

2-1-1 Sacramento  
 8001 Folsom Blvd. Suite 100, Sacramento, CA 95826  
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 2-1-1 or 916-498-1000 or 800-500-4931

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Sacramento

**STATISTICS SUMMARY**  
**November-25**

**CALL VOLUME**

**Nov '25**

Month of Nov	18,013
Year to date - 2025	223,222

**YEAR TO DATE (YTD)**

Information	811	10,312
Referral	8,469	114,174
Total I&R calls	9,280	124,486
Follow-up	264	4,602
Advocacy	0	6
Crisis	0	2
Disaster	0	5
Outreach	1	24
Total Calls with Demographic Info	9,545	129,125
Call Back	2,099	20,011
Silent/Static	1,085	8,793
Voicemail	399	4,115
Other	4,885	61,178

**COURT OUTREACH ACTIVITY**

Month of Nov	832
Year to date - 2025	10,866

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Nov '25**

**% of**

**YTD**

**% of YTD**

1 Less than 18	8	<1%	176	<1%
2 18-20	162	1.7%	2,481	1.9%
3 21-29	1,120	11.7%	14,874	11.5%
4 30-39	1,673	17.5%	22,881	17.7%
5 40-49	1,346	14.1%	18,734	14.5%
6 50-59	1,329	13.9%	17,148	13.3%
7 Seniors - age 60+	1,210	12.7%	19,037	14.7%
8 Caller Declined	1,556	16.3%	19,927	15.4%
9 Did not Ask	1,141	12.0%	13,867	10.7%

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<b><u>CALLER ETHNICITY</u></b>	<b><u>Nov '25</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 African American/Black	2,789	29.2%	36,067	27.9%
2 Caucasian	1,534	16.1%	18,842	14.6%
3 Hispanic / Latino	831	8.7%	11,704	9.1%
4 Multi-ethnic	346	3.6%	4,288	3.3%
5 Asian	157	1.6%	1,994	1.5%
6 Pacific Islander / Native Hawaiian	112	1.2%	1,066	<1%
7 Other	91	<1%	891	<1%
8 Native American	75	<1%	1,141	<1%
9 Middle Eastern	69	<1%	729	<1%
10 Russian / Slavic	20	<1%	269	<1%
11 Caller declined to answer	1,764	18.5%	28,694	22.2%
12 Did not ask	1,757	18.4%	23,440	18.2%
<b>Military/Veterans</b>	82	<1%	1,702	1.3%
<b>First 5 Families/Children 0-5</b>	1,418	14.9%	19,222	14.9%
<b><u>CALLER GENDER</u></b>	<b><u>Nov '25</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 Female	5,535	58.0%	73,838	57.2%
2 Male	2,836	29.7%	38,209	29.6%
3 Non-binary	15	<1%	175	<1%
4 Trans Male	11	<1%	81	<1%
5 Trans Female	8	<1%	147	<1%
6 Intersex	3	<1%	34	<1%
7 Unknown	25	<1%	383	<1%
8 Client declined	489	5.1%	8,849	6.9%
9 Did not ask	623	6.5%	7,409	5.7%
<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>Nov '25</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 1	5,194	54.4%	68,438	53.0%
2 2	1,535	16.1%	22,290	17.3%
3 3	1,002	10.5%	12,837	9.9%
4 4	580	6.1%	7,587	5.9%
5 5	341	3.6%	4,078	3.2%
6 6+	213	2.2%	3,167	2.5%
7 Unknown	680	7.1%	10,728	8.3%

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**STATISTICS SUMMARY**  
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<b>APPROXIMATE MONTHLY INCOME</b>	<b>Nov '25</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No Income	2,040	21.4%	25,424	19.7%
2 Less than \$1,000	913	9.6%	12,907	10.0%
3 \$1,001 - \$1,500	1,322	13.9%	17,459	13.5%
4 \$1,501 - \$2,000	487	5.1%	7,684	6.0%
5 \$2,001 - \$2,500	311	3.3%	5,242	4.1%
6 \$2,501 - \$3,000	249	2.6%	4,288	3.3%
7 \$3,001 - \$4,000	224	2.3%	5,387	4.2%
8 \$4,001 - \$5,000	89	<1%	2,396	1.9%
9 More than \$5,000	92	<1%	1,595	1.2%
10 Unknown	3,818	40.0%	46,743	36.2%

  

