

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-25

CALL VOLUME	Feb '25	
Month of Feb	19,265	
Year to date - 2025	41,183	
TYPE OF CALLS		YEAR TO DATE (YTD)
Information	1,025	2,003
Referral	10,869	22,997
Total I&R calls	11,894	25,000
Follow-up	660	964
Advocacy	0	0
Crisis	0	1
Disaster	1	2
Outreach	0	2
Total Calls with Demographic Info	12,555	25,969
Call Back	1,426	3,240
Silent/Static	636	1,335
Voicemail	373	851
Other	4,275	9,788

COURT OUTREACH ACTIVITY

Month of Feb	914
Year to date - 2025	1,645

CLIENT PROFILE

AGE RANGES OF CALLERS	Feb '25	% of	YTD	% of YTD
1 Less than 18	5	<1%	11	<1%
2 18-20	239	1.9%	478	1.8%
3 21-29	1,186	9.4%	2,604	10.0%
4 30-39	1,854	14.8%	4,041	15.6%
5 40-49	1,677	13.4%	3,513	13.5%
6 50-59	1,717	13.7%	3,367	13.0%
7 Seniors - age 60+	2,447	19.5%	4,828	18.6%
8 Caller Declined	2,034	16.2%	4,251	16.4%
9 Did not Ask	1,396	11.1%	2,876	11.1%

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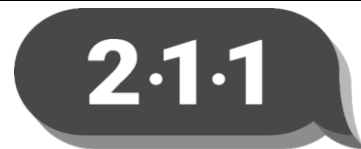
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<u>CALLER ETHNICITY</u>		<u>Feb '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	African American/Black	2,977	23.7%	6,481	25.0%
2	Caucasian	1,849	14.7%	3,721	14.3%
3	Hispanic / Latino	1,150	9.2%	2,328	9.0%
4	Multi-ethnic	370	2.9%	756	2.9%
5	Asian	216	1.7%	449	1.7%
6	Native American	103	<1%	191	<1%
7	Pacific Islander / Native Hawaiian	101	<1%	173	<1%
8	Other	94	<1%	197	<1%
9	Middle Eastern	63	<1%	122	<1%
10	Russian / Slavic	18	<1%	36	<1%
11	Caller declined to answer	3,102	24.7%	6,385	24.6%
12	Did not ask	2,512	20.0%	5,130	19.8%
<u>Military/Veterans</u>		227	1.8%	455	1.8%
<u>First 5 Families/Children 0-5</u>		1,339	10.7%	3,191	12.3%
<u>CALLER GENDER</u>		<u>Feb '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	Female	6,835	54.4%	14,191	54.6%
2	Male	3,806	30.3%	7,739	29.8%
3	Non-binary	16	<1%	32	<1%
4	Trans Female	10	<1%	24	<1%
5	Trans Male	6	<1%	11	<1%
6	Intersex	3	<1%	5	<1%
7	Unknown	38	<1%	77	<1%
8	Client declined	1,054	8.4%	2,306	8.9%
9	Did not ask	787	6.3%	1,584	6.1%
<u>NUMBER IN HOUSEHOLD</u>		<u>Feb '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1	7,178	57.2%	14,152	54.5%
2	2	2,096	16.7%	4,435	17.1%
3	3	1,062	8.5%	2,367	9.1%
4	4	510	4.1%	1,255	4.8%
5	5	325	2.6%	682	2.6%
6	6+	248	2.0%	574	2.2%
7	Unknown	1,136	9.0%	2,504	9.6%

