

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**

**February-23**

**CALL VOLUME**

**Feb '23**

Month of Feb 16,396  
 Year to date - 2023 34,455

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	1,062	2,784
Referral	5,955	12,185
Total I&R calls	7,017	14,969
Follow-up	432	684
Advocacy	1	3
Crisis	1	2
Disaster	6	79
Outreach	1	1
Total Calls with Demographic Info	7,458	15,738
Call Back	1,053	2,163
Silent/Static	503	1,200
Voicemail	829	1,418
Other	6,553	13,936

**COURT OUTREACH ACTIVITY**

Month of Feb 492  
 Year to date - 2023 983

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Feb '23**

**% of**

**YTD**

**% of YTD**

1	Less than 18	12	<1%	32	<1%
2	18-20	109	1.5%	199	1.3%
3	21-29	514	6.9%	1,060	6.7%
4	30-39	833	11.2%	1,657	10.5%
5	40-49	721	9.7%	1,471	9.3%
6	50-59	972	13.0%	1,993	12.7%
7	Seniors - age 60+	2,183	29.3%	4,011	25.5%
8	Caller Declined	1,084	14.5%	2,940	18.7%
9	Did not Ask	1,030	13.8%	2,375	15.1%

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<b>CALLER ETHNICITY</b>	<b>Feb '23</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 African American/Black	1,196	16.0%	2,439	15.5%
2 Caucasian	1,090	14.6%	2,232	14.2%
3 Hispanic / Latino	603	8.1%	1,077	6.8%
4 Asian	196	2.6%	298	1.9%
5 Multi-ethnic	156	2.1%	368	2.3%
6 Other	128	1.7%	237	1.5%
7 Middle Eastern	54	<1%	83	<1%
8 Native American	48	<1%	86	<1%
9 Pacific Islander / Native Hawaiian	44	<1%	83	<1%
10 Russian / Slavic	37	<1%	55	<1%
11 Caller declined to answer	1,801	24.1%	4,398	27.9%
12 Did not ask	2,105	28.2%	4,382	27.8%
<b>Military/Veterans</b>	263	3.5%	509	3.2%
<b>First 5 Families/Children 0-5</b>	578	7.8%	1,303	8.3%

<b>CALLER GENDER</b>	<b>Feb '23</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 Female	4,248	57.0%	8,793	55.9%
2 Male	1,882	25.2%	3,943	25.1%
3 Non-binary	16	<1%	20	<1%
4 Trans Female	10	<1%	16	<1%
5 Intersex	3	<1%	3	<1%
6 Trans Male	3	<1%	9	<1%
7 Unknown	54	<1%	139	<1%
8 Client declined	751	10.1%	1,893	12.0%
9 Did not ask	491	6.6%	922	5.9%

<b>NUMBER IN HOUSEHOLD</b>	<b>Feb '23</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 1	3,992	53.5%	8,540	54.3%
2 2	1,373	18.4%	2,641	16.8%
3 3	465	6.2%	968	6.2%
4 4	301	4.0%	632	4.0%
5 5	139	1.9%	303	1.9%
6 6+	96	1.3%	236	1.5%
7 Unknown	1,092	14.6%	2,418	15.4%

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**STATISTICS SUMMARY**  
**February-23**

<b>APPROXIMATE MONTHLY INCOME</b>	<b>Feb '23</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No Income	956	12.8%	1,964	12.5%
2 Less than \$1,000	633	8.5%	1,425	9.1%
3 \$1,001 - \$1,500	738	9.9%	1,595	10.1%
4 \$1,501 - \$2,000	428	5.7%	863	5.5%
5 \$2,001 - \$2,500	379	5.1%	714	4.5%
6 \$2,501 - \$3,000	285	3.8%	507	3.2%
7 \$3,001 - \$4,000	402	5.4%	673	4.3%
8 \$4,001 - \$5,000	160	2.1%	297	1.9%
9 More than \$5,000	165	2.2%	295	1.9%
10 Unknown	3,312	44.4%	7,405	47.1%

