

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-25

CALL VOLUME	Apr '25	
Month of Apr	19,580	
Year to date - 2025	81,938	
TYPE OF CALLS		YEAR TO DATE (YTD)
Information	1,111	4,512
Referral	11,329	45,552
Total I&R calls	12,440	50,064
Follow-up	640	2,383
Advocacy	3	4
Crisis	1	2
Disaster	0	3
Outreach	2	4
Total Calls with Demographic Info	13,086	52,460
Call Back	1,319	6,160
Silent/Static	738	2,799
Voicemail	227	1,391
Other	4,210	19,128

COURT OUTREACH ACTIVITY

Month of Apr	1,168
Year to date - 2025	3,911

CLIENT PROFILE

AGE RANGES OF CALLERS	Apr '25	% of	YTD	% of YTD
1 Less than 18	20	<1%	42	<1%
2 18-20	259	2.0%	948	1.8%
3 21-29	1,613	12.3%	5,434	10.4%
4 30-39	2,185	16.7%	8,373	16.0%
5 40-49	2,047	15.6%	7,357	14.0%
6 50-59	1,642	12.5%	6,816	13.0%
7 Seniors - age 60+	1,935	14.8%	9,176	17.5%
8 Caller Declined	1,933	14.8%	8,348	15.9%
9 Did not Ask	1,452	11.1%	5,966	11.4%

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<u>CALLER ETHNICITY</u>	<u>Apr '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American/Black	3,578	27.3%	13,343	25.4%
2 Caucasian	1,889	14.4%	7,627	14.5%
3 Hispanic / Latino	1,206	9.2%	4,723	9.0%
4 Multi-ethnic	477	3.6%	1,577	3.0%
5 Asian	203	1.6%	869	1.7%
6 Native American	136	1.0%	447	<1%
7 Pacific Islander / Native Hawaiian	135	1.0%	403	<1%
8 Other	68	<1%	343	<1%
9 Middle Eastern	62	<1%	251	<1%
10 Russian / Slavic	17	<1%	86	<1%
11 Caller declined to answer	2,984	22.8%	12,542	23.9%
12 Did not ask	2,331	17.8%	10,249	19.5%
<u>Military/Veterans</u>	178	1.4%	863	1.6%
<u>First 5 Families/Children 0-5</u>	2,051	15.7%	6,756	12.9%

<u>CALLER GENDER</u>	<u>Apr '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Female	7,447	56.9%	28,869	55.0%
2 Male	3,790	29.0%	15,563	29.7%
3 Trans Female	23	<1%	51	<1%
4 Trans Male	16	<1%	35	<1%
5 Non-binary	13	<1%	71	<1%
6 Intersex	1	<1%	13	<1%
7 Unknown	41	<1%	143	<1%
8 Client declined	925	7.1%	4,346	8.3%
9 Did not ask	830	6.3%	3,369	6.4%

<u>NUMBER IN HOUSEHOLD</u>	<u>Apr '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 1	6,788	51.9%	28,549	54.4%
2 2	2,361	18.0%	9,110	17.4%
3 3	1,277	9.8%	4,686	8.9%
4 4	768	5.9%	2,668	5.1%
5 5	466	3.6%	1,495	2.8%
6 6+	347	2.7%	1,186	2.3%
7 Unknown	1,079	8.2%	4,766	9.1%

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<u>APPROXIMATE MONTHLY INCOME</u>		<u>Apr '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	No Income	2,477	18.9%	9,649	18.4%
2	Less than \$1,000	1,332	10.2%	4,931	9.4%
3	\$1,001 - \$1,500	1,723	13.2%	6,541	12.5%
4	\$1,501 - \$2,000	914	7.0%	2,963	5.6%
5	\$2,001 - \$2,500	644	4.9%	2,157	4.1%
6	\$2,501 - \$3,000	482	3.7%	1,839	3.5%
7	\$3,001 - \$4,000	529	4.0%	2,293	4.4%
8	\$4,001 - \$5,000	248	1.9%	1,133	2.2%
9	More than \$5,000	177	1.4%	767	1.5%
10	Unknown	4,560	34.8%	20,187	38.5%
<u>TOP SOURCES OF INCOME</u>		<u>Apr '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	Job	2,621	20.0%	9,847	18.8%
2	No current source of income	2,419	18.5%	9,503	18.1%
3	SSI	1,296	9.9%	4,853	9.3%
4	TANF (CalWORKs)	1,104	8.4%	3,923	7.5%
5	SS	900	6.9%	4,152	7.9%
6	SSD (SSDI)	436	3.3%	1,448	2.8%
7	Other	253	1.9%	1,147	2.2%
8	Pension	200	1.5%	1,151	2.2%
9	General Assistance	171	1.3%	584	1.1%
10	Self-Employed	152	1.2%	380	<1%
11	Unemployment	148	1.1%	555	1.1%
12	SDI	127	<1%	390	<1%
13	Child Support	35	<1%	121	<1%
14	Student Financial Aid	19	<1%	53	<1%
15	Family	18	<1%	87	<1%
16	Workers Comp	10	<1%	48	<1%
17	Alimony	8	<1%	16	<1%
18	AB 12 Foster Care	6	<1%	20	<1%
19	Insurance	3	<1%	11	<1%
20	Unknown (caller declined + did not ask)	3,160	24.1%	14,171	27.0%

