

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**  
**November-22**

**CALL VOLUME**

**Nov '22**

Month of Nov 9,242  
 Year to date - 2022 100,324

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	562	8,636
Referral	5,442	56,623
Total I&R calls	6,004	65,259
Follow-up	283	4,288
Care Coordination	7	221
Advocacy	1	29
Crisis	0	21
Disaster	17	497
Outreach	2	7
Total Calls with Demographic Info	6,314	70,322
Call Back	300	3,689
Silent/Static	482	5,406
Voicemail	143	1,705
Other	2,003	19,202

**COURT OUTREACH ACTIVITY**

Month of Nov 538  
 Year to date - 2022 2,935

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Nov '22**

**% of**

**YTD**

**% of YTD**

1	Less than 18	27	<1%	174	<1%
2	18-20	82	1.3%	964	1.4%
3	21-29	543	8.6%	5,749	8.2%
4	30-39	863	13.7%	8,500	12.1%
5	40-49	731	11.6%	7,051	10.0%
6	50-59	848	13.4%	9,530	13.6%
7	Seniors - age 60+	950	15.0%	15,991	22.7%
8	Caller Declined	1,562	24.7%	11,878	16.9%
9	Did not Ask	708	11.2%	10,485	14.9%

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<b><u>CALLER ETHNICITY</u></b>	<b><u>Nov '22</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 African American/Black	925	14.6%	11,636	16.5%
2 Caucasian	642	10.2%	10,481	14.9%
3 Hispanic / Latino	521	8.3%	5,328	7.6%
4 Multi-ethnic	148	2.3%	2,170	3.1%
5 Asian	98	1.6%	1,205	1.7%
6 Other	60	<1%	909	1.3%
7 Native American	41	<1%	481	<1%
8 Middle Eastern	31	<1%	491	<1%
9 Pacific Islander / Native Hawaiian	21	<1%	403	<1%
10 Russian / Slavic	17	<1%	158	<1%
11 Caller declined to answer	2,273	36.0%	17,414	24.8%
12 Did not ask	1,537	24.3%	19,646	27.9%
<b><u>Military/Veterans</u></b>	142	2.2%	2,229	3.2%
<b><u>First 5 Families/Children 0-5</u></b>	866	13.7%	7,871	11.2%

<b><u>CALLER GENDER</u></b>	<b><u>Nov '22</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 Female	3,556	56.3%	40,840	58.1%
2 Male	1,505	23.8%	16,975	24.1%
3 Intersex	4	<1%	15	<1%
4 Trans Female	4	<1%	57	<1%
5 Non-binary	2	<1%	85	<1%
6 Trans Male	2	<1%	26	<1%
7 Unknown	46	<1%	420	<1%
8 Client declined	934	14.8%	7,530	10.7%
9 Did not ask	261	4.1%	4,374	6.2%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>Nov '22</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 1	3,229	51.1%	37,017	52.6%
2 2	974	15.4%	11,826	16.8%
3 3	498	7.9%	5,293	7.5%
4 4	383	6.1%	3,456	4.9%
5 5	247	3.9%	1,810	2.6%
6 6+	210	3.3%	1,466	2.1%
7 Unknown	773	12.2%	9,454	13.4%

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**STATISTICS SUMMARY**  
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<b>APPROXIMATE MONTHLY INCOME</b>	<b>Nov '22</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No Income	897	14.2%	9,022	12.8%
2 Less than \$1,000	823	13.0%	9,080	12.9%
3 \$1,001 - \$1,500	742	11.8%	7,316	10.4%
4 \$1,501 - \$2,000	346	5.5%	3,929	5.6%
5 \$2,001 - \$2,500	185	2.9%	2,505	3.6%
6 \$2,501 - \$3,000	149	2.4%	1,809	2.6%
7 \$3,001 - \$4,000	110	1.7%	1,994	2.8%
8 \$4,001 - \$5,000	38	<1%	790	1.1%
9 More than \$5,000	55	<1%	728	1.0%
10 Unknown	2,969	47.0%	33,149	47.1%

