

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**  
**July-22**

**CALL VOLUME**

**Jul '22**

Month of Jul 7,736  
 Year to date - 2022 66,746

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	518	6,133
Referral	4,614	35,646
Total I&R calls	5,132	41,779
Follow-up	159	3,247
Care Coordination	14	172
Advocacy	1	19
Crisis	0	14
Disaster	43	404
Outreach	0	1
Total Calls with Demographic Info	5,349	45,636
Call Back	269	2,646
Silent/Static	399	3,440
Voicemail	85	1,336
Other	1,634	13,688

**COURT OUTREACH ACTIVITY**

Month of Jul 466  
 Year to date - 2022 830

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Jul '22**

**% of**

**YTD**

**% of YTD**

1	Less than 18	17	<1%	111	<1%
2	18-20	100	1.9%	608	1.3%
3	21-29	497	9.3%	3,536	7.7%
4	30-39	655	12.2%	5,131	11.2%
5	40-49	578	10.8%	4,432	9.7%
6	50-59	801	15.0%	6,184	13.6%
7	Seniors - age 60+	913	17.1%	12,042	26.4%
8	Caller Declined	965	18.0%	6,369	14.0%
9	Did not Ask	823	15.4%	7,223	15.8%

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<b><u>CALLER ETHNICITY</u></b>	<b><u>Jul '22</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 African American/Black	877	16.4%	7,829	17.2%
2 Caucasian	689	12.9%	7,810	17.1%
3 Hispanic / Latino	384	7.2%	3,651	8.0%
4 Multi-ethnic	208	3.9%	1,413	3.1%
5 Other	99	1.9%	644	1.4%
6 Asian	76	1.4%	867	1.9%
7 Native American	31	<1%	336	<1%
8 Pacific Islander / Native Hawaiian	29	<1%	284	<1%
9 Middle Eastern	21	<1%	345	<1%
10 Russian / Slavic	6	<1%	91	<1%
11 Caller declined to answer	1,364	25.5%	9,599	21.0%
12 Did not ask	1,565	29.3%	12,767	28.0%

<b><u>Military/Veterans</u></b>	118	2.2%	1,679	3.7%
<b><u>First 5 Families/Children 0-5</u></b>	673	12.6%	4,434	9.7%

<b><u>CALLER GENDER</u></b>	<b><u>Jul '22</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 Female	3,141	58.7%	27,281	59.8%
2 Male	1,330	24.9%	11,561	25.3%
3 Non-binary	5	<1%	59	<1%
4 Trans Female	4	<1%	29	<1%
5 Trans Male	3	<1%	14	<1%
6 Intersex	1	<1%	9	<1%
7 Unknown	49	<1%	242	<1%
8 Client declined	586	11.0%	3,880	8.5%
9 Did not ask	230	4.3%	2,561	5.6%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>Jul '22</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 1	2,713	50.7%	24,608	53.9%
2 2	842	15.7%	7,978	17.5%
3 3	467	8.7%	3,210	7.0%
4 4	306	5.7%	2,040	4.5%
5 5	138	2.6%	1,037	2.3%
6 6+	118	2.2%	779	1.7%
7 Unknown	765	14.3%	5,984	13.1%

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**STATISTICS SUMMARY**  
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<b>APPROXIMATE MONTHLY INCOME</b>	<b>Jul '22</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No Income	758	14.2%	5,616	12.3%
2 Less than \$1,000	732	13.7%	5,666	12.4%
3 \$1,001 - \$1,500	652	12.2%	4,381	9.6%
4 \$1,501 - \$2,000	262	4.9%	2,557	5.6%
5 \$2,001 - \$2,500	148	2.8%	1,718	3.8%
6 \$2,501 - \$3,000	91	1.7%	1,268	2.8%
7 \$3,001 - \$4,000	113	2.1%	1,502	3.3%
8 \$4,001 - \$5,000	41	<1%	598	1.3%
9 More than \$5,000	43	<1%	511	1.1%
10 Unknown	2,509	46.9%	21,819	47.8%

