

2-1-1 Sacramento  
 8001 Folsom Blvd. Suite 100, Sacramento, CA 95826

www.211Sacramento.org  
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2-1-1 or 916-498-1000 or 800-500-4931



**STATISTICS SUMMARY**  
**August-23**

**CALL VOLUME**

**Aug '23**

Month of Aug 15,261  
 Year to date - 2023 105,555

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	1,664	12,128
Referral	7,901	51,180
Total I&R calls	9,565	63,308
Follow-up	275	3,382
Advocacy	2	13
Crisis	2	13
Disaster	3	94
Outreach	3	11
Total Calls with Demographic Info	9,850	66,821
Call Back	1,056	5,496
Silent/Static	666	4,536
Voicemail	74	2,008
Other	3,615	26,694

**COURT OUTREACH ACTIVITY**

Month of Aug 571  
 Year to date - 2023 4,258

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Aug '23**

**% of**

**YTD**

**% of YTD**

1	Less than 18	16	<1%	135	<1%
2	18-20	148	1.5%	1,014	1.5%
3	21-29	1,011	10.3%	5,829	8.7%
4	30-39	1,692	17.2%	9,311	13.9%
5	40-49	1,235	12.5%	7,588	11.4%
6	50-59	1,279	13.0%	8,782	13.1%
7	Seniors - age 60+	1,348	13.7%	13,150	19.7%
8	Caller Declined	1,742	17.7%	11,671	17.5%
9	Did not Ask	1,379	14.0%	9,341	14.0%

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<b><u>CALLER ETHNICITY</u></b>		<b><u>Aug '23</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	African American/Black	2,135	21.7%	12,927	19.3%
2	Caucasian	1,207	12.3%	9,253	13.8%
3	Hispanic / Latino	760	7.7%	5,489	8.2%
4	Multi-ethnic	298	3.0%	1,764	2.6%
5	Other	153	1.6%	1,033	1.5%
6	Asian	126	1.3%	1,108	1.7%
7	Native American	88	<1%	456	<1%
8	Middle Eastern	57	<1%	430	<1%
9	Pacific Islander / Native Hawaiian	57	<1%	373	<1%
10	Russian / Slavic	30	<1%	165	<1%
11	Caller declined to answer	2,413	24.5%	16,478	24.7%
12	Did not ask	2,526	25.6%	17,345	26.0%
<b><u>Military/Veterans</u></b>		180	1.8%	1,823	2.7%
<b><u>First 5 Families/Children 0-5</u></b>		1,563	15.9%	7,864	11.8%
<b><u>CALLER GENDER</u></b>		<b><u>Aug '23</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	Female	5,367	54.5%	37,278	55.8%
2	Male	2,608	26.5%	17,755	26.6%
3	Non-binary	13	<1%	107	<1%
4	Trans Female	6	<1%	72	<1%
5	Trans Male	2	<1%	31	<1%
6	Intersex	1	<1%	15	<1%
7	Unknown	140	1.4%	535	<1%
8	Client declined	1,071	10.9%	6,993	10.5%
9	Did not ask	642	6.5%	4,035	6.0%
<b><u>NUMBER IN HOUSEHOLD</u></b>		<b><u>Aug '23</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	1	4,754	48.3%	35,006	52.4%
2	2	1,545	15.7%	10,541	15.8%
3	3	969	9.8%	5,409	8.1%
4	4	634	6.4%	3,427	5.1%
5	5	339	3.4%	1,763	2.6%
6	6+	333	3.4%	1,479	2.2%
7	Unknown	1,276	13.0%	9,196	13.8%

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**STATISTICS SUMMARY**  
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<b>APPROXIMATE MONTHLY INCOME</b>	<b>Aug '23</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No Income	1,692	17.2%	10,465	15.7%
2 Less than \$1,000	1,145	11.6%	7,061	10.6%
3 \$1,001 - \$1,500	1,356	13.8%	8,235	12.3%
4 \$1,501 - \$2,000	568	5.8%	3,663	5.5%
5 \$2,001 - \$2,500	290	2.9%	2,450	3.7%
6 \$2,501 - \$3,000	246	2.5%	1,797	2.7%
7 \$3,001 - \$4,000	224	2.3%	1,983	3.0%
8 \$4,001 - \$5,000	71	<1%	792	1.2%
9 More than \$5,000	103	1.0%	901	1.3%
10 Unknown	4,155	42.2%	29,474	44.1%

