

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-23**

**CALL VOLUME**

**Jul '23**

Month of Jul 13,405  
 Year to date - 2023 90,294

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	1,800	10,464
Referral	7,374	43,279
Total I&R calls	9,174	53,743
Follow-up	310	3,107
Advocacy	0	11
Crisis	0	11
Disaster	1	91
Outreach	7	8
Total Calls with Demographic Info	9,492	56,971
Call Back	659	4,440
Silent/Static	724	3,870
Voicemail	70	1,934
Other	2,460	23,079

**COURT OUTREACH ACTIVITY**

Month of Jul 439  
 Year to date - 2023 3,687

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Jul '23**

**% of**

**YTD**

**% of YTD**

1	Less than 18	23	<1%	119	<1%
2	18-20	123	1.3%	866	1.5%
3	21-29	990	10.4%	4,818	8.5%
4	30-39	1,459	15.4%	7,619	13.4%
5	40-49	1,178	12.4%	6,353	11.2%
6	50-59	1,256	13.2%	7,503	13.2%
7	Seniors - age 60+	1,372	14.5%	11,802	20.7%
8	Caller Declined	1,629	17.2%	9,929	17.4%
9	Did not Ask	1,462	15.4%	7,962	14.0%

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<b><u>CALLER ETHNICITY</u></b>	<b><u>Jul '23</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 African American/Black	2,017	21.2%	10,792	18.9%
2 Caucasian	1,250	13.2%	8,046	14.1%
3 Hispanic / Latino	813	8.6%	4,729	8.3%
4 Multi-ethnic	264	2.8%	1,466	2.6%
5 Other	164	1.7%	880	1.5%
6 Asian	145	1.5%	982	1.7%
7 Native American	67	<1%	368	<1%
8 Pacific Islander / Native Hawaiian	55	<1%	316	<1%
9 Middle Eastern	48	<1%	373	<1%
10 Russian / Slavic	18	<1%	135	<1%
11 Caller declined to answer	2,183	23.0%	14,065	24.7%
12 Did not ask	2,468	26.0%	14,819	26.0%
<b><u>Military/Veterans</u></b>	172	1.8%	1,643	2.9%
<b><u>First 5 Families/Children 0-5</u></b>	1,443	15.2%	6,301	11.1%
<b><u>CALLER GENDER</u></b>	<b><u>Jul '23</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 Female	5,194	54.7%	31,911	56.0%
2 Male	2,532	26.7%	15,147	26.6%
3 Non-binary	14	<1%	94	<1%
4 Trans Female	9	<1%	66	<1%
5 Trans Male	0	0.0%	29	<1%
6 Intersex	0	0.0%	14	<1%
7 Unknown	68	<1%	395	<1%
8 Client declined	994	10.5%	5,922	10.4%
9 Did not ask	681	7.2%	3,393	6.0%
<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>Jul '23</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 1	4,680	49.3%	30,252	53.1%
2 2	1,432	15.1%	8,996	15.8%
3 3	836	8.8%	4,440	7.8%
4 4	548	5.8%	2,793	4.9%
5 5	301	3.2%	1,424	2.5%
6 6+	284	3.0%	1,146	2.0%
7 Unknown	1,411	14.9%	7,920	13.9%

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**July-23**

<b><u>APPROXIMATE MONTHLY INCOME</u></b>	<b><u>Jul '23</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 No Income	1,649	17.4%	8,773	15.4%
2 Less than \$1,000	1,094	11.5%	5,916	10.4%
3 \$1,001 - \$1,500	1,318	13.9%	6,879	12.1%
4 \$1,501 - \$2,000	540	5.7%	3,095	5.4%
5 \$2,001 - \$2,500	236	2.5%	2,160	3.8%
6 \$2,501 - \$3,000	211	2.2%	1,551	2.7%
7 \$3,001 - \$4,000	184	1.9%	1,759	3.1%
8 \$4,001 - \$5,000	58	<1%	721	1.3%
9 More than \$5,000	107	1.1%	798	1.4%
10 Unknown	4,095	43.1%	25,319	44.4%