<b>TOP SOURCES OF INCOME</b>	<b>Nov '25</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No current source of income	1,918	20.1%	24,622	19.1%
2 Job	1,454	15.2%	24,240	18.8%
3 SSI	952	10.0%	12,634	9.8%
4 TANF (CalWORKs)	906	9.5%	11,496	8.9%
5 SS	505	5.3%	8,320	6.4%
6 SSD (SSDI)	277	2.9%	4,315	3.3%
7 General Assistance	122	1.3%	1,582	1.2%
8 Unemployment	114	1.2%	1,492	1.2%
9 Other	99	1.0%	2,047	1.6%
10 Pension	57	<1%	1,607	1.2%
11 Self-Employed	56	<1%	871	<1%
12 SDI	42	<1%	958	<1%
13 Child Support	28	<1%	320	<1%
13 Family	28	<1%	274	<1%
15 Workers Comp	18	<1%	178	<1%
16 AB 12 Foster Care	14	<1%	79	<1%
17 Student Financial Aid	3	<1%	149	<1%
18 Alimony	2	<1%	47	<1%
19 Insurance	0	0.0%	33	<1%
20 Unknown (caller declined + did not ask)	2,950	30.9%	33,861	26.2%

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## STATISTICS SUMMARY

November-25

<b>TOP ZIP CODES (Nov '25)</b>		<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>		<b># of CALLS</b>		
1	95823	Sacramento	838	1	95823	Sacramento	10,718
2	95811	Sacramento	759	2	95811	Sacramento	8,715
3	95815	Sacramento	428	3	95815	Sacramento	4,963
4	95825	Sacramento	378	4	95828	Sacramento	4,687
5	95828	Sacramento	352	5	95825	Sacramento	4,535
6	95821	Sacramento	298	6	95820	Sacramento	4,340
7	95820	Sacramento	291	7	95838	Sacramento	4,253
8	95822	Sacramento	278	8	95821	Sacramento	4,003
9	95838	Sacramento	276	9	95670	Gold River/Rancho C	3,911
10	95824	Sacramento	262	10	95833	Sacramento	3,910
10	95833	Sacramento	262				

## NEEDS AND RESOURCES

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Nov '25</b>	<b>% of <sup>3</sup></b>
1 Housing <sup>2</sup>	5,640	59.1%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,039	10.9%
Housing Expense Assistance	1,020	10.7%
At Risk/Homeless Housing Related Assistance Programs	954	10.0%
Housing Search and Information	876	9.2%
Emergency Shelter (including Homeless Motel Vouchers)	734	7.7%
2 Individual, Family, and Community Support <sup>2</sup>	2,237	23.4%
Holiday Programs	1,128	11.8%
Case/Care Management	529	5.5%
Parenting Education	110	1.2%
Veterinary Services	64	<1%
In Home Assistance	44	<1%
3 Legal, Consumer, and Public Safety Services <sup>2</sup>	1,724	18.1%
Family Law	527	5.5%
Certificates/Forms Assistance	219	2.3%
Community Legal Clinics	98	1.0%
State Trial Courts	92	<1%
Lawyer Referral Services	83	<1%
4 Utility Assistance <sup>2</sup>	1,522	15.9%
Utility Assistance (including Utility Service Payment Assistance)	1,500	15.7%
Utility Service Providers	19	<1%

