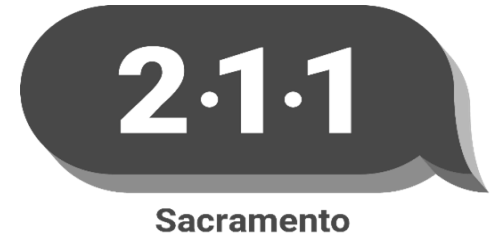


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STATISTICS SUMMARY

September-25

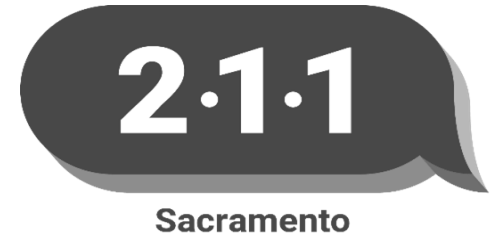
CALL VOLUME		Sep '25	
Month of Sep		21,319	
Year to date - 2025		182,500	
TYPE OF CALLS			YEAR TO DATE (YTD)
Information		789	8,714
Referral		9,935	95,740
Total I&R calls		10,724	104,454
Follow-up		338	3,978
Advocacy		0	6
Crisis		0	2
Disaster		2	5
Outreach		3	22
Total Calls with Demographic Info		11,067	108,467
Call Back		2,571	15,315
Silent/Static		981	6,631
Voicemail		518	3,025
Other		6,182	49,062

COURT OUTREACH ACTIVITY

Month of Sep	1,095
Year to date - 2025	9,231

CLIENT PROFILE

AGE RANGES OF CALLERS		Sep '25	% of	YTD	% of YTD
1	Less than 18	27	<1%	144	<1%
2	18-20	261	2.4%	2,080	1.9%
3	21-29	1,380	12.5%	12,448	11.5%
4	30-39	2,114	19.1%	19,248	17.7%
5	40-49	1,696	15.3%	15,852	14.6%
6	50-59	1,537	13.9%	14,194	13.1%
7	Seniors - age 60+	1,363	12.3%	16,353	15.1%
8	Caller Declined	1,557	14.1%	16,611	15.3%
9	Did not Ask	1,132	10.2%	11,537	10.6%



STATISTICS SUMMARY
September-25

<u>CALLER ETHNICITY</u>		<u>Sep '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	African American/Black	3,385	30.6%	30,231	27.9%
2	Caucasian	1,613	14.6%	15,710	14.5%
3	Hispanic / Latino	994	9.0%	9,852	9.1%
4	Multi-ethnic	419	3.8%	3,520	3.2%
5	Asian	186	1.7%	1,674	1.5%
6	Native American	93	<1%	918	<1%
7	Pacific Islander / Native Hawaiian	80	<1%	879	<1%
8	Other	73	<1%	713	<1%
9	Middle Eastern	58	<1%	596	<1%
10	Russian / Slavic	18	<1%	210	<1%
11	Caller declined to answer	2,205	19.9%	24,559	22.6%
12	Did not ask	1,943	17.6%	19,605	18.1%
<u>Military/Veterans</u>		139	1.3%	1,491	1.4%
<u>First 5 Families/Children 0-5</u>		1,839	16.6%	16,008	14.8%
<u>CALLER GENDER</u>		<u>Sep '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	Female	6,452	58.3%	61,910	57.1%
2	Male	3,285	29.7%	32,047	29.5%
3	Trans Female	23	<1%	123	<1%
4	Non-binary	20	<1%	148	<1%
5	Trans Male	12	<1%	64	<1%
6	Intersex	9	<1%	30	<1%
7	Unknown	40	<1%	323	<1%
8	Client declined	614	5.5%	7,750	7.1%
9	Did not ask	612	5.5%	6,072	5.6%
<u>NUMBER IN HOUSEHOLD</u>		<u>Sep '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1	5,630	50.9%	57,426	52.9%
2	2	1,925	17.4%	18,894	17.4%
3	3	1,170	10.6%	10,708	9.9%
4	4	789	7.1%	6,269	5.8%
5	5	363	3.3%	3,330	3.1%
6	6+	326	2.9%	2,668	2.5%
7	Unknown	864	7.8%	9,172	8.5%

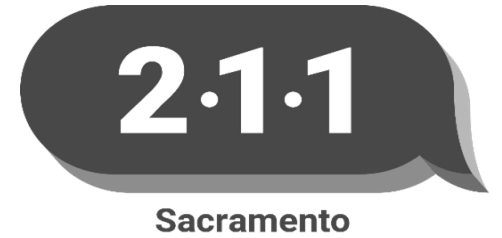
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STATISTICS SUMMARY
September-25

