

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-26

CALL VOLUME

Apr '26

Month of Apr 20,215
 Year to date - 2026 88,556

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,176	4,657
Referral	8,718	35,887
Total I&R calls	9,894	40,544
Follow-up	424	1,884
Advocacy	1	4
Crisis	0	0
Disaster	0	0
Outreach	0	2
Total Calls with Demographic Info	10,319	42,434
Call Back	2,777	12,427
Silent/Static	1,041	4,807
Voicemail	749	4,312
Other	5,329	24,576

COURT OUTREACH ACTIVITY

Month of Apr 972
 Year to date - 2026 3,370

CLIENT PROFILE

AGE RANGES OF CALLERS

Apr '26

% of

YTD

% of YTD

1	Less than 18	15	<1%	64	<1%
2	18-20	254	2.5%	951	2.2%
3	21-29	1,179	11.4%	4,749	11.2%
4	30-39	1,644	15.9%	6,647	15.7%
5	40-49	1,685	16.3%	6,225	14.7%
6	50-59	1,380	13.4%	5,705	13.4%
7	Seniors - age 60+	1,512	14.7%	7,528	17.7%
8	Caller declined	1,390	13.5%	5,881	13.9%
9	Did not Ask	1,260	12.2%	4,684	11.0%

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CALLER ETHNICITY	Apr '26	% of	YTD	% of YTD
1 African American/ Black	2,685	26.0%	9,988	23.5%
2 White	1,593	15.4%	6,527	15.4%
3 Hispanic/ Latino	909	8.8%	3,823	9.0%
4 Multi-Ethnic	264	2.6%	980	2.3%
5 Asian	242	2.3%	789	1.9%
6 American Indian/ Alaskan Native	100	<1%	352	<1%
7 Pacific Islander/ Native Hawaiian	39	<1%	207	<1%
8 Other	0	0.0%	110	<1%
9 Caller declined to answer	1,865	18.1%	7,206	17.0%
10 Did not ask	2,622	25.4%	12,452	29.3%
Military/Veterans	134	1.3%	559	1.3%
First 5 Families/Children 0-5	1,268	12.3%	4,870	11.5%

CALLER GENDER	Apr '26	% of	YTD	% of YTD
1 Female	5,053	49.0%	20,676	48.7%
2 Male	3,032	29.4%	12,072	28.4%
3 Trans Female	8	<1%	49	<1%
4 Genderqueer/Gender Non-Binary	6	<1%	36	<1%
4 Trans Male	6	<1%	23	<1%
6 Intersex	1	<1%	6	<1%
6 Other	1	<1%	7	<1%
8 Unknown	9	<1%	74	<1%
9 Client declined	758	7.3%	2,929	6.9%
10 Did not ask	1,445	14.0%	6,562	15.5%

NUMBER IN HOUSEHOLD	Apr '26	% of	YTD	% of YTD
1 1	6,128	59.4%	25,188	59.4%
2 2	1,633	15.8%	6,868	16.2%
3 3	817	7.9%	3,322	7.8%
4 4	462	4.5%	1,718	4.0%
5 5	210	2.0%	851	2.0%
6 6+	188	1.8%	741	1.7%
7 Unknown	881	8.5%	3,746	8.8%

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APPROXIMATE MONTHLY INCOME	Apr '26	% of	YTD	% of YTD
1 No Income	2,349	22.8%	9,190	21.7%
2 Less than \$1,000	1,036	10.0%	4,023	9.5%
3 \$1,001 - \$1,500	1,264	12.2%	4,944	11.7%
4 \$1,501 - \$2,000	409	4.0%	1,897	4.5%
5 \$2,001 - \$2,500	243	2.4%	1,189	2.8%
6 \$2,501 - \$3,000	226	2.2%	954	2.2%
7 \$3,001 - \$4,000	240	2.3%	1,111	2.6%
8 \$4,001 - \$5,000	103	<1%	542	1.3%
9 More than \$5,000	69	<1%	389	<1%
10 Unknown	4,380	42.4%	18,195	42.9%

TOP SOURCES OF INCOME	Apr '26	% of	YTD	% of YTD
1 No current source of income	2,297	22.3%	9,173	21.6%
2 Job	1,357	13.2%	5,843	13.8%
3 SSI	907	8.8%	3,566	8.4%
4 TANF (CalWORKs)	791	7.7%	3,087	7.3%
5 SS	627	6.1%	3,150	7.4%
6 SSD (SSDI)	368	3.6%	1,316	3.1%
7 General Assistance	142	1.4%	538	1.3%
8 Pension	104	1.0%	718	1.7%
9 Other	87	<1%	352	<1%
10 Unemployment	80	<1%	424	<1%
11 Self-Employed	64	<1%	262	<1%
12 SDI	58	<1%	200	<1%
13 Student Financial Aid	34	<1%	88	<1%
14 Child Support	20	<1%	64	<1%
15 Family	18	<1%	80	<1%
16 Workers Comp	15	<1%	58	<1%
17 AB 12 Foster Care	5	<1%	27	<1%
18 Alimony	4	<1%	22	<1%
19 Insurance	3	<1%	8	<1%
20 Unknown (caller declined + did not ask)	3,338	32.3%	13,458	31.7%

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TOP ZIP CODES (Apr '26)			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	785	1	95811	Sacramento	3,095
2	95811	Sacramento	768	2	95823	Sacramento	2,981
3	95815	Sacramento	366	3	95815	Sacramento	1,499
4	95828	Sacramento	361	4	95828	Sacramento	1,415
5	95821	Sacramento	322	5	95825	Sacramento	1,262
6	95838	Sacramento	307	6	95821	Sacramento	1,242
7	95825	Sacramento	304	7	95838	Sacramento	1,208
8	95820	Sacramento	291	8	95670	Gold River/Rancho Cc	1,203
9	95670	Gold River/Rancho C	290	9	95820	Sacramento	1,116
10	95833	Sacramento	246	10	95833	Sacramento	1,066