<b>TOP SOURCES OF INCOME</b>	<b>Aug '23</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No current source of income	1,610	16.3%	10,026	15.0%
2 Job	1,437	14.6%	10,307	15.4%
3 SSI	995	10.1%	6,238	9.3%
4 TANF (CalWORKs)	809	8.2%	3,748	5.6%
5 SS	739	7.5%	6,910	10.3%
6 SSD (SSDI)	326	3.3%	2,157	3.2%
7 Other	214	2.2%	2,323	3.5%
8 General Assistance	141	1.4%	1,161	1.7%
9 Unemployment	125	1.3%	622	<1%
10 SDI	102	1.0%	501	<1%
11 Pension	93	<1%	2,010	3.0%
12 Self-Employed	71	<1%	458	<1%
13 Child Support	22	<1%	143	<1%
14 Workers Comp	16	<1%	124	<1%
15 Student Financial Aid	15	<1%	75	<1%
16 Family	13	<1%	129	<1%
17 AB 12 Foster Care	3	<1%	50	<1%
18 Alimony	3	<1%	56	<1%
19 Insurance	3	<1%	17	<1%
20 Unknown (caller declined + did not ask)	3,113	31.6%	19,766	29.6%

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**STATISTICS SUMMARY**

**August-23**

<b>TOP ZIP CODES (Aug '23 )</b>				<b>TOP ZIP CODES (YTD)</b>			
			<b># of CALLS</b>				<b># of CALLS</b>
1	95823	Sacramento	779	1	95823	Sacramento	4,854
2	95811	Sacramento	638	2	95811	Sacramento	3,467
3	95815	Sacramento	438	3	95815	Sacramento	2,820
4	95820	Sacramento	360	4	95825	Sacramento	2,161
5	95838	Sacramento	344	5	95821	Sacramento	2,069
6	95821	Sacramento	319	6	95670	Gold River/Rancho C	2,036
7	95670	Gold River/Rancho C	310	7	95820	Sacramento	2,031
8	95660	North Highlands	301	8	95838	Sacramento	1,978
9	95825	Sacramento	291	9	95822	Sacramento	1,936
10	95822	Sacramento	252	10	95828	Sacramento	1,887

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>		<b>Aug '23</b>	<b>% of <sup>3</sup></b>
<b>1</b>	<b>Housing<sup>2</sup></b>	<b>8,754</b>	<b>88.9%</b>
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	2,042	20.7%
	Housing Search and Information	1,577	16.0%
	Emergency Shelter (including Homeless Motel Vouchers)	1,209	12.3%
	Transitional Housing/Shelter	1,200	12.2%
	Housing Expense Assistance	1,125	11.4%
<b>2</b>	<b>Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>2,296</b>	<b>23.3%</b>
	Family Law	665	6.8%
	Legal Counseling	173	1.8%
	Protective/Restraining Orders	136	1.4%
	General Legal Aid	122	1.2%
	Certificates/Forms Assistance	113	1.1%
<b>3</b>	<b>Utility Assistance<sup>2</sup></b>	<b>2,099</b>	<b>21.3%</b>
	Utility Assistance (including Utility Service Payment Assistance)	2,083	21.1%
	Utility Service Providers	12	<1%
<b>4</b>	<b>Individual, Family, and Community Support<sup>2</sup></b>	<b>1,228</b>	<b>12.5%</b>
	Case/Care Management	310	3.1%
	Multipurpose Centers	113	1.1%
	In Home Assistance	101	1.0%
	Community Action/Social Advocacy Groups	86	<1%
	Protective Services	65	<1%
<b>5</b>	<b>Food/Meals<sup>2</sup></b>	<b>1,113</b>	<b>11.3%</b>
	Emergency Food (including Food Pantries)	754	7.7%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	174	1.8%
	Meals	134	1.4%
	Food Outlets	51	<1%