**STATISTICS SUMMARY**  
**November-25**

<b>5</b>	<b>Mental Health/Addictions<sup>2</sup></b>	<b>1,063</b>	<b>11.1%</b>
	Crisis Intervention	325	3.4%
	Outpatient Mental Health Facilities	150	1.6%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	139	1.5%
	Mental Health Evaluation	105	1.1%
	Psychiatric Services	78	<1%
<b>6</b>	<b>Food/Meals<sup>2</sup></b>	<b>962</b>	<b>10.1%</b>
	Emergency Food (including Food Pantries)	726	7.6%
	Meals	151	1.6%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	64	<1%
	Food Outlets	21	<1%
<b>7</b>	<b>Information Services<sup>2</sup></b>	<b>736</b>	<b>7.7%</b>
	Information Sources	387	4.1%
	Information and Referral	306	3.2%
	Public Awareness/Education	24	<1%
	Libraries	10	<1%
<b>8</b>	<b>Healthcare<sup>2</sup></b>	<b>660</b>	<b>6.9%</b>
	Health Supportive Services	293	3.1%
	Health Insurance Information/Counseling	47	<1%
	Disease/Disability Specific Screening/Diagnosis	44	<1%
	Medical Public Assistance Programs	41	<1%
	Mother and Infant Care	41	<1%
<b>9</b>	<b>Clothing/Personal/Household Needs<sup>2</sup></b>	<b>488</b>	<b>5.1%</b>
	Personal Goods/Services	336	3.5%
	Household Goods	134	1.4%
<b>10</b>	<b>Disaster Services<sup>2</sup></b>	<b>486</b>	<b>5.1%</b>
<b>11</b>	<b>Employment<sup>2</sup></b>	<b>273</b>	<b>2.9%</b>
<b>12</b>	<b>Transportation<sup>2</sup></b>	<b>198</b>	<b>2.1%</b>
<b>13</b>	<b>Other Government/Economic Services<sup>2</sup></b>	<b>151</b>	<b>1.6%</b>
<b>14</b>	<b>Income Support/Assistance<sup>2</sup></b>	<b>135</b>	<b>1.4%</b>
<b>15</b>	<b>Volunteers/Donations<sup>2</sup></b>	<b>49</b>	<b>&lt;1%</b>
<b>16</b>	<b>Education<sup>2</sup></b>	<b>44</b>	<b>&lt;1%</b>
<b>17</b>	<b>Arts, Culture, and Recreation<sup>2</sup></b>	<b>25</b>	<b>&lt;1%</b>

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**TOP UNMET NEEDS**

**Nov '25**

1	At Risk/Homeless Housing Related Assistance Programs	496
2	Housing Expense Assistance	490
3	Emergency Shelter (including Homeless Motel Vouchers)	300
4	Landlord/Tenant Assistance (including Eviction Prevention Assistance)	192
5	Transitional Housing/Shelter	89

**Most Frequently Referred Programs**

**Nov '25**

**% of**

1	LEAP Homelessness Prevention Program	533	5.6%
2	Saint Vincent de Paul Society	505	5.3%
3	Problem Solving Access Points (PSAP)	472	4.9%
4	Utility Assistance - The Salvation Army	394	4.1%
5	Home Energy Assistance Program	350	3.7%
6	Low-Cost Housing Communities - Mutual Housing California	294	3.1%
7	Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	293	3.1%
8	Holiday Community Distribution Sites - Thanksgiving Baskets	292	3.1%
9	Winter Warming Shelters and Centers	272	2.8%
10	California Department of Health Care Services - CalAIM - Community Supports	267	2.8%
11	Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	248	2.6%
12	Rental Assistance - The Salvation Army	228	2.4%
13	Property Listing - Mercy Housing California	223	2.3%
14	Winter Warming Center - Union Gospel Mission Sacramento	207	2.2%
15	Community Housing Opportunities Corporation	193	2.0%
16	Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	187	2.0%
17	Renters Helpline - Community Link Capital Region	169	1.8%
18	Thanksgiving Food Distribution - River City Food Bank	166	1.7%
19	Sacramento County Behavioral Health Services - Access Team	161	1.7%
20	Family Support Services - Family Promise of Sacramento	140	1.5%
21	Angelic Housing - Angelic Housing Resources Foundation Inc.	137	1.4%
22	Superior Court of California - Family Law Facilitator/Self Help Center	132	1.4%
23	Turkeys-To-Go - Stockton Boulevard Partnership	111	1.2%
24	Housing Navigation Services - United Way California Capital Region	108	1.1%
25	Mental Health Crisis Respite Center - Hope Cooperative	106	1.1%
26	Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	102	1.1%
27	Support Services - My Sister's House	100	1.0%
28	California Tobacco Control Project - Gift Card Incentive Program	85	<1%
29	California Department of Health Care Services - CalAIM - Enhanced Care Management	76	<1%
29	North A Street Shelter - First Step Communities	76	<1%
29	Victim Services - Sacramento Regional Family Justice Center	76	<1%

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**STATISTICS SUMMARY**  
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All Other Referrals	6,771
Total Referrals	13,474

**RESOURCE DIRECTORY - DATABASE**

	<b>Nov '25</b>	<b>YTD</b>
Resources Updated	422	4,453
Resources Verified	215	2,623

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b>Nov '25</b>	<b>YTD</b>
Unique Visitors	24,003	101,941
Directory Searches	27,233	114,524
Resource Page Views	62,547	400,269
Total Page Views	89,780	514,793

<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%.