

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
January-24

CALL VOLUME	Jan '24	
Month of Jan	17,146	
Year to date - 2024	17,146	
TYPE OF CALLS		YEAR TO DATE (YTD)
Information	1,678	1,678
Referral	8,835	8,835
Total I&R calls	10,513	10,513
Follow-up	297	297
Advocacy	1	1
Crisis	1	1
Disaster	6	6
Outreach	3	3
Total Calls with Demographic Info	10,821	10,821
Call Back	1,221	1,221
Silent/Static	587	587
Voicemail	406	406
Other	4,111	4,111

COURT OUTREACH ACTIVITY

Month of Jan	573
Year to date - 2024	573

CLIENT PROFILE

AGE RANGES OF CALLERS	Jan '24	% of	YTD	% of YTD
1 Less than 18	12	<1%	12	<1%
2 18-20	183	1.7%	183	1.7%
3 21-29	1,021	9.4%	1,021	9.4%
4 30-39	1,648	15.2%	1,648	15.2%
5 40-49	1,125	10.4%	1,125	10.4%
6 50-59	1,386	12.8%	1,386	12.8%
7 Seniors - age 60+	1,965	18.2%	1,965	18.2%
8 Caller Declined	1,666	15.4%	1,666	15.4%
9 Did not Ask	1,815	16.8%	1,815	16.8%

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
January-24

<u>CALLER ETHNICITY</u>	<u>Jan '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American/Black	2,238	20.7%	2,238	20.7%
2 Caucasian	1,534	14.2%	1,534	14.2%
3 Hispanic / Latino	828	7.7%	828	7.7%
4 Multi-ethnic	245	2.3%	245	2.3%
5 Asian	132	1.2%	132	1.2%
6 Other	88	<1%	88	<1%
7 Native American	80	<1%	80	<1%
8 Pacific Islander / Native Hawaiian	66	<1%	66	<1%
9 Middle Eastern	53	<1%	53	<1%
10 Russian / Slavic	30	<1%	30	<1%
11 Caller declined to answer	2,463	22.8%	2,463	22.8%
12 Did not ask	3,064	28.3%	3,064	28.3%
<u>Military/Veterans</u>	180	1.7%	180	1.7%
<u>First 5 Families/Children 0-5</u>	1,384	12.8%	1,384	12.8%
<u>CALLER GENDER</u>	<u>Jan '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Female	5,777	53.4%	5,777	53.4%
2 Male	2,901	26.8%	2,901	26.8%
3 Non-binary	15	<1%	15	<1%
4 Trans Female	9	<1%	9	<1%
5 Intersex	5	<1%	5	<1%
6 Trans Male	1	<1%	1	<1%
7 Unknown	113	1.0%	113	1.0%
8 Client declined	1,110	10.3%	1,110	10.3%
9 Did not ask	890	8.2%	890	8.2%
<u>NUMBER IN HOUSEHOLD</u>	<u>Jan '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 1	5,824	53.8%	5,824	53.8%
2 2	1,667	15.4%	1,667	15.4%
3 3	888	8.2%	888	8.2%
4 4	560	5.2%	560	5.2%
5 5	275	2.5%	275	2.5%
6 6+	254	2.3%	254	2.3%
7 Unknown	1,353	12.5%	1,353	12.5%

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
January-24

APPROXIMATE MONTHLY INCOME	Jan '24	% of	YTD	% of YTD
1 No Income	1,970	18.2%	1,970	18.2%
2 Less than \$1,000	977	9.0%	977	9.0%
3 \$1,001 - \$1,500	1,313	12.1%	1,313	12.1%
4 \$1,501 - \$2,000	587	5.4%	587	5.4%
5 \$2,001 - \$2,500	396	3.7%	396	3.7%
6 \$2,501 - \$3,000	312	2.9%	312	2.9%
7 \$3,001 - \$4,000	367	3.4%	367	3.4%
8 \$4,001 - \$5,000	151	1.4%	151	1.4%
9 More than \$5,000	129	1.2%	129	1.2%
10 Unknown	4,619	42.7%	4,619	42.7%

TOP SOURCES OF INCOME	Jan '24	% of	YTD	% of YTD
1 No current source of income	1,927	17.8%	1,927	17.8%
2 Job	1,608	14.9%	1,608	14.9%
3 SSI	929	8.6%	929	8.6%
4 SS	844	7.8%	844	7.8%
5 TANF (CalWORKs)	679	6.3%	679	6.3%
6 SSD (SSDI)	352	3.3%	352	3.3%
7 Other	244	2.3%	244	2.3%
8 Pension	232	2.1%	232	2.1%
9 General Assistance	152	1.4%	152	1.4%
10 Unemployment	93	<1%	93	<1%
11 Self-Employed	70	<1%	70	<1%
12 SDI	50	<1%	50	<1%
13 Family	25	<1%	25	<1%
14 Child Support	25	<1%	25	<1%
15 Workers Comp	17	<1%	17	<1%
16 Student Financial Aid	15	<1%	15	<1%
17 AB 12 Foster Care	10	<1%	10	<1%
18 Alimony	9	<1%	9	<1%
19 Insurance	2	<1%	2	<1%
20 Unknown (caller declined + did not ask)	3,538	32.7%	3,538	32.7%