<b>TOP SOURCES OF INCOME</b>	<b>Nov '22</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No current source of income	912	14.4%	9,007	12.8%
2 Job	898	14.2%	10,552	15.0%
3 SSI	720	11.4%	7,962	11.3%
4 SS	575	9.1%	8,570	12.2%
5 TANF (CalWORKs)	363	5.7%	3,339	4.7%
6 Other	264	4.2%	2,110	3.0%
7 SSD (SSDI)	210	3.3%	2,480	3.5%
8 General Assistance	107	1.7%	849	1.2%
9 Pension	61	<1%	2,446	3.5%
10 Unemployment	43	<1%	563	<1%
11 Self-Employed	37	<1%	461	<1%
12 SDI	35	<1%	527	<1%
13 Child Support	30	<1%	170	<1%
14 Family	18	<1%	149	<1%
15 Workers Comp	13	<1%	117	<1%
16 Alimony	7	<1%	51	<1%
17 Student Financial Aid	6	<1%	80	<1%
18 AB 12 Foster Care	4	<1%	61	<1%
19 Insurance	3	<1%	23	<1%
20 Unknown (caller declined + did not ask)	2,008	31.8%	20,805	29.6%

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**STATISTICS SUMMARY**  
**November-22**

<b>TOP ZIP CODES (Nov '22)</b>				<b>TOP ZIP CODES (YTD)</b>			
			<b># of CALLS</b>				<b># of CALLS</b>
1	95823	Sacramento	509	1	95823	Sacramento	4,498
2	95815	Sacramento	265	2	95815	Sacramento	2,335
3	95838	Sacramento	246	3	95825	Sacramento	2,156
4	95828	Sacramento	240	4	95838	Sacramento	1,978
5	95820	Sacramento	235	5	95828	Sacramento	1,955
6	95825	Sacramento	231	6	95821	Sacramento	1,886
7	95824	Sacramento	194	7	95608	Carmichael	1,775
8	95660	North Highlands	185	8	95820	Sacramento	1,769
9	95817	Sacramento	183	9	95670	Gold River/Rancho C	1,764
10	95670	Gold River/Rancho C	181	10	95822	Sacramento	1,741

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Nov '22</b>	<b>% of <sup>3</sup></b>
<b>1 Housing<sup>2</sup></b>	<b>5,819</b>	<b>92.2%</b>
Housing Search and Information	1,564	24.8%
Emergency Shelter (including Homeless Motel Vouchers)	1,151	18.2%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,060	16.8%
Housing Expense Assistance	590	9.3%
Transitional Housing/Shelter	454	7.2%
<b>2 Individual, Family, and Community Support<sup>2</sup></b>	<b>2,305</b>	<b>36.5%</b>
Holiday Programs	1,466	23.2%
Case/Care Management	145	2.3%
Street Outreach Programs	92	1.5%
Multipurpose Centers	66	1.0%
In Home Assistance	63	<1%
<b>3 Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>1,489</b>	<b>23.6%</b>
Family Law	410	6.5%
Legal Counseling	106	1.7%
Certificates/Forms Assistance	89	1.4%
Crime Reporting	80	1.3%
Consumer Complaints	75	1.2%
Records/Licenses/Permits	75	1.2%
<b>4 Information Services<sup>2</sup></b>	<b>936</b>	<b>14.8%</b>
Information and Referral	527	8.3%
Information Sources (including 311 Services)	278	4.4%
Electronic Information Resources	63	<1%
Public Awareness/Education	50	<1%
Libraries	14	<1%

