

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-24**

<b>CALL VOLUME</b>	<b>Feb '24</b>	
Month of Feb	17,632	
Year to date - 2024	34,778	
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>
Information	1,552	3,230
Referral	8,694	17,529
Total I&R calls	10,246	20,759
Follow-up	523	820
Advocacy	1	2
Crisis	1	2
Disaster	56	62
Outreach	0	3
Total Calls with Demographic Info	10,827	21,648
Call Back	1,554	2,775
Silent/Static	562	1,149
Voicemail	632	1,038
Other	4,057	8,168

**COURT OUTREACH ACTIVITY**

Month of Feb	564
Year to date - 2024	1,137

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>	<b>Feb '24</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 Less than 18	8	<1%	20	<1%
2 18-20	201	1.9%	384	1.8%
3 21-29	880	8.1%	1,901	8.8%
4 30-39	1,412	13.0%	3,060	14.1%
5 40-49	1,099	10.2%	2,224	10.3%
6 50-59	1,183	10.9%	2,569	11.9%
7 Seniors - age 60+	1,988	18.4%	3,953	18.3%
8 Caller Declined	1,720	15.9%	3,386	15.6%
9 Did not Ask	2,336	21.6%	4,151	19.2%

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<b><u>CALLER ETHNICITY</u></b>		<b><u>Feb '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	African American/Black	1,862	17.2%	4,100	18.9%
2	Caucasian	1,283	11.9%	2,817	13.0%
3	Hispanic / Latino	829	7.7%	1,657	7.7%
4	Multi-ethnic	227	2.1%	472	2.2%
5	Asian	126	1.2%	258	1.2%
6	Other	93	<1%	181	<1%
7	Native American	73	<1%	153	<1%
8	Middle Eastern	48	<1%	101	<1%
9	Pacific Islander / Native Hawaiian	44	<1%	110	<1%
10	Russian / Slavic	42	<1%	72	<1%
11	Caller declined to answer	2,428	22.4%	4,891	22.6%
12	Did not ask	3,772	34.8%	6,836	31.6%
<b><u>Military/Veterans</u></b>		200	1.8%	380	1.8%
<b><u>First 5 Families/Children 0-5</u></b>		1,067	9.9%	2,451	11.3%
<b><u>CALLER GENDER</u></b>		<b><u>Feb '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	Female	5,321	49.1%	11,098	51.3%
2	Male	3,039	28.1%	5,940	27.4%
3	Non-binary	13	<1%	28	<1%
4	Trans Female	10	<1%	19	<1%
5	Intersex	7	<1%	12	<1%
6	Trans Male	3	<1%	4	<1%
7	Unknown	161	1.5%	274	1.3%
8	Client declined	1,067	9.9%	2,177	10.1%
9	Did not ask	1,206	11.1%	2,096	9.7%
<b><u>NUMBER IN HOUSEHOLD</u></b>		<b><u>Feb '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	1	5,729	52.9%	11,553	53.4%
2	2	1,612	14.9%	3,279	15.1%
3	3	722	6.7%	1,610	7.4%
4	4	440	4.1%	1,000	4.6%
5	5	224	2.1%	499	2.3%
6	6+	208	1.9%	462	2.1%
7	Unknown	1,892	17.5%	3,245	15.0%

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**STATISTICS SUMMARY**

**February-24**

<b>APPROXIMATE MONTHLY INCOME</b>	<b>Feb '24</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No Income	1,845	17.0%	3,815	17.6%
2 Less than \$1,000	796	7.4%	1,773	8.2%
3 \$1,001 - \$1,500	964	8.9%	2,277	10.5%
4 \$1,501 - \$2,000	505	4.7%	1,092	5.0%
5 \$2,001 - \$2,500	370	3.4%	766	3.5%
6 \$2,501 - \$3,000	293	2.7%	605	2.8%
7 \$3,001 - \$4,000	339	3.1%	706	3.3%
8 \$4,001 - \$5,000	167	1.5%	318	1.5%
9 More than \$5,000	141	1.3%	270	1.2%
10 Unknown	5,407	49.9%	10,026	46.3%