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Apr '26	% of ³
1 Housing²	8,096	78.5%
At Risk/Homeless Housing Related Assistance Programs	1,947	18.9%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,387	13.4%
Housing Search and Information	1,260	12.2%
Emergency Shelter (including Homeless Motel Vouchers)	1,180	11.4%
Housing Expense Assistance	1,053	10.2%
2 Legal, Consumer, and Public Safety Services²	1,650	16.0%
Family Law	373	3.6%
Certificates/Forms Assistance	213	2.1%
Ex-Offender Reentry Programs	93	<1%
Records/Licenses/Permits	81	<1%
Legal Counseling	78	<1%
3 Individual, Family, and Community Support²	1,417	13.7%
Case/Care Management	704	6.8%
Street Outreach Programs	134	1.3%
Parenting Education	77	<1%
Family Based Services	47	<1%
Protective Services	42	<1%
4 Mental Health/Addictions²	1,351	13.1%
Crisis Intervention	425	4.1%
Substance Use Disorder Treatment Programs	170	1.6%
Outpatient Mental Health Facilities	164	1.6%
Mental Health Evaluation	128	1.2%
Psychiatric Services	114	1.1%



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5	Utility Assistance²	1,072	10.4%
	Utility Assistance (including Utility Service Payment Assistance)	1,053	10.2%
	Utility Service Providers	12	<1%
6	Healthcare²	909	8.8%
	Health Supportive Services	359	3.5%
	Health Insurance Information/Counseling	131	1.3%
	Health Care Referrals	84	<1%
	Disease/Disability Specific Screening/Diagnosis	50	<1%
	Medical Public Assistance Programs	47	<1%
7	Information Services²	890	8.6%
	Information and Referral	457	4.4%
	Information Sources	376	3.6%
	Public Awareness/Education	25	<1%
	Electronic Information Resources	15	<1%
	Libraries	12	<1%
8	Food/Meals²	716	6.9%
	Emergency Food (including Food Pantries)	347	3.4%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	186	1.8%
	Meals	159	1.5%
	Food Outlets	21	<1%
9	Clothing/Personal/Household Needs²	522	5.1%
	Personal Goods/Services	396	3.8%
	Household Goods	94	<1%
	Repair Services	15	<1%
	Mobile Devices	10	<1%
10	Income Support/Assistance²	455	4.4%
11	Employment²	450	4.4%
12	Transportation²	259	2.5%
13	Other Government/Economic Services²	159	1.5%
14	Disaster Services²	105	1.0%
15	Arts, Culture, and Recreation²	68	<1%
16	Education²	50	<1%
17	Volunteers/Donations²	32	<1%

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TOP UNMET NEEDS		Apr '26	
1	At Risk/Homeless Housing Related Assistance Programs	676	
2	Housing Expense Assistance	410	
3	Emergency Shelter (including Homeless Motel Vouchers)	319	
4	Tax Preparation Assistance	94	
5	Transitional Housing/Shelter	80	
Most Frequently Referred Programs		Apr '26	% of
1	Problem Solving Access Points (PSAP)	424	4.1%
2	Low-Cost Housing Communities - Mutual Housing California	368	3.6%
3	Saint Vincent de Paul Society	357	3.5%
4	Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	333	3.2%
5	California Property List - Mercy Housing California	326	3.2%
6	Utility Assistance - The Salvation Army	307	3.0%
7	Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	306	3.0%
8	California Department of Health Care Services - CalAIM - Community Supports	275	2.7%
9	Home Energy Assistance Program (HEAP)	241	2.3%
10	Community Housing Opportunities Corporation	212	2.1%
11	Angelic Housing - Angelic Housing Resources Foundation Inc.	176	1.7%
12	Sacramento County Behavioral Health Services - Access Team	174	1.7%
13	Housing Navigation Services - United Way California Capital Region	153	1.5%
14	Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	141	1.4%
15	Renters Helpline - Community Link Capital Region	139	1.3%
16	Mental Health Crisis Respite Center - Hope Cooperative	131	1.3%
17	Family Support Services - Family Promise of Sacramento	127	1.2%
18	CalFresh Application Assistance - 2-1-1 Sacramento	126	1.2%
19	Support Services - My Sister's House	118	1.1%
20	Care Residences - Helping Hearts Foundation, Inc.	113	1.1%
21	Health Navigation - Community HealthWorks	111	1.1%
22	311 Customer Service Center - City of Sacramento 311	108	1.0%
23	Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	99	<1%
24	Transitional Housing - EveryONE Matters Ministries	94	<1%
25	Wind Youth Drop-In Center - Wind Youth Services	84	<1%
26	Prevention and Intervention - Waking the Village	83	<1%
26	Superior Court of California - Family Law Facilitator/Self Help Center	83	<1%
28	Domestic Violence Shelter - Lao Family Community Development, Inc.	80	<1%
28	Safe House - WEAVE	80	<1%
30	Victim Services - Sacramento Regional Family Justice Center	78	<1%
	All Other Referrals	7,053	
	Total Referrals	12,500	

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RESOURCE DIRECTORY - DATABASE

	<u>Apr '26</u>	<u>YTD</u>
Resources Updated	310	1,263
Resources Verified	241	981

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Apr '26</u>	<u>YTD</u>
Unique Visitors	16,273	59,470
Directory Searches	9,440	35,750
Resource Page Views	53,108	219,524
Total Page Views	62,548	255,274

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%.