<b>TOP SOURCES OF INCOME</b>	<b>Feb '23</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 Job	1,382	18.5%	2,378	15.1%
2 SS	1,107	14.8%	2,157	13.7%
3 No current source of income	877	11.8%	1,895	12.0%
4 SSI	530	7.1%	1,228	7.8%
5 Pension	474	6.4%	845	5.4%
6 Other	291	3.9%	565	3.6%
7 TANF (CalWORKs)	268	3.6%	602	3.8%
8 SSD (SSDI)	216	2.9%	436	2.8%
9 General Assistance	105	1.4%	245	1.6%
10 Unemployment	68	<1%	140	<1%
11 SDI	53	<1%	97	<1%
12 Self-Employed	39	<1%	84	<1%
13 Child Support	17	<1%	30	<1%
14 Workers Comp	17	<1%	22	<1%
15 Family	12	<1%	32	<1%
16 Alimony	10	<1%	20	<1%
17 Student Financial Aid	10	<1%	15	<1%
18 AB 12 Foster Care	2	<1%	5	<1%
19 Insurance	2	<1%	7	<1%
20 Unknown (caller declined + did not ask)	2,957	39.6%	4,935	31.4%

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**STATISTICS SUMMARY**

**February-23**

<b>TOP ZIP CODES (Feb '23 )</b>				<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>				<b># of CALLS</b>
1	95823	Sacramento		510	1	95823	Sacramento	1,082	
2	95811	Sacramento		275	2	95815	Sacramento	596	
3	95815	Sacramento		253	3	95608	Carmichael	515	
4	95821	Sacramento		250	4	95811	Sacramento	495	
5	95621	Citrus Heights		248	5	95821	Sacramento	485	
6	95833	Sacramento		242	6	95825	Sacramento	485	
7	95828	Sacramento		236	7	95828	Sacramento	476	
8	95670	Gold River/Rancho C		234	8	95822	Sacramento	474	
9	95608	Carmichael		232	9	95670	Gold River/Rancho C	466	
10	95825	Sacramento		231	10	95833	Sacramento	451	

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Feb '23</b>	<b>% of <sup>3</sup></b>
<b>1 Housing<sup>2</sup></b>	<b>5,563</b>	<b>74.6%</b>
Housing Search and Information	1,436	19.3%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,140	15.3%
Housing Expense Assistance	843	11.3%
Emergency Shelter (including Homeless Motel Vouchers)	785	10.5%
Transitional Housing/Shelter	454	6.1%
<b>2 Income Support/Assistance<sup>2</sup></b>	<b>2,599</b>	<b>34.8%</b>
Tax Preparation Assistance	2,364	31.7%
Basic Income Maintenance Programs	44	<1%
Household Related Public Assistance Programs	41	<1%
Tax Information	33	<1%
Online Tax Preparation/E-Filing Sites	23	<1%
<b>3 Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>1,402</b>	<b>18.8%</b>
Family Law	484	6.5%
Certificates/Forms Assistance	91	1.2%
Protective/Restraining Orders	90	1.2%
Legal Counseling	79	1.1%
Benefits Assistance	73	<1%