<u>APPROXIMATE MONTHLY INCOME</u>	<u>Sep '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No Income	2,264	20.5%	20,983	19.3%
2 Less than \$1,000	1,196	10.8%	10,867	10.0%
3 \$1,001 - \$1,500	1,539	13.9%	14,577	13.4%
4 \$1,501 - \$2,000	736	6.7%	6,541	6.0%
5 \$2,001 - \$2,500	458	4.1%	4,503	4.2%
6 \$2,501 - \$3,000	363	3.3%	3,711	3.4%
7 \$3,001 - \$4,000	521	4.7%	4,735	4.4%
8 \$4,001 - \$5,000	180	1.6%	2,156	2.0%
9 More than \$5,000	126	1.1%	1,403	1.3%
10 Unknown	3,684	33.3%	38,991	35.9%
<u>TOP SOURCES OF INCOME</u>				
	<u>Sep '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Job	2,150	19.4%	20,891	19.3%
2 No current source of income	2,115	19.1%	20,467	18.9%
3 SSI	1,182	10.7%	10,579	9.8%
4 TANF (CalWORKs)	1,144	10.3%	9,470	8.7%
5 SS	580	5.2%	7,202	6.6%
6 SSD (SSDI)	384	3.5%	3,659	3.4%
7 Unemployment	163	1.5%	1,218	1.1%
8 Other	138	1.2%	1,832	1.7%
9 General Assistance	135	1.2%	1,302	1.2%
10 Self-Employed	99	<1%	743	<1%
11 SDI	84	<1%	842	<1%
12 Pension	58	<1%	1,482	1.4%
13 Child Support	29	<1%	253	<1%
14 Workers Comp	26	<1%	131	<1%
15 Student Financial Aid	24	<1%	136	<1%
16 Family	18	<1%	213	<1%
17 AB 12 Foster Care	5	<1%	55	<1%
18 Insurance	3	<1%	31	<1%
19 Alimony	2	<1%	37	<1%
20 Unknown (caller declined + did not ask)	2,728	24.6%	27,924	25.7%

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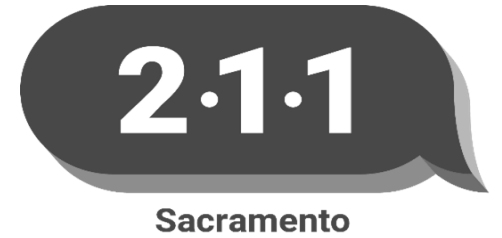


STATISTICS SUMMARY
September-25

TOP ZIP CODES (Sep '25)				TOP ZIP CODES (YTD)			
# of CALLS				# of CALLS			
1	95823	Sacramento	893	1	95823	Sacramento	8,961
2	95811	Sacramento	775	2	95811	Sacramento	7,130
3	95825	Sacramento	443	3	95815	Sacramento	4,072
4	95815	Sacramento	415	4	95828	Sacramento	3,926
5	95828	Sacramento	399	5	95825	Sacramento	3,736
6	95838	Sacramento	387	6	95820	Sacramento	3,696
7	95821	Sacramento	384	7	95838	Sacramento	3,571
8	95670	Gold River/Rancho C	373	8	95833	Sacramento	3,335
9	95833	Sacramento	358	9	95670	Gold River/Rancho Cc	3,318
10	95820	Sacramento	334	10	95821	Sacramento	3,288

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		Sep '25	% of ³
1 Housing²		7,565	68.4%
	Housing Expense Assistance	1,760	15.9%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,489	13.5%
	Housing Search and Information	1,148	10.4%
	At Risk/Homeless Housing Related Assistance Programs	959	8.7%
	Emergency Shelter (including Homeless Motel Vouchers)	795	7.2%
2 Legal, Consumer, and Public Safety Services²		2,132	19.3%
	Family Law	593	5.4%
	Certificates/Forms Assistance	301	2.7%
	Protective/Restraining Orders	100	<1%
	Legal Counseling	98	<1%
	State Trial Courts	95	<1%
3 Utility Assistance²		1,825	16.5%
	Utility Assistance (including Utility Service Payment Assistance)	1,810	16.4%
	Utility Service Providers	12	<1%
4 Individual, Family, and Community Support²		1,416	12.8%
	Case/Care Management	626	5.7%
	Parenting Education	120	1.1%
	Veterinary Services	76	<1%
	Support Groups	65	<1%
	In Home Assistance	64	<1%
5 Mental Health/Addictions²		1,206	10.9%
	Crisis Intervention	372	3.4%
	Outpatient Mental Health Facilities	155	1.4%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	154	1.4%
	Mental Health Evaluation	142	1.3%
	Counseling Services	91	<1%



