

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-25**

<b>CALL VOLUME</b>	<b>Jan '25</b>	
Month of Jan	21,918	
Year to date - 2025	21,918	
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>
Information	978	978
Referral	12,128	12,128
Total I&R calls	13,106	13,106
Follow-up	304	304
Advocacy	0	0
Crisis	1	1
Disaster	1	1
Outreach	2	2
Total Calls with Demographic Info	13,414	13,414
Call Back	1,814	1,814
Silent/Static	699	699
Voicemail	478	478
Other	5,513	5,513

**COURT OUTREACH ACTIVITY**

Month of Jan	731
Year to date - 2025	731

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>	<b>Jan '25</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 Less than 18	6	<1%	6	<1%
2 18-20	239	1.8%	239	1.8%
3 21-29	1,418	10.6%	1,418	10.6%
4 30-39	2,187	16.3%	2,187	16.3%
5 40-49	1,836	13.7%	1,836	13.7%
6 50-59	1,650	12.3%	1,650	12.3%
7 Seniors - age 60+	2,381	17.8%	2,381	17.8%
8 Caller Declined	2,217	16.5%	2,217	16.5%
9 Did not Ask	1,480	11.0%	1,480	11.0%

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<b><u>CALLER ETHNICITY</u></b>		<b><u>Jan '25</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	African American/Black	3,504	26.1%	3,504	26.1%
2	Caucasian	1,872	14.0%	1,872	14.0%
3	Hispanic / Latino	1,178	8.8%	1,178	8.8%
4	Multi-ethnic	386	2.9%	386	2.9%
5	Asian	233	1.7%	233	1.7%
6	Other	103	<1%	103	<1%
7	Native American	88	<1%	88	<1%
8	Pacific Islander / Native Hawaiian	72	<1%	72	<1%
9	Middle Eastern	59	<1%	59	<1%
10	Russian / Slavic	18	<1%	18	<1%
11	Caller declined to answer	3,283	24.5%	3,283	24.5%
12	Did not ask	2,618	19.5%	2,618	19.5%
<b><u>Military/Veterans</u></b>		228	1.7%	228	1.7%
<b><u>First 5 Families/Children 0-5</u></b>		1,852	13.8%	1,852	13.8%
<b><u>CALLER GENDER</u></b>		<b><u>Jan '25</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	Female	7,356	54.8%	7,356	54.8%
2	Male	3,933	29.3%	3,933	29.3%
3	Non-binary	16	<1%	16	<1%
4	Trans Female	14	<1%	14	<1%
5	Trans Male	5	<1%	5	<1%
6	Intersex	2	<1%	2	<1%
7	Unknown	39	<1%	39	<1%
8	Client declined	1,252	9.3%	1,252	9.3%
9	Did not ask	797	5.9%	797	5.9%
<b><u>NUMBER IN HOUSEHOLD</u></b>		<b><u>Jan '25</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	1	6,974	52.0%	6,974	52.0%
2	2	2,339	17.4%	2,339	17.4%
3	3	1,305	9.7%	1,305	9.7%
4	4	745	5.6%	745	5.6%
5	5	357	2.7%	357	2.7%
6	6+	326	2.4%	326	2.4%
7	Unknown	1,368	10.2%	1,368	10.2%