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<b>4 Information Services<sup>2</sup></b>	<b>966</b>	<b>13.0%</b>
Information and Referral	563	7.5%
Information Sources (including 311 Services)	249	3.3%
Electronic Information Resources	82	1.1%
Public Awareness/Education	54	<1%
Libraries	13	<1%
<b>5 Individual, Family, and Community Support<sup>2</sup></b>	<b>770</b>	<b>10.3%</b>
Case/Care Management	130	1.7%
Street Outreach Programs	124	1.7%
Community Action/Social Advocacy Groups	74	<1%
In Home Assistance	66	<1%
Multipurpose Centers	41	<1%
<b>6 Disaster Services<sup>2</sup></b>	<b>736</b>	<b>9.9%</b>
Emergency Shelter	595	8.0%
Disaster Relief Services	117	1.6%
Disaster Recovery Services	22	<1%
<b>7 Utility Assistance<sup>2</sup></b>	<b>670</b>	<b>9.0%</b>
Utility Assistance (including Utility Service Payment Assistance)	655	8.8%
Utility Service Providers	14	<1%
<b>8 Mental Health/Addictions<sup>2</sup></b>	<b>487</b>	<b>6.5%</b>
Crisis Intervention	121	1.6%
Counseling Services	63	<1%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	59	<1%
Mental Health Evaluation	48	<1%
Assessment for Substance Use Disorders	32	<1%
<b>9 Food/Meals<sup>2</sup></b>	<b>485</b>	<b>6.5%</b>
Emergency Food (including Food Pantries)	242	3.2%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	137	1.8%
Meals	95	1.3%
Food Outlets	11	<1%
<b>10 Healthcare<sup>2</sup></b>	<b>414</b>	<b>5.6%</b>
<b>11 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>295</b>	<b>4.0%</b>
<b>12 Transportation<sup>2</sup></b>	<b>194</b>	<b>2.6%</b>
<b>13 Other Government/Economic Services<sup>2</sup></b>	<b>170</b>	<b>2.3%</b>
<b>14 Employment<sup>2</sup></b>	<b>139</b>	<b>1.9%</b>
<b>15 Volunteers/Donations<sup>2</sup></b>	<b>40</b>	<b>&lt;1%</b>
<b>16 Arts, Culture, and Recreation<sup>2</sup></b>	<b>33</b>	<b>&lt;1%</b>
<b>17 Education<sup>2</sup></b>	<b>25</b>	<b>&lt;1%</b>

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<b>TOP UNMET NEEDS</b>	<b>Feb '23</b>	
1 Emergency Shelter (including Homeless Motel Vouchers)	149	
2 Tax Preparation Assistance	55	
3 Nutrition Related Public Assistance Programs	43	
4 Housing Expense Assistance	14	
5 Transportation Expense Assistance	8	
5 Utility Assistance	8	
<b>Most Frequently Referred Programs</b>	<b>Feb '23</b>	<b>% of</b>
1 Tax Aide - AARP	1,328	17.8%
2 Volunteer Income Tax Assistance Program	906	12.1%
3 Homeless Outreach Navigation Services - Sacramento Self Help Housing	472	6.3%
4 Warming Center - Union Gospel Mission	326	4.4%
5 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	253	3.4%
6 Winter Warming Shelters and Centers - Community Link	245	3.3%
7 Diversion Program - Francis House Center, A Program of Next Move	235	3.2%
8 Rental Assistance - The Salvation Army	216	2.9%
9 Saint Vincent de Paul Society	215	2.9%
10 Mutual Housing California	205	2.7%
11 Property Listing - Mercy Housing California	201	2.7%
12 Rental and Mortgage Assistance - SHELTER, Inc.	190	2.5%
13 Home Energy Assistance Program	160	2.1%
14 Utility Assistance - The Salvation Army	157	2.1%
15 Community Housing Opportunities Corporation	151	2.0%
16 CalFresh Application Assistance - 2-1-1 Sacramento	139	1.9%
17 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	138	1.9%
18 Family Support Services - Family Promise of Sacramento	134	1.8%
19 Landlord Tenant Dispute Resolution (Renters Helpline) - Sacramento Self Help Housing	134	1.8%
20 Health Navigation - Sacramento Covered	118	1.6%
21 Room & Board - Helping Hearts Foundation, Inc.	113	1.5%
22 City Services - City of Sacramento 311	98	1.3%
23 Angelic Housing - Angelic Housing Resources Foundation Inc.	95	1.3%
24 Residential Family Shelter - Volunteers of America	82	1.1%
25 General Library Services - Sacramento Public Library	77	1.0%
26 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	76	1.0%
27 3-1-1 Connect - Sacramento County	75	1.0%
28 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	74	<1%
29 Family Law - Capital Pro Bono	70	<1%
30 Greenfair Towers and Garden Apartments	66	<1%
All Other Referrals	5,172	
Total Referrals	11,921	

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## STATISTICS SUMMARY

February-23

### **PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Feb '23</u></b>	<b><u>YTD</u></b>
Unique Visitors	8,734	17,107
Directory Searches	7,868	17,096
Resource Page Views	26,728	57,974
Total Page Views	34,596	75,070

<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%.