STATISTICS SUMMARY
September-25

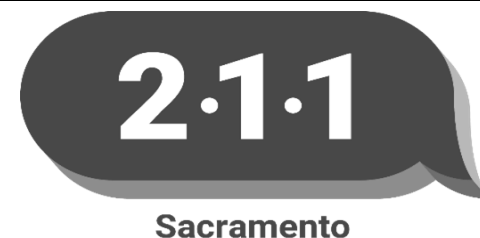
6 Information Services²	900	8.1%
Information Sources	448	4.0%
Information and Referral	390	3.5%
Public Awareness/Education	22	<1%
Libraries	18	<1%
Electronic Information Resources	17	<1%
7 Healthcare²	859	7.8%
Health Supportive Services	352	3.2%
Disease/Disability Specific Screening/Diagnosis	61	<1%
Mother and Infant Care	55	<1%
Health Insurance Information/Counseling	48	<1%
Medical Public Assistance Programs	43	<1%
8 Food/Meals²	717	6.5%
Emergency Food (including Food Pantries)	425	3.8%
Meals	143	1.3%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	131	1.2%
Food Outlets	18	<1%
9 Clothing/Personal/Household Needs²	626	5.7%
Personal Goods/Services	449	4.1%
Household Goods	165	1.5%
10 Employment²	485	4.4%
11 Income Support/Assistance²	277	2.5%
12 Transportation²	174	1.6%
13 Other Government/Economic Services²	156	1.4%
14 Education²	70	<1%
15 Volunteers/Donations²	53	<1%
16 Disaster Services²	52	<1%
17 Arts, Culture, and Recreation²	49	<1%

TOP UNMET NEEDS

Sep '25

1 Housing Expense Assistance	970
2 At Risk/Homeless Housing Related Assistance Programs	561
3 Landlord/Tenant Assistance (including Eviction Prevention Assistance)	331
4 Emergency Shelter (including Homeless Motel Vouchers)	227
5 Utility Assistance	93

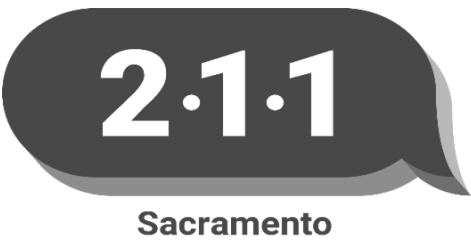
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<u>Most Frequently Referred Programs</u>	<u>Sep '25</u>	<u>% of</u>
1 Problem Solving Access Points (PSAP)	951	8.6%
2 LEAP Homelessness Prevention Program	827	7.5%
3 Rental Assistance - The Salvation Army	640	5.8%
4 Saint Vincent de Paul Society	621	5.6%
5 Utility Assistance - The Salvation Army	500	4.5%
6 Home Energy Assistance Program	454	4.1%
7 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	451	4.1%
8 Low-Cost Housing Communities - Mutual Housing California	370	3.3%
9 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	365	3.3%
10 California Department of Health Care Services - CalAIM - Community Supports	308	2.8%
11 Property Listing - Mercy Housing California	283	2.6%
12 Community Housing Opportunities Corporation	219	2.0%
13 Renters Helpline - Community Link Capital Region	179	1.6%
14 Sacramento County Behavioral Health Services - Access Team	168	1.5%
15 Superior Court of California - Family Law Facilitator/Self Help Center	165	1.5%
16 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	155	1.4%
17 Angelic Housing - Angelic Housing Resources Foundation Inc.	153	1.4%
18 Family Support Services - Family Promise of Sacramento	145	1.3%
19 Mental Health Crisis Respite Center - Hope Cooperative	129	1.2%
20 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	128	1.2%
21 CalFresh Application Assistance - 2-1-1 Sacramento	110	<1%
22 Advocacy and Resource Center - Resources for Independent Living (RIL)	98	<1%
22 Low-Income Housing - Pacific Rim Apartments - FPI Management	98	<1%
24 Support Services - My Sister's House	92	<1%
25 Transitional Housing - EveryONE Matters Ministries	89	<1%
26 California Tobacco Control Project - Gift Card Incentive Program	86	<1%
26 Family Law - Capital Pro Bono	86	<1%
28 North A Street Shelter - First Step Communities	83	<1%
29 Safe House - WEAVE	79	<1%
30 Care Residences - Helping Hearts Foundation, Inc.	76	<1%
30 Self-Sufficiency Grant - Modest Needs Foundation	76	<1%
30 Victim Services - Sacramento Regional Family Justice Center	76	<1%
All Other Referrals	7,322	
Total Referrals	15,582	

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STATISTICS SUMMARY
September-25

RESOURCE DIRECTORY - DATABASE

	<u>Sep '25</u>	<u>YTD</u>
Resources Updated	399	3,515
Resources Verified	261	1,969

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Sep '25</u>	<u>YTD</u>
Unique Visitors	13,314	72,401
Directory Searches	7,530	72,364
Resource Page Views	35,587	289,027
Total Page Views	43,117	361,391

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%.