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<b>5 Utility Assistance<sup>2</sup></b>	<b>894</b>	<b>14.2%</b>
Utility Assistance (including Utility Service Payment Assistance)	882	14.0%
Utility Service Providers	11	<1%
<b>6 Mental Health/Addictions<sup>2</sup></b>	<b>855</b>	<b>13.5%</b>
Crisis Intervention	225	3.6%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	117	1.9%
Counseling Services	91	1.4%
Mental Health Evaluation	79	1.3%
Outpatient Mental Health Facilities	77	1.2%
<b>7 Food/Meals<sup>2</sup></b>	<b>728</b>	<b>11.5%</b>
Emergency Food (including Food Pantries)	427	6.8%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	167	2.6%
Meals	119	1.9%
Food Outlets	15	<1%
<b>8 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>449</b>	<b>7.1%</b>
Personal Goods/Services	309	4.9%
Household Goods	118	1.9%
Mobile Devices	13	<1%
<b>9 Healthcare<sup>2</sup></b>	<b>418</b>	<b>6.6%</b>
Disease/Disability Specific Screening/Diagnosis	50	<1%
Health Insurance Information/Counseling	47	<1%
Community Clinics	40	<1%
Health Education	40	<1%
Mother and Infant Care	31	<1%
<b>10 Disaster Services<sup>2</sup></b>	<b>323</b>	<b>5.1%</b>
<b>11 Transportation<sup>2</sup></b>	<b>271</b>	<b>4.3%</b>
<b>12 Other Government/Economic Services<sup>2</sup></b>	<b>240</b>	<b>3.8%</b>
<b>13 Income Support/Assistance<sup>2</sup></b>	<b>218</b>	<b>3.5%</b>
<b>14 Employment<sup>2</sup></b>	<b>139</b>	<b>2.2%</b>
<b>15 Volunteers/Donations<sup>2</sup></b>	<b>84</b>	<b>1.3%</b>
<b>16 Arts, Culture, and Recreation<sup>2</sup></b>	<b>56</b>	<b>&lt;1%</b>
<b>17 Education<sup>2</sup></b>	<b>30</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**Nov '22**

1 Emergency Shelter (including Homeless Motel Vouchers)	168
2 Housing Expense Assistance	60
3 Nutrition Related Public Assistance Programs	30
4 Holiday Programs	19
5 Utility Assistance	12

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<b><u>Most Frequently Referred Programs</u></b>	<b><u>Nov '22</u></b>	<b><u>% of</u></b>
1 Housing Assistance - Sacramento Self Help Housing	576	9.1%
2 Saint Vincent de Paul Society	422	6.7%
3 Partner Agency Holiday Distributions - Sacramento Food Bank & Family Services	318	5.0%
4 Mutual Housing California	271	4.3%
5 Diversion Program - Francis House Center, A Program of Next Move	255	4.0%
6 Home Energy Assistance Program	231	3.7%
7 Property Listing - Mercy Housing California	222	3.5%
8 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	215	3.4%
9 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	212	3.4%
10 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	211	3.3%
11 Turkeys-To-Go - Stockton Boulevard Partnership	203	3.2%
12 Family Support Services - Family Promise of Sacramento	196	3.1%
13 Warming Center - Union Gospel Mission	196	3.1%
14 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	156	2.5%
15 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	150	2.4%
16 Residential Family Shelter - Volunteers of America	150	2.4%
17 Thanksgiving Gift Certificates - Saint Paul COGIC	148	2.3%
18 CalFresh Application Assistance - 2-1-1 Sacramento	143	2.3%
19 Community Housing Opportunities Corporation	138	2.2%
20 Utility Assistance - The Salvation Army	128	2.0%
21 Room & Board - Helping Hearts Foundation, Inc.	126	2.0%
22 3-1-1 Connect - Sacramento County	123	1.9%
23 Mental Health Crisis Respite Center - Hope Cooperative	119	1.9%
24 Angelic Housing - Angelic Housing Resources Foundation Inc.	117	1.9%
25 Share-a-Home Program - HomeShare American River	94	1.5%
26 Shelter Sacramento - SHELTER, Inc.	90	1.4%
27 Family Shelter - Next Move Homeless Services	88	1.4%
28 Sacramento County Department of Human Assistance - Bureau Sites	86	1.4%
29 Sacramento County Behavioral Health Services - Access Team	83	1.3%
30 Thanksgiving Food Box - Bridge Network Corporation	83	1.3%
All Other Referrals	7,270	
Total Referrals	12,820	

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**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Nov '22</u></b>	<b><u>YTD</u></b>
Unique Visitors	11,703	68,767
Directory Searches	21,034	72,348
Resource Page Views	45,114	328,188
Total Page Views	66,148	400,536

<sup>1</sup>Data categories realigned to AIRS Taxonomy 01/01/2021

<sup>2</sup>Primary category may be greater than subtotals as low volume need categories may not be included.

<sup>3</sup>Need % reflects calls with stated presenting need, not the % of overall needs. As such, total % will exceed 100%.