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
October-26

CALL VOLUME	Oct '26	
Month of Oct	19,331	
Year to date - 2026	207,442	
TYPE OF CALLS		**YEAR TO DATE (YTD)**
Information	1,449	11,711
Referral	8,423	89,646
Total I&R calls	9,872	101,357
Follow-up	306	3,764
Advocacy	2	11
Crisis	5	7
Disaster	0	1
Outreach	3	6
Total Calls with Demographic Info	10,188	105,146
Call Back	2,930	29,400
Silent/Static	999	11,053
Voicemail	430	7,695
Other	4,784	54,148

COURT OUTREACH ACTIVITY

Month of Oct	757
Year to date - 2026	8,290

CLIENT PROFILE

	AGE RANGES OF CALLERS	Oct '26	% of	YTD	% of YTD
1	Less than 18	21	<1%	176	<1%
2	18-20	210	2.1%	2,282	2.2%
3	21-29	1,092	10.7%	12,646	12.0%
4	30-39	1,767	17.3%	18,356	17.5%
5	40-49	1,524	15.0%	15,914	15.1%
6	50-59	1,278	12.5%	13,736	13.1%
7	Seniors - age 60+	1,373	13.5%	15,563	14.8%
8	Caller declined	1,497	14.7%	14,632	13.9%
9	Did not Ask	1,426	14.0%	11,841	11.3%

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
October-26

CALLER ETHNICITY		Oct '26	% of	YTD	% of YTD
1	African American/ Black	2,700	26.5%	27,468	26.1%
2	White	1,837	18.0%	17,002	16.2%
3	Hispanic/ Latino	865	8.5%	9,583	9.1%
4	Multi-Ethnic	332	3.3%	2,966	2.8%
5	Asian	200	2.0%	1,712	1.6%
6	Other	72	<1%	372	<1%
7	American Indian/ Alaskan Native	61	<1%	864	<1%
8	Pacific Islander/ Native Hawaiian	53	<1%	570	<1%
9	Caller declined to answer	2,151	21.1%	19,459	18.5%
10	Did not ask	1,917	18.8%	25,150	23.9%
Military/Veterans		143	1.4%	1,337	1.3%
First 5 Families/Children 0-5		1,398	13.7%	13,878	13.2%

CALLER GENDER		Oct '26	% of	YTD	% of YTD
1	Female	5,679	55.7%	55,134	52.4%
2	Male	3,046	29.9%	30,534	29.0%
3	Trans Male	11	<1%	101	<1%
4	Genderqueer/Gender Non-Binary	8	<1%	96	<1%
5	Trans Female	6	<1%	144	<1%
6	Other	3	<1%	29	<1%
7	Intersex	0	0.0%	10	<1%
8	Unknown	1	<1%	108	<1%
9	Client declined	566	5.6%	7,207	6.9%
10	Did not ask	868	8.5%	11,783	11.2%

NUMBER IN HOUSEHOLD		Oct '26	% of	YTD	% of YTD
1	1	5,988	58.8%	61,299	58.3%
2	2	1,548	15.2%	16,949	16.1%
3	3	899	8.8%	8,833	8.4%
4	4	552	5.4%	5,033	4.8%
5	5	277	2.7%	2,563	2.4%
6	6+	229	2.2%	2,078	2.0%
7	Unknown	695	6.8%	8,391	8.0%

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
October-26

APPROXIMATE MONTHLY INCOME		Oct '26	% of	YTD	% of YTD
1	No Income	2,311	22.7%	23,666	22.5%
2	Less than $1,000	916	9.0%	10,001	9.5%
3	$1,001 - $1,500	1,355	13.3%	12,829	12.2%
4	$1,501 - $2,000	494	4.8%	4,819	4.6%
5	$2,001 - $2,500	325	3.2%	3,184	3.0%
6	$2,501 - $3,000	268	2.6%	2,534	2.4%
7	$3,001 - $4,000	319	3.1%	3,009	2.9%
8	$4,001 - $5,000	128	1.3%	1,247	1.2%
9	More than $5,000	94	<1%	983	<1%
10	Unknown	3,978	39.0%	42,874	40.8%