<b>TOP SOURCES OF INCOME</b>	<b>Feb '24</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No current source of income	1,814	16.8%	3,741	17.3%
2 Job	1,525	14.1%	3,133	14.5%
3 SS	851	7.9%	1,695	7.8%
4 SSI	721	6.7%	1,650	7.6%
5 TANF (CalWORKs)	490	4.5%	1,169	5.4%
6 Other	289	2.7%	533	2.5%
7 Pension	288	2.7%	520	2.4%
8 SSD (SSDI)	277	2.6%	629	2.9%
9 General Assistance	104	<1%	256	1.2%
10 Unemployment	72	<1%	165	<1%
11 Self-Employed	61	<1%	131	<1%
12 SDI	46	<1%	96	<1%
13 Child Support	19	<1%	44	<1%
14 Family	14	<1%	39	<1%
15 Workers Comp	12	<1%	29	<1%
16 Student Financial Aid	10	<1%	25	<1%
17 AB 12 Foster Care	7	<1%	17	<1%
18 Alimony	3	<1%	12	<1%
19 Insurance	3	<1%	5	<1%
20 Unknown (caller declined + did not ask)	4,221	39.0%	7,759	35.8%

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**STATISTICS SUMMARY**

**February-24**

<b>TOP ZIP CODES (Feb '24 )</b>			<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>			<b># of CALLS</b>
1	95811	Sacramento	659	1	95823	Sacramento	1,363
2	95823	Sacramento	600	2	95811	Sacramento	1,357
3	95815	Sacramento	412	3	95815	Sacramento	888
4	95821	Sacramento	359	4	95821	Sacramento	736
5	95820	Sacramento	337	5	95825	Sacramento	673
5	95838	Sacramento	337	6	95838	Sacramento	655
7	95825	Sacramento	327	7	95820	Sacramento	621
8	95670	Gold River/Rancho C	317	8	95670	Gold River/Rancho C	611
8	95822	Sacramento	317	9	95822	Sacramento	595
10	95608	Carmichael	293	10	95828	Sacramento	572
10	95660	North Highlands	293				

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Feb '24</b>	<b>% of <sup>3</sup></b>
<b>1 Housing<sup>2</sup></b>	<b>5,401</b>	<b>49.9%</b>
Housing Search and Information	1,247	11.5%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,115	10.3%
Emergency Shelter (including Homeless Motel Vouchers)	1,006	9.3%
Housing Expense Assistance	687	6.3%
Transitional Housing/Shelter	471	4.4%
<b>2 Income Support/Assistance<sup>2</sup></b>	<b>2,087</b>	<b>19.3%</b>
Tax Preparation Assistance	1,867	17.2%
Basic Income Maintenance Programs	49	<1%
Household Related Public Assistance Programs	25	<1%
Tax Information	22	<1%
EBT Card Services	20	<1%
<b>3 Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>1,601</b>	<b>14.8%</b>
Family Law	567	5.2%
Protective/Restraining Orders	149	1.4%
Certificates/Forms Assistance	132	1.2%
Legal Counseling	81	<1%
Benefits and Services Assistance	63	<1%
<b>4 Disaster Services<sup>2</sup></b>	<b>1,423</b>	<b>13.1%</b>
Emergency Shelter	1,311	12.1%
Disaster Relief Services	98	<1%
Disaster Recovery Services	10	<1%
<b>5 Mental Health/Addictions<sup>2</sup></b>	<b>948</b>	<b>8.8%</b>
Crisis Intervention	289	2.7%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	148	1.4%
Counseling Services	91	<1%
Mental Health Evaluation	82	<1%
Outpatient Mental Health Facilities	74	<1%