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**STATISTICS SUMMARY**  
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<b>APPROXIMATE MONTHLY INCOME</b>	<b>Jan '25</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No Income	2,604	19.4%	2,604	19.4%
2 Less than \$1,000	1,304	9.7%	1,304	9.7%
3 \$1,001 - \$1,500	1,632	12.2%	1,632	12.2%
4 \$1,501 - \$2,000	687	5.1%	687	5.1%
5 \$2,001 - \$2,500	510	3.8%	510	3.8%
6 \$2,501 - \$3,000	452	3.4%	452	3.4%
7 \$3,001 - \$4,000	685	5.1%	685	5.1%
8 \$4,001 - \$5,000	360	2.7%	360	2.7%
9 More than \$5,000	203	1.5%	203	1.5%
10 Unknown	4,977	37.1%	4,977	37.1%
<b>TOP SOURCES OF INCOME</b>	<b>Jan '25</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No current source of income	2,607	19.4%	2,607	19.4%
2 Job	2,400	17.9%	2,400	17.9%
3 SSI	1,203	9.0%	1,203	9.0%
4 TANF (CalWORKs)	1,119	8.3%	1,119	8.3%
5 SS	964	7.2%	964	7.2%
6 Pension	325	2.4%	325	2.4%
7 Other	315	2.3%	315	2.3%
8 SSD (SSDI)	295	2.2%	295	2.2%
9 Unemployment	150	1.1%	150	1.1%
10 General Assistance	118	<1%	118	<1%
11 SDI	85	<1%	85	<1%
12 Self-Employed	59	<1%	59	<1%
13 Child Support	32	<1%	32	<1%
14 Family	20	<1%	20	<1%
15 Workers Comp	16	<1%	16	<1%
16 Student Financial Aid	7	<1%	7	<1%
17 AB 12 Foster Care	6	<1%	6	<1%
18 Alimony	4	<1%	4	<1%
18 Insurance	4	<1%	4	<1%
20 Unknown (caller declined + did not ask)	3,685	27.5%	3,685	27.5%

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**STATISTICS SUMMARY**  
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<b>TOP ZIP CODES (Jan '25 )</b>				<b>TOP ZIP CODES (YTD)</b>			
			<b># of CALLS</b>				<b># of CALLS</b>
1	95823	Sacramento	1,011	1	95823	Sacramento	1,011
2	95811	Sacramento	907	2	95811	Sacramento	907
3	95828	Sacramento	514	3	95828	Sacramento	514
4	95820	Sacramento	493	4	95820	Sacramento	493
5	95815	Sacramento	484	5	95815	Sacramento	484
6	95838	Sacramento	471	6	95838	Sacramento	471
7	95825	Sacramento	449	7	95825	Sacramento	449
8	95824	Sacramento	438	8	95824	Sacramento	438
9	95670	Gold River/Rancho C	386	9	95670	Gold River/Rancho Ct	386
10	95833	Sacramento	381	10	95833	Sacramento	381

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Jan '25</b>	<b>% of <sup>3</sup></b>
<b>1 Housing<sup>2</sup></b>	<b>6,924</b>	<b>51.6%</b>
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,335	10.0%
Housing Search and Information	1,280	9.5%
Housing Expense Assistance	1,127	8.4%
Emergency Shelter (including Homeless Motel Vouchers)	1,035	7.7%
At Risk/Homeless Housing Related Assistance Programs	854	6.4%
<b>2 Income Support/Assistance<sup>2</sup></b>	<b>1,469</b>	<b>11.0%</b>
Tax Preparation Assistance	1,232	9.2%
Undesignated Temporary Financial Assistance	60	<1%
Basic Income Maintenance Programs	52	<1%
Household Related Public Assistance Programs	26	<1%
Disability Benefits	17	<1%
EBT Card Services	17	<1%
<b>3 Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>1,400</b>	<b>10.4%</b>
Family Law	404	3.0%
Certificates/Forms Assistance	111	<1%
Protective/Restraining Orders	71	<1%
Legal Counseling	67	<1%
Lawyer Referral Services	65	<1%
<b>4 Disaster Services<sup>2</sup></b>	<b>1,366</b>	<b>10.2%</b>
Emergency Shelter	1,329	9.9%
Disaster Relief Services	15	<1%
Disaster Recovery Services	12	<1%
<b>5 Utility Assistance<sup>2</sup></b>	<b>1,324</b>	<b>9.9%</b>
Utility Assistance (including Utility Service Payment Assistance)	1,315	9.8%