TOP SOURCES OF INCOME		Oct '26	% of	YTD	% of YTD
1	No current source of income	2,394	23.5%	23,575	22.4%
2	Job	1,479	14.5%	15,084	14.3%
3	SSI	925	9.1%	9,215	8.8%
4	TANF (CalWORKs)	774	7.6%	8,413	8.0%
5	SS	493	4.8%	6,315	6.0%
6	SSD (SSDI)	337	3.3%	3,517	3.3%
7	General Assistance	145	1.4%	1,245	1.2%
8	Other	113	1.1%	869	<1%
9	Unemployment	72	<1%	982	<1%
10	SDI	68	<1%	583	<1%
11	Pension	66	<1%	1,048	<1%
12	Self-Employed	56	<1%	654	<1%
13	Child Support	24	<1%	207	<1%
14	Family	23	<1%	217	<1%
15	Student Financial Aid	20	<1%	200	<1%
16	Workers Comp	17	<1%	171	<1%
17	Alimony	7	<1%	49	<1%
18	AB 12 Foster Care	2	<1%	59	<1%
19	Insurance	2	<1%	26	<1%
20	Unknown (caller declined + did not ask)	3,171	31.1%	32,717	31.1%

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
October-26

	TOP ZIP CODES (Oct '26)		# of CALLS		TOP ZIP CODES (YTD)		# of CALLS
1	95823	Sacramento	737	1	95823	Sacramento	7,911
2	95811	Sacramento	584	2	95811	Sacramento	7,205
3	95815	Sacramento	401	3	95815	Sacramento	3,844
4	95825	Sacramento	320	4	95828	Sacramento	3,436
5	95838	Sacramento	296	5	95825	Sacramento	3,202
6	95828	Sacramento	294	6	95838	Sacramento	3,065
7	95670	Gold River/Rancho C	278	7	95670	Gold River/Rancho Cc	2,946
8	95820	Sacramento	274	8	95821	Sacramento	2,841
9	95833	Sacramento	269	9	95820	Sacramento	2,768
10	95821	Sacramento	232	10	95833	Sacramento	2,620

NEEDS AND RESOURCES

	TOP NEEDS EXPRESSED[1]	Oct '26	% of [3]
1	**Housing[2]**	**7,517**	**73.8%**
	At Risk/Homeless Housing Related Assistance Programs	1,719	16.9%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,164	11.4%
	Housing Expense Assistance	1,127	11.1%
	Emergency Shelter (including Homeless Motel Vouchers)	1,097	10.8%
	Housing Search and Information	1,097	10.8%
2	**Individual, Family, and Community Support[2]**	**2,118**	**20.8%**
	Case/Care Management	795	7.8%
	Holiday Programs	488	4.8%
	Street Outreach Programs	174	1.7%
	Support Groups	82	<1%
	Protective Services	64	<1%
3	**Legal, Consumer, and Public Safety Services[2]**	**1,871**	**18.4%**
	Family Law	477	4.7%
	Certificates/Forms Assistance	254	2.5%
	Protective/Restraining Orders	119	1.2%
	Lawyer Referral Services	115	1.1%
	Community Legal Clinics	84	<1%
4	**Utility Assistance[2]**	**1,563**	**15.3%**
	Utility Assistance (including Utility Service Payment Assistance)	1,544	15.2%