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<b>6 Individual, Family, and Community Support<sup>2</sup></b>	<b>778</b>	<b>7.2%</b>
Case/Care Management	220	2.0%
Veterinary Services	64	<1%
In Home Assistance	57	<1%
Street Outreach Programs	50	<1%
Multipurpose Centers	49	<1%
<b>7 Utility Assistance<sup>2</sup></b>	<b>755</b>	<b>7.0%</b>
Utility Assistance (including Utility Service Payment Assistance)	743	6.9%
Utility Service Providers	10	<1%
<b>8 Food/Meals<sup>2</sup></b>	<b>724</b>	<b>6.7%</b>
Emergency Food (including Food Pantries)	425	3.9%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	159	1.5%
Meals	121	1.1%
Food Outlets	19	<1%
<b>9 Information Services<sup>2</sup></b>	<b>704</b>	<b>6.5%</b>
Information and Referral	350	3.2%
Information Sources (including 311 Services)	265	2.4%
Electronic Information Resources	53	<1%
Public Awareness/Education	26	<1%
<b>10 Healthcare<sup>2</sup></b>	<b>578</b>	<b>5.3%</b>
<b>11 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>574</b>	<b>5.3%</b>
<b>12 Employment<sup>2</sup></b>	<b>302</b>	<b>2.8%</b>
<b>13 Transportation<sup>2</sup></b>	<b>260</b>	<b>2.4%</b>
<b>14 Other Government/Economic Services<sup>2</sup></b>	<b>148</b>	<b>1.4%</b>
<b>15 Arts, Culture, and Recreation<sup>2</sup></b>	<b>48</b>	<b>&lt;1%</b>
<b>16 Volunteers/Donations<sup>2</sup></b>	<b>46</b>	<b>&lt;1%</b>
<b>17 Education<sup>2</sup></b>	<b>24</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**Feb '24**

1 Emergency Shelter (including Homeless Motel Vouchers)	164
2 Housing Expense Assistance	142
3 Nutrition Related Public Assistance Programs	41
4 Tax Preparation Assistance	36
5 Crisis Intervention	28

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<b>Most Frequently Referred Programs</b>	<b>Feb '24</b>	<b>% of</b>
1 Volunteer Income Tax Assistance Program	926	8.6%
2 Tax Aide - AARP	839	7.7%
3 Winter Warming Shelters and Centers - Community Link	705	6.5%
4 Warming Center - Union Gospel Mission	465	4.3%
5 Low-Cost Housing Communities - Mutual Housing California	348	3.2%
6 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	341	3.1%
7 Property Listing - Mercy Housing California	332	3.1%
8 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	325	3.0%
9 Saint Vincent de Paul Society	314	2.9%
10 Utility Assistance - The Salvation Army	238	2.2%
11 Home Energy Assistance Program	187	1.7%
12 Community Housing Opportunities Corporation	159	1.5%
13 CalFresh Application Assistance - 2-1-1 Sacramento	156	1.4%
14 California Department of Health Care Services - CalAIM - Community Supports	145	1.3%
15 Family Support Services - Family Promise of Sacramento	141	1.3%
16 Angelic Housing - Angelic Housing Resources Foundation Inc.	134	1.2%
17 Renters Helpline - Tenant-Landlord Dispute Resolution and Fair Housing Services - Cor	129	1.2%
18 Rotating Winter Shelter Program - Rancho Cordova HART	115	1.1%
19 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	106	<1%
20 Support Services - My Sister's House	100	<1%
21 Transitional Housing - EveryONE Matters Ministries	98	<1%
22 3-1-1 Connect - Sacramento County	96	<1%
22 Sacramento County Behavioral Health Services - Access Team	96	<1%
24 Domestic Violence Shelter - Lao Family Community Development, Inc.	86	<1%
25 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	84	<1%
25 North A Street Shelter - First Step Communities	84	<1%
27 City of Sacramento Department of Community Response - Outreach and Engagement f	81	<1%
27 Shelter Services - The Salvation Army	81	<1%
29 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	80	<1%
30 Anti-Displacement Program - The Salvation Army	77	<1%
30 City Services - City of Sacramento 311	77	<1%
All Other Referrals	6,309	
Total Referrals	13,454	

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**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Feb '24</u></b>	<b><u>YTD</u></b>
Unique Visitors	10,007	18,996
Directory Searches	8,586	17,597
Resource Page Views	22,050	46,132
Total Page Views	30,636	63,729

<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%.