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
January-24

TOP ZIP CODES (Jan '24)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		763	1	95823	Sacramento	763	
2	95811	Sacramento		698	2	95811	Sacramento	698	
3	95815	Sacramento		476	3	95815	Sacramento	476	
4	95821	Sacramento		377	4	95821	Sacramento	377	
5	95825	Sacramento		346	5	95825	Sacramento	346	
6	95838	Sacramento		318	6	95838	Sacramento	318	
7	95670	Gold River/Rancho C		294	7	95670	Gold River/Rancho Cr	294	
8	95820	Sacramento		284	8	95820	Sacramento	284	
9	95828	Sacramento		282	9	95828	Sacramento	282	
10	95822	Sacramento		278	10	95822	Sacramento	278	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Jan '24	% of ³
1 Housing²	7,510	69.4%
Housing Search and Information	1,826	16.9%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,614	14.9%
Emergency Shelter (including Homeless Motel Vouchers)	1,166	10.8%
Housing Expense Assistance	880	8.1%
Transitional Housing/Shelter	629	5.8%
2 Legal, Consumer, and Public Safety Services²	1,915	17.7%
Family Law	662	6.1%
Certificates/Forms Assistance	157	1.5%
Legal Counseling	133	1.2%
Protective/Restraining Orders	120	1.1%
Benefits and Services Assistance	86	<1%
3 Disaster Services²	1,495	13.8%
Emergency Shelter	1,437	13.3%
Disaster Relief Services	45	<1%
4 Income Support/Assistance²	1,425	13.2%
Tax Preparation Assistance	1,136	10.5%
Basic Income Maintenance Programs	66	<1%
Household Related Public Assistance Programs	45	<1%
EBT Card Services	39	<1%
Undesignated Temporary Financial Assistance	30	<1%
5 Utility Assistance²	1,391	12.9%
Utility Assistance (including Utility Service Payment Assistance)	1,379	12.7%
6 Individual, Family, and Community Support²	1,035	9.6%
Case/Care Management	268	2.5%
Street Outreach Programs	94	<1%
In Home Assistance	78	<1%
Community Action/Social Advocacy Groups	67	<1%
Multipurpose Centers	52	<1%

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
January-24

7 Food/Meals²	1,007	9.3%
Emergency Food (including Food Pantries)	703	6.5%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	156	1.4%
Meals	109	1.0%
Food Outlets	39	<1%
8 Mental Health/Addictions²	1,000	9.2%
Crisis Intervention	285	2.6%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	152	1.4%
Outpatient Mental Health Facilities	105	<1%
Mental Health Evaluation	87	<1%
Assessment for Substance Use Disorders	69	<1%
9 Information Services²	861	8.0%
Information and Referral	423	3.9%
Information Sources (including 311 Services)	319	2.9%
Electronic Information Resources	85	<1%
Public Awareness/Education	25	<1%
10 Healthcare²	564	5.2%
11 Clothing/Personal/Household Needs²	556	5.1%
12 Employment²	338	3.1%
13 Other Government/Economic Services²	173	1.6%
14 Transportation²	171	1.6%
15 Education²	70	<1%
16 Arts, Culture, and Recreation²	40	<1%
17 Volunteers/Donations²	34	<1%

TOP UNMET NEEDS

Jan '24

1 Emergency Shelter (including Homeless Motel Vouchers)	332
2 Housing Expense Assistance	180
3 Tax Preparation Assistance	83
4 Nutrition Related Public Assistance Programs	48
5 Utility Assistance	44

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
January-24

Most Frequently Referred Programs	Jan '24	% of
1 Winter Warming Shelters and Centers - Community Link	880	8.1%
2 Tax Aide - AARP	699	6.5%
3 Warming Center - Union Gospel Mission	550	5.1%
4 Saint Vincent de Paul Society	536	5.0%
5 Low-Cost Housing Communities - Mutual Housing California	423	3.9%
6 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	414	3.8%
7 Utility Assistance - The Salvation Army	394	3.6%
8 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	390	3.6%
9 Property Listing - Mercy Housing California	375	3.5%
10 Home Energy Assistance Program	330	3.0%
11 Housing Navigation Services - United Way California Capital Region	323	3.0%
12 Volunteer Income Tax Assistance Program	276	2.6%
13 Community Housing Opportunities Corporation	240	2.2%
14 Family Support Services - Family Promise of Sacramento	192	1.8%
15 Angelic Housing - Angelic Housing Resources Foundation Inc.	164	1.5%
16 CalFresh Application Assistance - 2-1-1 Sacramento	162	1.5%
17 Renters Helpline - Tenant-Landlord Dispute Resolution and Fair Housing Services - Cor	162	1.5%
18 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	160	1.5%
19 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	139	1.3%
20 Transitional Housing - EveryONE Matters Ministries	128	1.2%
21 Care Residences - Helping Hearts Foundation, Inc.	119	1.1%
22 California Department of Health Care Services - CalAIM - Community Supports	118	1.1%
23 Relief for Energy Assistance through Community Help (REACH) - Pacific Gas & Electric	105	<1%
24 Shelter Services - The Salvation Army	100	<1%
25 Sacramento County Behavioral Health Services - Access Team	99	<1%
26 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	98	<1%
27 Mental Health Crisis Respite Center - Hope Cooperative	95	<1%
28 North A Street Shelter - First Step Communities	95	<1%
29 City of Elk Grove - Enhanced Winter Sanctuary	93	<1%
30 Rotating Winter Shelter Program - Rancho Cordova HART	93	<1%
All Other Referrals	7,377	
Total Referrals	15,329	

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
January-24

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Jan '24</u>	<u>YTD</u>
Unique Visitors	10,509	10,509
Directory Searches	9,011	9,011
Resource Page Views	24,082	24,082
Total Page Views	33,093	33,093

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%.