	<1%
19 Insurance	0	0.0%	8	<1%
20 Unknown (caller declined + did not ask)	3,024	29.2%	16,482	31.2%

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TOP ZIP CODES (May '26)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		844	1	95823	Sacramento		3,825
2	95811	Sacramento		709	2	95811	Sacramento		3,804
3	95828	Sacramento		345	3	95815	Sacramento		1,840
4	95815	Sacramento		341	4	95828	Sacramento		1,760
5	95838	Sacramento		320	5	95825	Sacramento		1,572
6	95825	Sacramento		310	6	95838	Sacramento		1,528
7	95820	Sacramento		306	7	95821	Sacramento		1,515
8	95670	Gold River/Rancho C		285	8	95670	Gold River/Rancho C		1,488
9	95821	Sacramento		273	9	95820	Sacramento		1,422
10	95822	Sacramento		261	10	95833	Sacramento		1,306

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED ¹		May '26	% of ³
1	Housing ²	8,847	85.5%
	At Risk/Homeless Housing Related Assistance Programs	1,949	18.8%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,462	14.1%
	Housing Expense Assistance	1,409	13.6%
	Housing Search and Information	1,315	12.7%
	Emergency Shelter (including Homeless Motel Vouchers)	1,264	12.2%
2	Individual, Family, and Community Support ²	1,558	15.1%
	Case/Care Management	795	7.7%
	Veterinary Services	109	1.1%
	Street Outreach Programs	103	<1%
	In Home Assistance	76	<1%
	Protective Services	51	<1%
3	Legal, Consumer, and Public Safety Services ²	1,523	14.7%
	Family Law	315	3.0%
	Certificates/Forms Assistance	189	1.8%
	Records/Licenses/Permits	95	<1%
	Legal Counseling	80	<1%
	Protective/Restraining Orders	74	<1%

STATISTICS SUMMARY

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4	Mental Health/Addictions²	1,380	13.3%
	Crisis Intervention	430	4.2%
	Outpatient Mental Health Facilities	154	1.5%
	Substance Use Disorder Treatment Programs	146	1.4%
	Psychiatric Services	142	1.4%
	Mental Health Evaluation	136	1.3%
5	Utility Assistance²	1,232	11.9%
	Utility Assistance (including Utility Service Payment Assistance)	1,216	11.8%
	Utility Service Providers	13	<1%
6	Healthcare²	993	9.6%
	Health Supportive Services	384	3.7%
	Health Insurance Information/Counseling	137	1.3%
	Health Care Referrals	86	<1%
	Disease/Disability Specific Screening/Diagnosis	77	<1%
	Mother and Infant Care	50	<1%
7	Information Services²	820	7.9%
	Information and Referral	418	4.0%
	Information Sources	354	3.4%
	Public Awareness/Education	21	<1%
	Electronic Information Resources	10	<1%
	Libraries	10	<1%
8	Food/Meals²	703	6.8%
	Emergency Food (including Food Pantries)	391	3.8%
	Meals	163	1.6%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	130	1.3%
	Food Outlets	16	<1%
9	Clothing/Personal/Household Needs²	698	6.7%
	Personal Goods/Services	532	5.1%
	Household Goods	140	1.4%
	Repair Services	14	<1%
10	Employment²	431	4.2%
11	Transportation²	362	3.5%
12	Income Support/Assistance²	218	2.1%
13	Other Government/Economic Services²	161	1.6%
14	Arts, Culture, and Recreation²	78	<1%
15	Education²	54	<1%
16	Volunteers/Donations²	34	<1%
17	Disaster Services²	24	<1%



STATISTICS SUMMARY

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TOP UNMET NEEDS

May '26

1	At Risk/Homeless Housing Related Assistance Programs	566
2	Housing Expense Assistance	497
3	Emergency Shelter (including Homeless Motel Vouchers)	229
4	Landlord/Tenant Assistance	103
5	Utility Assistance	56

Most Frequently Referred Programs

May '26

% of

1	Problem Solving Access Points (PSAP)	759	7.3%
2	Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	489	4.7%
3	Saint Vincent de Paul Society	402	3.9%
4	Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	379	3.7%
5	Low-Cost Housing Communities - Mutual Housing California	376	3.6%
6	California Property List - Mercy Housing California	341	3.3%
7	Utility Assistance - The Salvation Army	326	3.2%
8	California Department of Health Care Services - CalAIM - Community Supports	293	2.8%
9	Home Energy Assistance Program (HEAP)	226	2.2%
10	Community Housing Opportunities Corporation	196	1.9%
10	Renters Helpline - Community Link Capital Region	196	1.9%
12	Angelic Housing - Angelic Housing Resources Foundation Inc.	162	1.6%
13	Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	149	1.4%
14	Support Services - My Sister's House	142	1.4%
15	Family Support Services - Family Promise of Sacramento	139	1.3%
15	Mental Health Crisis Respite Center - Hope Cooperative	139	1.3%
17	Housing Navigation Services - United Way California Capital Region	127	1.2%
18	Lotus Landing Apartments - Rainey Property Management	114	1.1%
19	Domestic Violence Shelter - Lao Family Community Development, Inc.	111	1.1%
20	Transitional Housing - EveryONE Matters Ministries	110	1.1%
21	311 Customer Service Center - City of Sacramento 311	105	1.0%
21	Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	105	1.0%
23	Safe House - WEAVE	102	<1%
24	Health Navigation - Community HealthWorks	99	<1%
25	Care Residences - Helping Hearts Foundation, Inc.	92	<1%
25	Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	92	<1%
27	Prevention and Intervention - Waking the Village	87	<1%
28	CalFresh Application Assistance - 2-1-1 Sacramento	86	<1%
28	Crisis Receiving for Behavioral Health - WellSpace Health	86	<1%
30	Sacramento County Department of Behavioral Health Services - Access Team	84	<1%
	All Other Referrals	6,914	
	Total Referrals	13,028	

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RESOURCE DIRECTORY - DATABASE

	<u>May '26</u>	<u>YTD</u>
Resources Updated	315	1,578
Resources Verified	209	1,193

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

Note: software is unable to produce May data at this time. Will update as soon as software is fixed.

	<u>Apr '26</u>	<u>YTD (Apr)</u>
Unique Visitors	16,273	59,470
Directory Searches	9,440	35,750
Resource Page Views	53,108	219,524
Total Page Views	62,548	255,274

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%.