

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**  
**January - December 2022**

**CALLS RECEIVED ANNUALLY (Calls Presented)**

<u>Year</u>	<u>Calls</u>	<u>% change</u>	<u>Year</u>	<u>Calls</u>	<u>% change</u>
2022	109,051	17.36% from 2021	2018	99,637	-14.5% from 2017
2021	92,922	-22.60% from 2020	2017	114,079	9.3% from 2016
2020	120,022	7.5% from 2019	2016	103,387	-5.0% from 2015
2019	111,672	12.1% from 2018	2015	108,809	-6.4% from 2014

**TYPE OF CALLS**

**2022**

Information	9,317
Referral	61,689
Total I&R calls	71,006
Follow-up	4,570
Care Coordination	228
Advocacy	30
Crisis	24
Disaster	516
Outreach	8
Total Calls with Demographic Info	76,382
Call Back	3,948
Silent/Static	5,903
Voicemail	1,817
Other	21,001

**COURT OUTREACH ACTIVITY**

2022	3,465
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**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**2022**

**% of**

Less than 18	186	<1%
18-20	1,056	1.4%
21-29	6,289	8.2%
30-39	9,309	12.2%
40-49	7,758	10.2%
50-59	10,343	13.5%
Seniors - age 60+	16,916	22.1%
Caller Declined	13,301	17.4%
Did not Ask	11,224	14.7%



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<b><u>CALLER ETHNICITY</u></b>	<b><u>2022</u></b>	<b><u>% of</u></b>
1 African American/Black	12,702	16.6%
2 Caucasian	11,188	14.6%
3 Hispanic / Latino	5,786	7.6%
3 Multi-ethnic	2,336	3.1%
4 Asian	1,280	1.7%
5 Other	970	1.3%
7 Native American	535	<1%
8 Middle Eastern	532	<1%
9 Pacific Islander / Native Hawaiian	435	<1%
10 Russian / Slavic	177	<1%
11 Caller declined to answer	19,511	25.5%
12 Did not ask	20,930	27.4%
<b><u>Military/Veterans</u></b>	2,328	3.0%
<b><u>First 5 Families/Children 0-5</u></b>	8,647	11.3%
<b><u>CALLER GENDER</u></b>	<b><u>2022</u></b>	<b><u>% of</u></b>
Female	44,245	57.9%
Male	18,456	24.2%
Non-binary	88	<1%
Trans Female	75	<1%
Trans Male	31	<1%
Intersex	16	<1%
Unknown	454	<1%
Client declined	8,324	10.9%
Did not ask	4,693	6.1%
<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>2022</u></b>	<b><u>% of</u></b>
1	40,187	52.6%
2	12,798	16.8%
3	5,765	7.5%
4	3,772	4.9%
5	1,984	2.6%
6+	1,619	2.1%
Unknown	10,257	13.4%

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**APPROXIMATE MONTHLY INCOME**

	<b><u>2022</u></b>	<b><u>% of</u></b>
No Income	9,999	13.1%
Less than \$1,000	9,813	12.8%
\$1,001 - \$1,500	8,026	10.5%
\$1,501 - \$2,000	4,286	5.6%
\$2,001 - \$2,500	2,669	3.5%
\$2,501 - \$3,000	1,921	2.5%
\$3,001 - \$4,000	2,099	2.7%
\$4,001 - \$5,000	825	1.1%
More than \$5,000	794	1.0%
Unknown	35,950	47.1%

**TOP SOURCES OF INCOME**

	<b><u>2022</u></b>	<b><u>% of</u></b>
1 Job	11,342	14.8%
2 No current source of income	9,985	13.1%
3 SS	9,112	11.9%
4 SSI	8,656	11.3%
5 TANF (CalWORKs)	3,648	4.8%
6 SSD (SSDI)	2,670	3.5%
7 Pension	2,523	3.3%
8 Other	2,454	3.2%
9 General Assistance	983	1.3%
10 Unemployment	609	<1%
11 SDI	568	<1%
12 Self-Employed	507	<1%
13 Child Support	185	<1%
14 Family	166	<1%
15 Workers Comp	121	<1%
16 Student Financial Aid	88	<1%
17 AB 12 Foster Care	66	<1%
18 Alimony	56	<1%
19 Insurance	24	<1%
20 Unknown (caller declined + did not ask)	22,619	29.6%

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**STATISTICS SUMMARY**  
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<b>TOP ZIP CODES (2022 )</b>			<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>			<b># of CALLS</b>
1	95823	Sacramento	4,934	6	95821	Sacramento	2,049
2	95815	Sacramento	2,622	7	95820	Sacramento	1,959
3	95825	Sacramento	2,364	8	95608	Carmichael	1,950
4	95838	Sacramento	2,167	9	95670	Gold River/Rancho Cc	1,932
5	95828	Sacramento	2,113	10	95822	Sacramento	1,911

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>		<b>2022</b>	<b>% of <sup>3</sup></b>
<b>1</b>	<b>Housing<sup>2</sup></b>	<b>69,506</b>	<b>91.0%</b>
	Housing Search and Information	19,025	24.9%
	Emergency Shelter (including Homeless Motel Vouchers)	12,164	15.9%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	12,079	15.8%
	Housing Expense Assistance	8,752	11.5%
	Transitional Housing/Shelter	5,782	7.6%
<b>2</b>	<b>Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>15,378</b>	<b>20.1%</b>
	Family Law	3,138	4.1%
	Legal Counseling	1,323	1.7%
	Crime Reporting	987	1.3%
	Consumer Complaints	948	1.2%
	Advocacy	765	1.0%
<b>3</b>	<b>Utility Assistance<sup>2</sup></b>	<b>12,866</b>	<b>16.8%</b>
	Utility Assistance (including Utility Service Payment Assistance)	12,530	16.4%
	Utility Service Providers	276	<1%
<b>4</b>	<b>Individual, Family, and Community Support<sup>2</sup></b>	<b>11,622</b>	<b>15.2%</b>
	Holiday Programs	1,974	2.6%
	Case/Care Management	1,489	1.9%
	In Home Assistance	1,037	1.4%
	Street Outreach Programs	989	1.3%
	Community Action/Social Advocacy Groups	795	1.0%
<b>5</b>	<b>Information Services<sup>2</sup></b>	<b>10,217</b>	<b>13.4%</b>
	Information and Referral	6,287	8.2%
	Information Sources (including 311 Services)	2,810	3.7%
	Electronic Information Resources	582	<1%
	Public Awareness/Education	415	<1%