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APPROXIMATE MONTHLY INCOME	Feb '25	% of	YTD	% of YTD
1 No Income	2,259	18.0%	4,863	18.7%
2 Less than \$1,000	1,071	8.5%	2,375	9.1%
3 \$1,001 - \$1,500	1,414	11.3%	3,046	11.7%
4 \$1,501 - \$2,000	616	4.9%	1,303	5.0%
5 \$2,001 - \$2,500	528	4.2%	1,038	4.0%
6 \$2,501 - \$3,000	436	3.5%	888	3.4%
7 \$3,001 - \$4,000	588	4.7%	1,273	4.9%
8 \$4,001 - \$5,000	289	2.3%	649	2.5%
9 More than \$5,000	189	1.5%	392	1.5%
10 Unknown	5,165	41.1%	10,142	39.1%

TOP SOURCES OF INCOME	Feb '25	% of	YTD	% of YTD
1 Job	2,424	19.3%	4,824	18.6%
2 No current source of income	2,209	17.6%	4,816	18.5%
3 SS	1,156	9.2%	2,120	8.2%
4 SSI	1,002	8.0%	2,205	8.5%
5 TANF (CalWORKs)	763	6.1%	1,882	7.2%
6 Pension	327	2.6%	652	2.5%
7 SSD (SSDI)	320	2.5%	615	2.4%
8 Other	308	2.5%	623	2.4%
9 General Assistance	151	1.2%	269	1.0%
10 Unemployment	121	<1%	271	1.0%
11 SDI	88	<1%	173	<1%
12 Self-Employed	74	<1%	133	<1%
13 Family	30	<1%	50	<1%
14 Child Support	22	<1%	54	<1%
15 Student Financial Aid	15	<1%	22	<1%
16 Workers Comp	12	<1%	28	<1%
17 AB 12 Foster Care	5	<1%	11	<1%
18 Alimony	3	<1%	7	<1%
19 Insurance	2	<1%	6	<1%
20 Unknown (caller declined + did not ask)	3,523	28.1%	7,208	27.8%

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TOP ZIP CODES (Feb '25)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		962	1	95823	Sacramento	1,973	
2	95811	Sacramento		926	2	95811	Sacramento	1,833	
3	95828	Sacramento		498	3	95828	Sacramento	1,012	
4	95820	Sacramento		458	4	95820	Sacramento	951	
5	95670	Gold River/Rancho C		417	5	95815	Sacramento	896	
6	95815	Sacramento		412	6	95838	Sacramento	862	
7	95838	Sacramento		391	7	95825	Sacramento	805	
8	95822	Sacramento		377	8	95670	Gold River/Rancho C	803	
9	95825	Sacramento		356	9	95824	Sacramento	743	
10	95821	Sacramento		347	10	95822	Sacramento	735	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Feb '25	% of ³
1 Housing²	6,286	50.1%
Housing Search and Information	1,239	9.9%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,237	9.9%
At Risk/Homeless Housing Related Assistance Programs	988	7.9%
Housing Expense Assistance	940	7.5%
Emergency Shelter (including Homeless Motel Vouchers)	901	7.2%
2 Income Support/Assistance²	1,899	15.1%
Tax Preparation Assistance	1,698	13.5%
Basic Income Maintenance Programs	29	<1%
EBT Card Services	29	<1%
Undesignated Temporary Financial Assistance	26	<1%
Household Related Public Assistance Programs	22	<1%
3 Legal, Consumer, and Public Safety Services²	1,794	14.3%
Family Law	606	4.8%
Certificates/Forms Assistance	188	1.5%
Legal Counseling	120	<1%
Lawyer Referral Services	91	<1%
Records/Licenses/Permits	86	<1%
4 Utility Assistance²	1,086	8.6%
Utility Assistance (including Utility Service Payment Assistance)	1,071	8.5%
Utility Service Providers	13	<1%
5 Individual, Family, and Community Support²	948	7.6%
Case/Care Management	316	2.5%
In Home Assistance	78	<1%
Veterinary Services	67	<1%
Community Action/Social Advocacy Groups	58	<1%
Parental Visitation Facilitation	52	<1%