<b>TOP SOURCES OF INCOME</b>	<b>Jul '22</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 Job	789	14.8%	7,004	15.3%
2 No current source of income	761	14.2%	5,508	12.1%
3 SSI	657	12.3%	5,094	11.2%
4 SS	507	9.5%	6,257	13.7%
5 TANF (CalWORKs)	330	6.2%	1,918	4.2%
6 SSD (SSDI)	233	4.4%	1,546	3.4%
7 Other	170	3.2%	1,292	2.8%
8 Pension	88	1.6%	2,142	4.7%
9 General Assistance	68	1.3%	408	<1%
10 Unemployment	41	<1%	368	<1%
11 SDI	35	<1%	341	<1%
12 Self-Employed	34	<1%	276	<1%
13 Workers Comp	13	<1%	66	<1%
14 Child Support	10	<1%	92	<1%
15 Family	9	<1%	101	<1%
16 Student Financial Aid	7	<1%	58	<1%
17 AB 12 Foster Care	5	<1%	38	<1%
18 Alimony	5	<1%	37	<1%
19 Insurance	1	<1%	18	<1%
20 Unknown (caller declined + did not ask)	1,586	29.7%	13,072	28.6%

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**STATISTICS SUMMARY**

**July-22**

<b>TOP ZIP CODES (Jul '22 )</b>				<b>TOP ZIP CODES (YTD)</b>			
			<b># of CALLS</b>				<b># of CALLS</b>
1	95823	Sacramento	461	1	95823	Sacramento	2,500
2	95815	Sacramento	226	2	95815	Sacramento	1,305
3	95838	Sacramento	193	3	95825	Sacramento	1,248
4	95608	Carmichael	190	4	95608	Carmichael	1,085
5	95825	Sacramento	189	5	95838	Sacramento	1,078
6	95670	Gold River/Rancho C	184	6	95821	Sacramento	1,074
7	95828	Sacramento	180	7	95828	Sacramento	1,048
8	95660	North Highlands	173	8	95670	Gold River/Rancho C	1,047
9	95820	Sacramento	170	9	95822	Sacramento	1,033
10	95822	Sacramento	169	10	95820	Sacramento	982

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Jul '22</b>	<b>% of <sup>3</sup></b>
<b>1 Housing<sup>2</sup></b>	<b>5,787</b>	<b>108.2%</b>
Housing Search and Information	1,623	30.3%
Emergency Shelter (including Homeless Motel Vouchers)	1,086	20.3%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	971	18.2%
Housing Expense Assistance	820	15.3%
Transitional Housing/Shelter	445	8.3%
<b>2 Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>1,427</b>	<b>26.7%</b>
Family Law	444	8.3%
Legal Counseling	110	2.1%
Consumer Complaints	99	1.9%
Crime Reporting	91	1.7%
Protective/Restraining Orders	59	1.1%
<b>3 Utility Assistance<sup>2</sup></b>	<b>1,026</b>	<b>19.2%</b>
Utility Assistance (including Utility Service Payment Assistance)	993	18.6%
Utility Service Providers	25	<1%
<b>4 Information Services<sup>2</sup></b>	<b>911</b>	<b>17.0%</b>
Information and Referral	482	9.0%
Information Sources (including 311 Services)	254	4.7%
Electronic Information Resources	120	2.2%
Public Awareness/Education	49	<1%
<b>5 Food/Meals<sup>2</sup></b>	<b>737</b>	<b>13.8%</b>
Emergency Food (including Food Pantries)	380	7.1%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	245	4.6%
Meals	97	1.8%

