

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

April-23

CALL VOLUME

Apr '23

Month of Apr 9,427
 Year to date - 2023 57,775

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,429	5,951
Referral	5,092	24,092
Total I&R calls	6,521	30,043
Follow-up	688	2,032
Advocacy	3	8
Crisis	0	3
Disaster	3	88
Outreach	0	1
Total Calls with Demographic Info	7,215	32,175
Call Back	361	3,099
Silent/Static	453	2,190
Voicemail	58	1,788
Other	1,340	18,523

COURT OUTREACH ACTIVITY

Month of Apr 489
 Year to date - 2023 2,114

CLIENT PROFILE

AGE RANGES OF CALLERS

Apr '23

% of

YTD

% of YTD

1	Less than 18	14	<1%	58	<1%
2	18-20	107	1.5%	443	1.4%
3	21-29	630	8.7%	2,393	7.4%
4	30-39	955	13.2%	3,731	11.6%
5	40-49	799	11.1%	3,279	10.2%
6	50-59	992	13.7%	4,197	13.0%
7	Seniors - age 60+	1,623	22.5%	7,897	24.5%
8	Caller Declined	1,143	15.8%	5,682	17.7%
9	Did not Ask	952	13.2%	4,495	14.0%

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CALLER ETHNICITY	Apr '23	% of	YTD	% of YTD
1 African American/Black	1,474	20.4%	5,436	16.9%
2 Caucasian	1,116	15.5%	4,631	14.4%
3 Hispanic / Latino	649	9.0%	2,684	8.3%
4 Multi-ethnic	196	2.7%	766	2.4%
5 Asian	122	1.7%	609	1.9%
6 Other	97	1.3%	490	1.5%
7 Middle Eastern	61	<1%	215	<1%
8 Pacific Islander / Native Hawaiian	46	<1%	178	<1%
9 Native American	34	<1%	187	<1%
10 Russian / Slavic	13	<1%	85	<1%
11 Caller declined to answer	1,664	23.1%	8,372	26.0%
12 Did not ask	1,743	24.2%	8,522	26.5%
Military/Veterans	226	3.1%	1,031	3.2%
First 5 Families/Children 0-5	716	9.9%	2,818	8.8%

CALLER GENDER	Apr '23	% of	YTD	% of YTD
1 Female	4,325	59.9%	18,318	56.9%
2 Male	1,925	26.7%	8,390	26.1%
3 Non-binary	11	<1%	41	<1%
4 Trans Female	8	<1%	37	<1%
5 Trans Male	4	<1%	22	<1%
6 Intersex	0	0.0%	7	<1%
7 Unknown	45	<1%	239	<1%
8 Client declined	568	7.9%	3,406	10.6%
9 Did not ask	329	4.6%	1,715	5.3%

NUMBER IN HOUSEHOLD	Apr '23	% of	YTD	% of YTD
1 1	3,935	54.5%	17,584	54.7%
2 2	1,188	16.5%	5,377	16.7%
3 3	598	8.3%	2,250	7.0%
4 4	338	4.7%	1,364	4.2%
5 5	147	2.0%	625	1.9%
6 6+	121	1.7%	509	1.6%
7 Unknown	888	12.3%	4,466	13.9%

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<u>APPROXIMATE MONTHLY INCOME</u>		<u>Apr '23</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	No Income	1,100	15.2%	4,472	13.9%
2	Less than \$1,000	737	10.2%	3,040	9.4%
3	\$1,001 - \$1,500	831	11.5%	3,404	10.6%
4	\$1,501 - \$2,000	368	5.1%	1,774	5.5%
5	\$2,001 - \$2,500	284	3.9%	1,396	4.3%
6	\$2,501 - \$3,000	202	2.8%	1,001	3.1%
7	\$3,001 - \$4,000	232	3.2%	1,227	3.8%
8	\$4,001 - \$5,000	79	1.1%	541	1.7%
9	More than \$5,000	86	1.2%	540	1.7%
10	Unknown	3,296	45.7%	14,780	45.9%

<u>TOP SOURCES OF INCOME</u>		<u>Apr '23</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	Job	1,223	17.0%	5,199	16.2%
2	No current source of income	1,062	14.7%	4,196	13.0%
3	SS	886	12.3%	4,267	13.3%
4	SSI	639	8.9%	2,576	8.0%
5	TANF (CalWORKs)	333	4.6%	1,264	3.9%
6	Other	294	4.1%	1,405	4.4%
7	Pension	286	4.0%	1,586	4.9%
8	SSD (SSDI)	231	3.2%	960	3.0%
9	General Assistance	136	1.9%	535	1.7%
10	Unemployment	61	<1%	281	<1%
11	SDI	60	<1%	220	<1%
12	Self-Employed	50	<1%	197	<1%
13	Workers Comp	17	<1%	55	<1%
14	Child Support	14	<1%	60	<1%
15	Family	13	<1%	55	<1%
16	Student Financial Aid	10	<1%	34	<1%
17	AB 12 Foster Care	5	<1%	21	<1%
18	Alimony	2	<1%	32	<1%
19	Insurance	0	0.0%	11	<1%
20	Unknown (caller declined + did not ask)	1,893	26.2%	9,221	28.7%