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<b>6</b>	<b>Income Support/Assistance<sup>2</sup></b>	<b>9,986</b>	<b>13.1%</b>
	Tax Preparation Assistance	5,917	7.7%
	Online Tax Preparation/E-Filing Sites	1,078	1.4%
	Basic Income Maintenance Programs	750	<1%
	Household Related Public Assistance Programs	495	<1%
	EBT Card Services	384	<1%
<b>7</b>	<b>Food/Meals<sup>2</sup></b>	<b>8,622</b>	<b>11.3%</b>
	Emergency Food (including Food Pantries)	4,692	6.1%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	2,614	3.4%
	Meals	1,138	1.5%
	Food Outlets	165	<1%
<b>8</b>	<b>Mental Health/Addictions<sup>2</sup></b>	<b>8,239</b>	<b>10.8%</b>
	Crisis Intervention	1,997	2.6%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	1,636	2.1%
	Mental Health Evaluation	787	1.0%
	Counseling Services	750	<1%
	Outpatient Mental Health Facilities	675	<1%
<b>9</b>	<b>Healthcare<sup>2</sup></b>	<b>6,425</b>	<b>8.4%</b>
	Disease/Disability Specific Screening/Diagnosis (including COVID-19 Testing)	1,139	1.5%
	Health Insurance Information/Counseling	507	<1%
	Dental Care	487	<1%
	Mother and Infant Care	467	<1%
	Medical Public Assistance Programs	409	<1%
<b>10</b>	<b>Clothing/Personal/Household Needs<sup>2</sup></b>	<b>4,805</b>	<b>6.3%</b>
<b>11</b>	<b>Disaster Services<sup>2</sup></b>	<b>3,355</b>	<b>4.4%</b>
<b>12</b>	<b>Other Government/Economic Services<sup>2</sup></b>	<b>3,149</b>	<b>4.1%</b>
<b>13</b>	<b>Transportation<sup>2</sup></b>	<b>2,691</b>	<b>3.5%</b>
<b>14</b>	<b>Employment<sup>2</sup></b>	<b>1,573</b>	<b>2.1%</b>
<b>15</b>	<b>Volunteers/Donations<sup>2</sup></b>	<b>796</b>	<b>1.0%</b>
<b>16</b>	<b>Arts, Culture, and Recreation<sup>2</sup></b>	<b>659</b>	<b>&lt;1%</b>
<b>17</b>	<b>Education<sup>2</sup></b>	<b>491</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**2022**

<b>1</b>	Emergency Shelter (including Homeless Motel Vouchers)	1,576
<b>2</b>	Tax Preparation Assistance	521
<b>3</b>	Housing Expense Assistance	472
<b>4</b>	Nutrition Related Public Assistance Programs	334
<b>5</b>	Transportation Expense Assistance	200

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<b><u>Most Frequently Referred Programs</u></b>	<b><u>2022</u></b>	<b><u>% of</u></b>
1 Housing Assistance - Sacramento Self Help Housing	7,410	9.7%
2 Saint Vincent de Paul Society	5,763	7.5%
3 Mutual Housing California	2,957	3.9%
4 Home Energy Assistance Program	2,873	3.8%
5 Rental Assistance - The Salvation Army	2,827	3.7%
6 Volunteer Income Tax Assistance Program	2,748	3.6%
7 Shelter Sacramento - SHELTER, Inc.	2,541	3.3%
8 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	2,475	3.2%
9 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental Assi	2,440	3.2%
10 Tax Aide - AARP	2,434	3.2%
11 Utility Assistance - The Salvation Army	2,406	3.1%
12 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Prograr	2,231	2.9%
13 Property Listing - Mercy Housing California	2,215	2.9%
14 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	2,065	2.7%
15 Family Promise of Sacramento	1,969	2.6%
16 CalFresh Application Assistance - 2-1-1 Sacramento	1,884	2.5%
17 Community Housing Opportunities Corporation	1,796	2.4%
18 3-1-1 Connect - Sacramento County	1,639	2.1%
19 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	1,594	2.1%
20 Residential Family Shelter - Volunteers of America	1,399	1.8%
21 Saint John's Program for Real Change	1,259	1.6%
22 Warming Center - Union Gospel Mission	1,240	1.6%
23 Sacramento County Department of Human Assistance - CalFresh	1,185	1.6%
24 Sacramento County - Legal Services of Northern California	992	1.3%
25 California Tobacco Control Project - Gift Card Incentive Program	969	1.3%
26 City of Sacramento 311	958	1.3%
27 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	951	1.2%
28 Sacramento County Behavioral Health Services - Access Team	830	1.1%
29 Winter Warming Shelters and Centers - Community Link	819	1.1%
30 Senior Legal Hotline - Legal Services of Northern California	817	1.1%
All Other Referrals	79,754	
Total Referrals	143,440	

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**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>2022</u></b>
Unique Visitors	74,385
Directory Searches	83,632
Resource Page Views	357,879
Total Page Views	441,511

<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%.