<b><u>TOP SOURCES OF INCOME</u></b>	<b><u>Jul '23</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 No current source of income	1,624	17.1%	8,416	14.8%
2 Job	1,310	13.8%	8,870	15.6%
3 SSI	918	9.7%	5,243	9.2%
4 TANF (CalWORKs)	727	7.7%	2,939	5.2%
5 SS	667	7.0%	6,171	10.8%
6 SSD (SSDI)	330	3.5%	1,831	3.2%
7 Other	227	2.4%	2,109	3.7%
8 General Assistance	200	2.1%	1,020	1.8%
9 Pension	108	1.1%	1,917	3.4%
10 Unemployment	83	<1%	497	<1%
11 SDI	68	<1%	399	<1%
12 Self-Employed	67	<1%	387	<1%
13 Child Support	24	<1%	121	<1%
14 Workers Comp	21	<1%	108	<1%
15 Family	14	<1%	116	<1%
16 Student Financial Aid	12	<1%	60	<1%
17 AB 12 Foster Care	6	<1%	47	<1%
18 Alimony	6	<1%	53	<1%
19 Insurance	0	0.0%	14	<1%
20 Unknown (caller declined + did not ask)	3,080	32.4%	16,653	29.2%

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<b>TOP ZIP CODES (Jul '23 )</b>				<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>				<b># of CALLS</b>
1	95823	Sacramento		739	1	95823	Sacramento	4,075	
2	95811	Sacramento		617	2	95811	Sacramento	2,829	
3	95815	Sacramento		447	3	95815	Sacramento	2,382	
4	95822	Sacramento		338	4	95825	Sacramento	1,870	
5	95825	Sacramento		294	5	95821	Sacramento	1,750	
6	95820	Sacramento		293	6	95670	Gold River/Rancho C	1,726	
7	95821	Sacramento		285	7	95822	Sacramento	1,684	
8	95670	Gold River/Rancho C		280	8	95820	Sacramento	1,671	
9	95838	Sacramento		265	9	95828	Sacramento	1,646	
10	95817	Sacramento		257	10	95838	Sacramento	1,634	

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>		<b>Jul '23</b>	<b>% of <sup>3</sup></b>
<b>1</b>	<b>Housing<sup>2</sup></b>	<b>7,620</b>	<b>80.3%</b>
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,730	18.2%
	Housing Search and Information	1,613	17.0%
	Emergency Shelter (including Homeless Motel Vouchers)	1,206	12.7%
	Housing Expense Assistance	1,166	12.3%
	Transitional Housing/Shelter	676	7.1%
<b>2</b>	<b>Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>1,773</b>	<b>18.7%</b>
	Family Law	441	4.6%
	Legal Counseling	120	1.3%
	Certificates/Forms Assistance	88	<1%
	Protective/Restraining Orders	88	<1%
	Advocacy	85	<1%
<b>3</b>	<b>Utility Assistance<sup>2</sup></b>	<b>1,616</b>	<b>17.0%</b>
	Utility Assistance (including Utility Service Payment Assistance)	1,590	16.8%
	Utility Service Providers	19	<1%
<b>4</b>	<b>Information Services<sup>2</sup></b>	<b>1,078</b>	<b>11.4%</b>
	Information and Referral	674	7.1%
	Information Sources (including 311 Services)	295	3.1%
	Electronic Information Resources	75	<1%
	Public Awareness/Education	25	<1%
<b>5</b>	<b>Mental Health/Addictions<sup>2</sup></b>	<b>1,077</b>	<b>11.3%</b>
	Crisis Intervention	337	3.6%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	187	2.0%
	Outpatient Mental Health Facilities	117	1.2%
	Mental Health Evaluation	88	<1%
	Counseling Services	80	<1%