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
October-26

5	**Mental Health/Addictions²**	**1,282**	**12.6%**
	Crisis Intervention	343	3.4%
	Substance Use Disorder Treatment Programs	198	1.9%
	Psychiatric Services	135	1.3%
	Mental Health Evaluation	127	1.2%
	Counseling Services	102	1.0%
	Transitional Residential Substance Use Disorder Services	102	1.0%
6	**Information Services²**	**948**	**9.3%**
	Information and Referral	505	5.0%
	Information Sources	365	3.6%
	Public Awareness/Education	52	<1%
	Electronic Information Resources	11	<1%
7	**Healthcare²**	**918**	**9.0%**
	Health Supportive Services	261	2.6%
	Health Insurance Information/Counseling	151	1.5%
	Health Care Referrals	108	1.1%
	Disease/Disability Specific Screening/Diagnosis	61	<1%
	Mother and Infant Care	51	<1%
8	**Food/Meals²**	**784**	**7.7%**
	Emergency Food (including Food Pantries)	496	4.9%
	Meals	162	1.6%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	107	1.1%
	Food Outlets	15	<1%
9	**Clothing/Personal/Household Needs²**	**766**	**7.5%**
	Personal Goods/Services	590	5.8%
	Household Goods	145	1.4%
	Repair Services	15	<1%
10	**Employment²**	**356**	**3.5%**
11	**Transportation²**	**263**	**2.6%**
12	**Income Support/Assistance²**	**249**	**2.4%**
13	**Other Government/Economic Services²**	**118**	**1.2%**
14	**Disaster Services²**	**99**	**<1%**
15	**Arts, Culture, and Recreation²**	**56**	**<1%**
16	**Education²**	**42**	**<1%**
17	**Volunteers/Donations²**	**33**	**<1%**

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
October-26

TOP UNMET NEEDS		Oct '26
1	Housing Expense Assistance	565
2	At Risk/Homeless Housing Related Assistance Programs	529
3	Emergency Shelter (including Homeless Motel Vouchers)	183
4	Landlord/Tenant Assistance	133
5	Transitional Housing/Shelter	65

Most Frequently Referred Programs		Oct '26	% of
1	Problem Solving Access Points (PSAP)	737	7.2%
2	Utility Assistance - The Salvation Army	500	4.9%
3	Saint Vincent de Paul Society	450	4.4%
4	Home Energy Assistance Program (HEAP)	407	4.0%
5	Sacramento Housing and Redevelopment Agency - Affordable Housing Options	276	2.7%
6	Low-Cost Housing Communities - Mutual Housing California	263	2.6%
7	California Property List - Mercy Housing California	243	2.4%
8	California Department of Health Care Services - CalAIM - Community Supports	171	1.7%
9	Crisis Receiving for Behavioral Health - WellSpace Health	163	1.6%
10	Affordable Housing - Angelic Housing Resources Foundation Inc.	151	1.5%
11	Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	147	1.4%
12	Renters Helpline - Community Link Capital Region	141	1.4%
13	Housing Navigation Services - United Way California Capital Region	140	1.4%
14	Sacramento County Department of Behavioral Health Services - Access Team	137	1.3%
15	Enhanced Care Management - Pair Team	128	1.3%
15	Support Services - My Sister's House	128	1.3%
17	Health Navigation - Community HealthWorks	115	1.1%
18	Safe House - WEAVE	110	1.1%
19	Transitional Housing - EveryONE Matters Ministries	107	1.1%
20	Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	105	1.0%
21	Domestic Violence Shelter - Lao Family Community Development, Inc.	104	1.0%
22	Community Housing Opportunities Corporation	97	<1%
22	Mutual Housing California	97	<1%
24	Superior Court of California - Family Law Facilitator/Self Help Center	96	<1%

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
October-26

25	Direct Practical Assistance - The One Here Foundation	95	<1%
26	Angel Tree Christmas Assistance Program - The Salvation Army	92	<1%
26	Relief for Energy Assistance through Community Help (REACH) - Pacific Gas & Electric	92	<1%
28	Wind Youth Drop-In Center - Wind Youth Services	87	<1%
29	Sacramento County Program - Legal Services of Northern California	78	<1%
30	Family Support Services - Family Promise of Sacramento	76	<1%
30	Lotus Landing Apartments - Rainey Property Management	76	<1%
	All Other Referrals	6,823	
	Total Referrals	12,432	

RESOURCE DIRECTORY - DATABASE

	Oct '26	YTD
Resources Updated	401	3,440
Resources Verified	263	2,418

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

Note: software is unable to produce May data. Unique Visitors YTD will be updated as soon as software is fixed.

	Oct '26	YTD
Unique Visitors	26,385	
Directory Searches	14,810	101,223
Resource Page Views	77,919	552,378
Total Page Views	92,729	653,601

[1]Data categories realigned to AIRS Taxonomy 01/01/2021

[2]Primary category may be greater than subtotals as low volume need categories may not be included.

[3]Need % reflects calls with stated presenting need, not the % of overall needs. As such, total % will exceed 100%.