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<b>6 Information Services<sup>2</sup></b>	<b>1,063</b>	<b>10.8%</b>
Information and Referral	544	5.5%
Information Sources (including 311 Services)	373	3.8%
Electronic Information Resources	83	<1%
Public Awareness/Education	40	<1%
Libraries	19	<1%
<b>7 Mental Health/Addictions<sup>2</sup></b>	<b>987</b>	<b>10.0%</b>
Crisis Intervention	331	3.4%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	160	1.6%
Counseling Services	103	1.0%
Outpatient Mental Health Facilities	95	<1%
Mental Health Evaluation	62	<1%
<b>8 Healthcare<sup>2</sup></b>	<b>756</b>	<b>7.7%</b>
Health Insurance Information/Counseling	136	1.4%
Health Supportive Services	110	1.1%
Disease/Disability Specific Screening/Diagnosis	65	<1%
Medical Public Assistance Programs	52	<1%
Health Education	45	<1%
<b>9 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>557</b>	<b>5.7%</b>
Personal Goods/Services	380	3.9%
Household Goods	144	1.5%
Mobile Devices	16	<1%
Office Equipment and Supplies	13	<1%
<b>10 Employment<sup>2</sup></b>	<b>396</b>	<b>4.0%</b>
<b>11 Income Support/Assistance<sup>2</sup></b>	<b>391</b>	<b>4.0%</b>
<b>12 Transportation<sup>2</sup></b>	<b>276</b>	<b>2.8%</b>
<b>13 Other Government/Economic Services<sup>2</sup></b>	<b>227</b>	<b>2.3%</b>
<b>14 Disaster Services<sup>2</sup></b>	<b>219</b>	<b>2.2%</b>
<b>15 Education<sup>2</sup></b>	<b>95</b>	<b>&lt;1%</b>
<b>16 Volunteers/Donations<sup>2</sup></b>	<b>74</b>	<b>&lt;1%</b>
<b>17 Arts, Culture, and Recreation<sup>2</sup></b>	<b>59</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**Aug '23**

1 Emergency Shelter (including Homeless Motel Vouchers)	154
2 Housing Expense Assistance	93
3 Nutrition Related Public Assistance Programs	51
4 Utility Assistance	50
5 Tax Preparation Assistance	22

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<b>Most Frequently Referred Programs</b>	<b>Aug '23</b>	<b>% of</b>
1 Diversion Program - Francis House Center, A Program of Next Move	836	8.5%
2 Saint Vincent de Paul Society	741	7.5%
3 Utility Assistance - The Salvation Army	541	5.5%
4 Low-Cost Housing Communities - Mutual Housing California	509	5.2%
5 Property Listing - Mercy Housing California	434	4.4%
6 Home Energy Assistance Program	413	4.2%
7 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	400	4.1%
8 Community Housing Opportunities Corporation	385	3.9%
9 Family Support Services - Family Promise of Sacramento	281	2.9%
10 Sacramento County Program - Legal Services of Northern California	251	2.5%
11 Tenant Protection Counseling and Assistance - Housing & Economic Rights Advocates	245	2.5%
12 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	233	2.4%
13 Saint John's Square Transitional Housing Program - Saint John's Program for Real Ch	230	2.3%
14 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	206	2.1%
15 Angelic Housing - Angelic Housing Resources Foundation Inc.	198	2.0%
16 Transitional Housing - EveryONE Matters Ministries	171	1.7%
17 Mather Singles Interim Housing - Next Move Homeless Services	164	1.7%
18 CalFresh Application Assistance - 2-1-1 Sacramento	157	1.6%
19 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	155	1.6%
20 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	154	1.6%
21 3-1-1 Connect - Sacramento County	147	1.5%
22 Family Law Clinic - Sacramento Justice League	145	1.5%
23 Health Navigation - Sacramento Covered	133	1.4%
24 Cooling & Clean Air Center - Community Link	128	1.3%
25 Care Residences - Helping Hearts Foundation, Inc.	118	1.2%
26 Family Respite Program - Francis House Center - A Program of Next Move	116	1.2%
27 Mental Health Crisis Respite Center - Hope Cooperative	114	1.2%
28 Mather DHS Family Transitional Living Program - Volunteers of America	113	1.1%
29 California Department of Health Care Services - CalAIM - Community Supports	109	1.1%
30 Domestic Violence Shelter - Lao Family Community Development, Inc.	108	1.1%
All Other Referrals	8,851	
<b>Total Referrals</b>	<b>16,786</b>	

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**August-23**

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Aug '23</u></b>	<b><u>YTD</u></b>
Unique Visitors	11,389	64,040
Directory Searches	6,411	58,771
Resource Page Views	29,005	208,097
Total Page Views	35,416	266,868

<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%.