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<b>6 Individual, Family, and Community Support<sup>2</sup></b>	<b>736</b>	<b>13.8%</b>
Case/Care Management	106	2.0%
Street Outreach Programs	67	1.3%
Community Action/Social Advocacy Groups	60	1.1%
In Home Assistance	49	<1%
Protective Services	49	<1%
<b>7 Mental Health/Addictions<sup>2</sup></b>	<b>718</b>	<b>13.4%</b>
Crisis Intervention	183	3.4%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	165	3.1%
Mental Health Evaluation	67	1.3%
Outpatient Mental Health Facilities	51	<1%
Counseling Services	50	<1%
<b>8 Healthcare<sup>2</sup></b>	<b>471</b>	<b>8.8%</b>
Disease/Disability Specific Screening/Diagnosis	72	1.3%
Health Insurance Information/Counseling	59	1.1%
Mother and Infant Care	32	<1%
Medical Public Assistance Programs	29	<1%
Dental Care	27	<1%
<b>9 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>384</b>	<b>7.2%</b>
Personal Goods/Services	262	4.9%
Household Goods	88	1.6%
Mobile Devices	15	<1%
Office Equipment and Supplies	11	<1%
<b>10 Other Government/Economic Services<sup>2</sup></b>	<b>223</b>	<b>4.2%</b>
<b>11 Income Support/Assistance<sup>2</sup></b>	<b>220</b>	<b>4.1%</b>
<b>12 Transportation<sup>2</sup></b>	<b>180</b>	<b>3.4%</b>
<b>13 Employment<sup>2</sup></b>	<b>114</b>	<b>2.1%</b>
<b>14 Disaster Services<sup>2</sup></b>	<b>84</b>	<b>1.6%</b>
<b>15 Arts, Culture, and Recreation<sup>2</sup></b>	<b>46</b>	<b>&lt;1%</b>
<b>16 Education<sup>2</sup></b>	<b>42</b>	<b>&lt;1%</b>
<b>17 Volunteers/Donations<sup>2</sup></b>	<b>39</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**Jul '22**

1 Emergency Shelter (including Homeless Motel Vouchers)	156
2 Transportation Expense Assistance	31
3 Nutrition Related Public Assistance Programs	30
4 Housing Expense Assistance	29
5 Utility Assistance	19

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## STATISTICS SUMMARY

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<b>Most Frequently Referred Programs</b>	<b>Jul '22</b>	<b>% of</b>
1 Housing Assistance - Sacramento Self Help Housing	662	12.4%
2 Saint Vincent de Paul Society	556	10.4%
3 Rental Assistance - The Salvation Army	352	6.6%
4 Shelter Sacramento - SHELTER, Inc.	293	5.5%
5 Mutual Housing California	256	4.8%
6 Home Energy Assistance Program	253	4.7%
7 Utility Assistance - The Salvation Army	207	3.9%
8 Family Promise of Sacramento	190	3.6%
9 Property Listing - Mercy Housing California	187	3.5%
10 CalFresh Application Assistance - 2-1-1 Sacramento	176	3.3%
11 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	176	3.3%
12 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progr	170	3.2%
13 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	163	3.0%
14 3-1-1 Connect - Sacramento County	152	2.8%
15 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	144	2.7%
16 Saint John's Program for Real Change	141	2.6%
17 Community Housing Opportunities Corporation	140	2.6%
18 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	140	2.6%
19 Sacramento County Department of Human Assistance - CalFresh	108	2.0%
20 California Tobacco Control Project - Gift Card Incentive Program	107	2.0%
21 Room & Board - Helping Hearts Foundation, Inc.	105	2.0%
22 Family Law - Capital Pro Bono	98	1.8%
23 Residential Family Shelter - Volunteers of America	98	1.8%
24 WEAVE	89	1.7%
25 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	87	1.6%
26 Sacramento County - Legal Services of Northern California	84	1.6%
27 Sacramento County Behavioral Health Services - Access Team	76	1.4%
28 My Sister's House	73	1.4%
29 City of Sacramento 311	72	1.3%
30 Angelic Housing - Angelic Housing Resources Foundation Inc.	70	1.3%
All Other Referrals	5,629	
Total Referrals	11,054	

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## STATISTICS SUMMARY

July-22

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

	<b><u>Jul '22</u></b>	<b><u>YTD</u></b>
Unique Visitors	7,131	42,326
Directory Searches	5,075	31,487
Resource Page Views	25,513	195,205
Total Page Views	30,588	226,692

<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%.