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<b>6 Mental Health/Addictions<sup>2</sup></b>	<b>1,073</b>	<b>8.0%</b>
Crisis Intervention	248	1.8%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	188	1.4%
Mental Health Evaluation	127	<1%
Outpatient Mental Health Facilities	88	<1%
Counseling Services	77	<1%
<b>7 Individual, Family, and Community Support<sup>2</sup></b>	<b>1,020</b>	<b>7.6%</b>
Case/Care Management	399	3.0%
Community Action/Social Advocacy Groups	64	<1%
In Home Assistance	59	<1%
Parenting Education	51	<1%
Multipurpose Centers	46	<1%
<b>8 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>984</b>	<b>7.3%</b>
Personal Goods/Services	743	5.5%
Household Goods	216	1.6%
Repair Services	10	<1%
<b>9 Food/Meals<sup>2</sup></b>	<b>909</b>	<b>6.8%</b>
Emergency Food (including Food Pantries)	510	3.8%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	220	1.6%
Meals	161	1.2%
Food Outlets	18	<1%
<b>10 Healthcare<sup>2</sup></b>	<b>748</b>	<b>5.6%</b>
<b>11 Information Services<sup>2</sup></b>	<b>641</b>	<b>4.8%</b>
<b>12 Employment<sup>2</sup></b>	<b>398</b>	<b>3.0%</b>
<b>13 Transportation<sup>2</sup></b>	<b>252</b>	<b>1.9%</b>
<b>14 Other Government/Economic Services<sup>2</sup></b>	<b>150</b>	<b>1.1%</b>
<b>15 Arts, Culture, and Recreation<sup>2</sup></b>	<b>132</b>	<b>&lt;1%</b>
<b>16 Volunteers/Donations<sup>2</sup></b>	<b>65</b>	<b>&lt;1%</b>
<b>17 Education<sup>2</sup></b>	<b>44</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**Jan '25**

1 Housing Expense Assistance	806
2 Landlord/Tenant Assistance	285
3 Emergency Shelter (including Homeless Motel Vouchers)	175
4 Utility Assistance	158
5 Tax Preparation Assistance	34

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<b>Most Frequently Referred Programs</b>	<b>Jan '25</b>	<b>% of</b>
1 Winter Warming Shelters and Centers	1,006	7.5%
2 Tax Aide - AARP	894	6.7%
3 Saint Vincent de Paul Society	510	3.8%
4 Property Listing - Mercy Housing California	390	2.9%
5 Low-Cost Housing Communities - Mutual Housing California	388	2.9%
6 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	379	2.8%
7 Home Energy Assistance Program	367	2.7%
8 Problem Solving Access Points (PSAP) - Community Link	364	2.7%
9 Utility Assistance - The Salvation Army	313	2.3%
10 Anti-Displacement Program - The Salvation Army	289	2.2%
11 Volunteer Income Tax Assistance Program	270	2.0%
12 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	252	1.9%
13 Housing Navigation Services - United Way California Capital Region	250	1.9%
14 Winter Warming Center - Union Gospel Mission Sacramento	233	1.7%
15 California Department of Health Care Services - CalAIM - Community Supports	221	1.6%
16 Community Housing Opportunities Corporation	198	1.5%
17 Rental Assistance - The Salvation Army	195	1.5%
18 CalFresh Application Assistance - 2-1-1 Sacramento	187	1.4%
19 Renters Helpline - Community Link Capital Region	166	1.2%
20 Family Support Services - Family Promise of Sacramento	156	1.2%
21 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	136	1.0%
22 North A Street Shelter - First Step Communities	130	<1%
23 Sacramento County Behavioral Health Services - Access Team	129	<1%
24 Winter Warming Center - Union Gospel Mission	127	<1%
25 Shelter Services - The Salvation Army	120	<1%
26 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	117	<1%
27 Transitional Housing - EveryONE Matters Ministries	95	<1%
28 Housing Navigation Services - Lutheran Social Services of Northern California	93	<1%
29 Angelic Housing - Angelic Housing Resources Foundation Inc.	85	<1%
29 Support Services - My Sister's House	85	<1%
All Other Referrals	6,809	
Total Referrals	14,954	

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**STATISTICS SUMMARY**  
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**RESOURCE DIRECTORY - DATABASE**

	<b><u>Jan '25</u></b>	<b><u>YTD</u></b>
Resources Updated	409	409
Resources Verified	246	246

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Jan '25</u></b>	<b><u>YTD</u></b>
Unique Visitors	10,441	10,441
Directory Searches	10,419	10,419
Resource Page Views	27,247	27,247
Total Page Views	37,666	37,666

<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%.