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6	Mental Health/Addictions²	917	7.3%
	Crisis Intervention	271	2.2%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	150	1.2%
	Mental Health Evaluation	121	<1%
	Counseling Services	66	<1%
	Outpatient Mental Health Facilities	64	<1%
7	Disaster Services²	838	6.7%
	Emergency Shelter	815	6.5%
	Disaster Relief Services	21	<1%
8	Food/Meals²	759	6.0%
	Emergency Food (including Food Pantries)	416	3.3%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	167	1.3%
	Meals	163	1.3%
	Food Outlets	13	<1%
9	Information Services²	659	5.2%
	Information and Referral	351	2.8%
	Information Sources	278	2.2%
	Libraries	12	<1%
	Public Awareness/Education	12	<1%
10	Clothing/Personal/Household Needs²	645	5.1%
11	Healthcare²	632	5.0%
12	Employment²	329	2.6%
13	Transportation²	220	1.8%
14	Other Government/Economic Services²	129	1.0%
15	Arts, Culture, and Recreation²	86	<1%
16	Education²	51	<1%
17	Volunteers/Donations²	41	<1%

TOP UNMET NEEDS

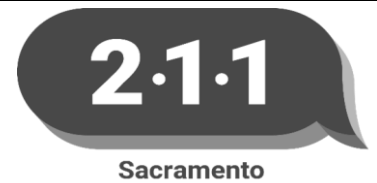
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1	Housing Expense Assistance	506
2	Emergency Shelter (including Homeless Motel Vouchers)	126
3	Landlord/Tenant Assistance	110
4	Utility Assistance	95
5	Crisis Intervention	36

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Most Frequently Referred Programs	Feb '25	% of
1 Tax Aide - AARP	911	7.3%
2 Volunteer Income Tax Assistance Program	750	6.0%
3 Problem Solving Access Points (PSAP) - Community Link	615	4.9%
4 Winter Warming Shelters and Centers - Community Link	548	4.4%
5 Saint Vincent de Paul Society	406	3.2%
6 Property Listing - Mercy Housing California	342	2.7%
7 Low-Cost Housing Communities - Mutual Housing California	338	2.7%
8 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	322	2.6%
9 Home Energy Assistance Program	277	2.2%
10 Winter Warming Center - Union Gospel Mission Sacramento	275	2.2%
11 Housing Navigation Services - United Way California Capital Region	264	2.1%
12 Rental Assistance - The Salvation Army	255	2.0%
12 Utility Assistance - The Salvation Army	255	2.0%
14 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	247	2.0%
15 Anti-Displacement Program - The Salvation Army	188	1.5%
16 California Department of Health Care Services - CalAIM - Community Supports	170	1.4%
16 Community Housing Opportunities Corporation	170	1.4%
18 CalFresh Application Assistance - 2-1-1 Sacramento	137	1.1%
19 Renters Helpline - Community Link Capital Region	128	1.0%
20 Sacramento County Behavioral Health Services - Access Team	118	<1%
21 Family Support Services - Family Promise of Sacramento	109	<1%
21 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	109	<1%
23 North A Street Shelter - First Step Communities	105	<1%
24 Shelter Services - The Salvation Army	96	<1%
25 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	94	<1%
26 Housing Navigation Services - Lutheran Social Services of Northern California	93	<1%
27 Support Services - My Sister's House	89	<1%
28 311 Customer Service Center - City of Sacramento 311	87	<1%
29 Superior Court of California - Family Law Facilitator/Self Help Center	85	<1%
30 Angelic Housing - Angelic Housing Resources Foundation Inc.	77	<1%
All Other Referrals	5,811	
Total Referrals	13,471	

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RESOURCE DIRECTORY - DATABASE

	<u>Feb '25</u>	<u>YTD</u>
Resources Updated	344	753
Resources Verified	255	501

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Feb '25</u>	<u>YTD</u>
Unique Visitors	9,431	18,033
Directory Searches	8,516	18,935
Resource Page Views	25,754	53,001
Total Page Views	34,270	71,936

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%.