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TOP ZIP CODES (Apr '23)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		509	1	95823	Sacramento	2,197	
2	95815	Sacramento		331	2	95815	Sacramento	1,303	
3	95811	Sacramento		298	3	95811	Sacramento	1,162	
4	95825	Sacramento		275	4	95821	Sacramento	1,043	
5	95821	Sacramento		240	5	95825	Sacramento	1,039	
6	95820	Sacramento		230	6	95828	Sacramento	978	
7	95828	Sacramento		230	7	95608	Carmichael	960	
8	95670	Gold River/Rancho C		219	8	95670	Gold River/Rancho C	938	
9	95822	Sacramento		206	9	95822	Sacramento	925	
10	95814	Sacramento		197	10	95838	Sacramento	892	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		Apr '23	% of ³
1	Housing²	6,213	86.1%
	Housing Search and Information	1,359	18.8%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,261	17.5%
	Emergency Shelter (including Homeless Motel Vouchers)	1,203	16.7%
	Housing Expense Assistance	1,037	14.4%
	Transitional Housing/Shelter	510	7.1%
2	Legal, Consumer, and Public Safety Services²	1,324	18.4%
	Family Law	384	5.3%
	Legal Counseling	93	1.3%
	Certificates/Forms Assistance	87	1.2%
	Advocacy	65	<1%
	Protective/Restraining Orders	64	<1%
	Records/Licenses/Permits	64	<1%
3	Individual, Family, and Community Support²	1,081	15.0%
	Case/Care Management	174	2.4%
	Street Outreach Programs	142	2.0%
	Community Action/Social Advocacy Groups	123	1.7%
	In Home Assistance	87	1.2%
	Parenting Education	75	1.0%
4	Utility Assistance²	1,069	14.8%
	Utility Assistance (including Utility Service Payment Assistance)	1,047	14.5%
	Utility Service Providers	19	<1%

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5 Information Services²	1,037	14.4%
Information and Referral	597	8.3%
Information Sources (including 311 Services)	267	3.7%
Electronic Information Resources	134	1.9%
Public Awareness/Education	30	<1%
6 Income Support/Assistance²	882	12.2%
Tax Preparation Assistance	547	7.6%
Online Tax Preparation/E-Filing Sites	85	1.2%
Basic Income Maintenance Programs	62	<1%
Tax Information	49	<1%
Household Related Public Assistance Programs	34	<1%
7 Mental Health/Addictions²	670	9.3%
Crisis Intervention	157	2.2%
Outpatient Mental Health Facilities	86	1.2%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	85	1.2%
Counseling Services	70	<1%
Mental Health Evaluation	66	<1%
8 Food/Meals²	606	8.4%
Emergency Food (including Food Pantries)	398	5.5%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	99	1.4%
Meals	91	1.3%
Food Outlets	18	<1%
9 Healthcare²	454	6.3%
Health Insurance Information/Counseling	127	1.8%
Community Clinics	35	<1%
Disease/Disability Specific Screening/Diagnosis	35	<1%
Medical Public Assistance Programs	32	<1%
Health Education	30	<1%
10 Clothing/Personal/Household Needs²	372	5.2%
11 Transportation²	246	3.4%
12 Employment²	196	2.7%
13 Other Government/Economic Services²	191	2.6%
14 Volunteers/Donations²	54	<1%
15 Disaster Services²	40	<1%
16 Arts, Culture, and Recreation²	37	<1%
17 Education²	27	<1%

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TOP UNMET NEEDS

Apr '23

1	Emergency Shelter (including Homeless Motel Vouchers)	185
2	Tax Preparation Assistance	168
3	Nutrition Related Public Assistance Programs	29
4	Utility Assistance	20
5	Information and Referral	12

Most Frequently Referred Programs

Apr '23

% of

1	Volunteer Income Tax Assistance Program	421	5.8%
2	Diversion Program - Francis House Center, A Program of Next Move	400	5.5%
3	Saint Vincent de Paul Society	347	4.8%
4	Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	320	4.4%
5	Utility Assistance - The Salvation Army	285	4.0%
6	Rental and Mortgage Assistance - SHELTER, Inc.	272	3.8%
7	Property Listing - Mercy Housing California	271	3.8%
8	Homeless Outreach Navigation Services - Sacramento Self Help Housing	259	3.6%
9	Home Energy Assistance Program	256	3.5%
10	Rental Assistance - The Salvation Army	256	3.5%
11	Mutual Housing California	248	3.4%
12	Community Housing Opportunities Corporation	195	2.7%
13	Family Support Services - Family Promise of Sacramento	149	2.1%
14	Landlord Tenant Dispute Resolution (Renters Helpline) - Sacramento Self Help Housing	130	1.8%
15	Angelic Housing - Angelic Housing Resources Foundation Inc.	129	1.8%
16	3-1-1 Connect - Sacramento County	123	1.7%
17	Residential Family Shelter - Volunteers of America	119	1.6%
18	Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	118	1.6%
19	Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	111	1.5%
20	Health Navigation - Sacramento Covered	107	1.5%
21	Room & Board - Helping Hearts Foundation, Inc.	106	1.5%
22	CalFresh Application Assistance - 2-1-1 Sacramento	101	1.4%
23	Mental Health Crisis Respite Center - Hope Cooperative	97	1.3%
24	Family Respite Program - Francis House Center	86	1.2%
25	Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	82	1.1%
26	X Street Navigation Center - Volunteers of America - Northern California and Northern I	82	1.1%
27	Family Shelter - Next Move Homeless Services	77	1.1%
28	City Services - City of Sacramento 311	71	<1%
29	Shelter Sacramento - SHELTER, Inc.	70	<1%
30	My Sister's House	67	<1%
	All Other Referrals	6,105	
	Total Referrals	11,460	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Apr '23</u>	<u>YTD</u>
Unique Visitors	9,551	33,279
Directory Searches	7,096	33,568
Resource Page Views	25,318	109,791
Total Page Views	32,414	143,359

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%.