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<b>6 Individual, Family, and Community Support<sup>2</sup></b>	<b>1,069</b>	<b>11.3%</b>
Case/Care Management	218	2.3%
Community Action/Social Advocacy Groups	118	1.2%
In Home Assistance	81	<1%
Street Outreach Programs	79	<1%
Protective Services	67	<1%
<b>7 Food/Meals<sup>2</sup></b>	<b>986</b>	<b>10.4%</b>
Emergency Food (including Food Pantries)	631	6.6%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	166	1.7%
Meals	150	1.6%
Food Outlets	39	<1%
<b>8 Healthcare<sup>2</sup></b>	<b>701</b>	<b>7.4%</b>
Health Insurance Information/Counseling	131	1.4%
Mother and Infant Care	70	<1%
Health Supportive Services	65	<1%
Disease/Disability Specific Screening/Diagnosis	59	<1%
Medical Public Assistance Programs	58	<1%
<b>9 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>502</b>	<b>5.3%</b>
Personal Goods/Services	323	3.4%
Household Goods	155	1.6%
Mobile Devices	12	<1%
<b>10 Disaster Services<sup>2</sup></b>	<b>415</b>	<b>4.4%</b>
<b>11 Income Support/Assistance<sup>2</sup></b>	<b>331</b>	<b>3.5%</b>
<b>12 Employment<sup>2</sup></b>	<b>312</b>	<b>3.3%</b>
<b>13 Transportation<sup>2</sup></b>	<b>268</b>	<b>2.8%</b>
<b>14 Other Government/Economic Services<sup>2</sup></b>	<b>248</b>	<b>2.6%</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>41</b>	<b>&lt;1%</b>
<b>17 Volunteers/Donations<sup>2</sup></b>	<b>40</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**Jul '23**

1 Emergency Shelter (including Homeless Motel Vouchers)	203
2 Housing Expense Assistance	109
3 Nutrition Related Public Assistance Programs	60
4 Disaster Relief Services	38
5 Utility Assistance	28

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## STATISTICS SUMMARY

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<b>Most Frequently Referred Programs</b>	<b>Jul '23</b>	<b>% of</b>
1 Diversion Program - Francis House Center, A Program of Next Move	658	6.9%
2 Low-Cost Housing Communities - Mutual Housing California	556	5.9%
3 Saint Vincent de Paul Society	544	5.7%
4 Property Listing - Mercy Housing California	496	5.2%
5 Utility Assistance - The Salvation Army	376	4.0%
6 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	374	3.9%
7 Home Energy Assistance Program	327	3.4%
8 Community Housing Opportunities Corporation	313	3.3%
9 Cooling & Clean Air Center - Community Link	244	2.6%
10 Rental Assistance - The Salvation Army	242	2.5%
11 Angelic Housing - Angelic Housing Resources Foundation Inc.	234	2.5%
12 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	208	2.2%
13 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	191	2.0%
14 Tenant Protection Counseling and Assistance - Housing & Economic Rights Advocates	184	1.9%
15 Family Support Services - Family Promise of Sacramento	167	1.8%
16 3-1-1 Connect - Sacramento County	162	1.7%
17 CalFresh Application Assistance - 2-1-1 Sacramento	162	1.7%
18 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	145	1.5%
19 Saint John's Square Transitional Housing Program - Saint John's Program for Real Ch	140	1.5%
20 Sacramento County - Legal Services of Northern California	135	1.4%
21 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	128	1.3%
22 Health Navigation - Sacramento Covered	125	1.3%
23 Mental Health Crisis Respite Center - Hope Cooperative	125	1.3%
24 Family Respite Program - Francis House Center - A Program of Next Move	123	1.3%
25 Care Residences - Helping Hearts Foundation, Inc.	115	1.2%
26 My Sister's House	111	1.2%
27 Domestic Violence Shelter - Lao Family Community Development, Inc.	105	1.1%
28 General Library Services - Sacramento Public Library	103	1.1%
29 Safe House - WEAVE	94	<1%
30 Resource Center - Resources for Independent Living	92	<1%
All Other Referrals	8,264	
Total Referrals	15,243	

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## STATISTICS SUMMARY

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

	<b><u>Jul '23</u></b>	<b><u>YTD</u></b>
Unique Visitors	10,016	55,546
Directory Searches	6,526	52,360
Resource Page Views	22,991	179,092
Total Page Views	29,517	231,452

<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%.