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TOP ZIP CODES (Apr '25)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	1,088	1	95823	Sacramento	4,160
2	95811	Sacramento	733	2	95811	Sacramento	3,501
3	95828	Sacramento	582	3	95828	Sacramento	2,074
4	95821	Sacramento	520	4	95820	Sacramento	1,881
5	95825	Sacramento	500	5	95815	Sacramento	1,831
6	95820	Sacramento	493	6	95838	Sacramento	1,750
7	95838	Sacramento	487	7	95825	Sacramento	1,698
8	95815	Sacramento	441	8	95821	Sacramento	1,614
8	95833	Sacramento	441	9	95670	Gold River/Rancho Ct	1,555
10	95814	Sacramento	383	10	95824	Sacramento	1,486

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Apr '25	% of ³
1 Housing²	7,546	57.7%
Housing Search and Information	1,506	11.5%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,343	10.3%
Housing Expense Assistance	1,341	10.2%
At Risk/Homeless Housing Related Assistance Programs	1,111	8.5%
Emergency Shelter (including Homeless Motel Vouchers)	988	7.6%
2 Legal, Consumer, and Public Safety Services²	2,050	15.7%
Family Law	691	5.3%
Certificates/Forms Assistance	239	1.8%
Legal Counseling	165	1.3%
Lawyer Referral Services	92	<1%
Protective/Restraining Orders	72	<1%
3 Individual, Family, and Community Support²	1,389	10.6%
Case/Care Management	587	4.5%
Veterinary Services	83	<1%
Community Action/Social Advocacy Groups	80	<1%
Parenting Education	69	<1%
Protective Services	65	<1%
4 Mental Health/Addictions²	1,381	10.6%
Crisis Intervention	345	2.6%
Mental Health Evaluation	166	1.3%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	160	1.2%
Outpatient Mental Health Facilities	114	<1%
Psychiatric Services	105	<1%

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5 Utility Assistance²	1,320	10.1%
Utility Assistance (including Utility Service Payment Assistance)	1,303	10.0%
Utility Service Providers	14	<1%
6 Healthcare²	928	7.1%
Health Supportive Services	362	2.8%
Disease/Disability Specific Screening/Diagnosis	82	<1%
Health Insurance Information/Counseling	76	<1%
Health Care Referrals	51	<1%
Dental Care	48	<1%
7 Information Services²	880	6.7%
Information Sources	440	3.4%
Information and Referral	384	2.9%
Libraries	22	<1%
Public Awareness/Education	21	<1%
Electronic Information Resources	11	<1%
8 Food/Meals²	845	6.5%
Emergency Food (including Food Pantries)	424	3.2%
Meals	211	1.6%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	185	1.4%
Food Outlets	25	<1%
9 Clothing/Personal/Household Needs²	793	6.1%
Personal Goods/Services	605	4.6%
Household Goods	160	1.2%
Mobile Devices	16	<1%
10 Income Support/Assistance²	572	4.4%
11 Employment²	373	2.9%
12 Transportation²	226	1.7%
13 Other Government/Economic Services²	146	1.1%
14 Arts, Culture, and Recreation²	84	<1%
15 Education²	61	<1%
16 Volunteers/Donations²	50	<1%
17 Disaster Services²	22	<1%

TOP UNMET NEEDS

Apr '25

1 Housing Expense Assistance	792
2 Landlord/Tenant Assistance	596
3 Emergency Shelter (including Homeless Motel Vouchers)	156
4 Utility Assistance	150
5 At Risk/Homeless Housing Related Assistance Programs	122

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Most Frequently Referred Programs	Apr '25	% of
1 Problem Solving Access Points (PSAP)	1,396	10.7%
2 Rental Assistance - The Salvation Army	530	4.1%
3 Saint Vincent de Paul Society	488	3.7%
4 Low-Cost Housing Communities - Mutual Housing California	483	3.7%
5 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	451	3.4%
6 Property Listing - Mercy Housing California	409	3.1%
7 Utility Assistance - The Salvation Army	408	3.1%
8 California Department of Health Care Services - CalAIM - Community Supports	297	2.3%
9 Home Energy Assistance Program	278	2.1%
10 Anti-Displacement Program - The Salvation Army	267	2.0%
11 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	257	2.0%
12 Housing Navigation Services - United Way California Capital Region	254	1.9%
13 Community Housing Opportunities Corporation	219	1.7%
14 Renters Helpline - Community Link Capital Region	195	1.5%
15 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	174	1.3%
16 CalFresh Application Assistance - 2-1-1 Sacramento	164	1.3%
16 Sacramento County Behavioral Health Services - Access Team	164	1.3%
18 Family Support Services - Family Promise of Sacramento	155	1.2%
19 Mental Health Crisis Respite Center - Hope Cooperative	151	1.2%
20 Angelic Housing - Angelic Housing Resources Foundation Inc.	127	<1%
21 Housing Navigation Services - Lutheran Social Services of Northern California	124	<1%
22 Superior Court of California - Family Law Facilitator/Self Help Center	123	<1%
23 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	117	<1%
24 Volunteer Income Tax Assistance Program	112	<1%
25 Support Services - My Sister's House	104	<1%
26 Family Law Clinic - Sacramento Justice League	90	<1%
27 Friendship Park - Loaves & Fishes	88	<1%
28 Family Law - Capital Pro Bono	87	<1%
29 Transitional Housing - EveryONE Matters Ministries	86	<1%
30 Wind Youth Drop-In Center - Wind Youth Services	85	<1%
All Other Referrals	7,362	
Total Referrals	15,245	

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RESOURCE DIRECTORY - DATABASE

	<u>Apr '25</u>	<u>YTD</u>
Resources Updated	452	1,647
Resources Verified	288	1,049

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Apr '25</u>	<u>YTD</u>
Unique Visitors	10,682	34,267
Directory Searches	7,564	35,157
Resource Page Views	31,761	114,184
Total Page Views	39,325	149,341

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%.