

2-1-1 Sacramento  
8001 Folsom Blvd. Suite 100, Sacramento, CA 95826

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www.facebook.com/211Sacramento

2-1-1 or 916-498-1000 or 800-500-4931



**STATISTICS SUMMARY**  
**June-22**

**CALL VOLUME**

**Jun '22**

Month of Jun 7,146  
Year to date - 2022 59,010

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	543	5,615
Referral	4,590	31,032
Total I&R calls	5,133	36,647
Follow-up	150	3,088
Care Coordination	9	158
Advocacy	1	18
Crisis	8	14
Disaster	43	361
Outreach	0	1
Total Calls with Demographic Info	5,344	40,287
Call Back	185	2,377
Silent/Static	465	3,041
Voicemail	55	1,251
Other	1,097	12,054

**COURT OUTREACH ACTIVITY**

Month of Jun 364  
Year to date - 2022 364

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Jun '22**

**% of**

**YTD**

**% of YTD**

1	Less than 18	17	<1%	94	<1%
2	18-20	81	1.5%	508	1.3%
3	21-29	522	9.8%	3,039	7.5%
4	30-39	779	14.6%	4,476	11.1%
5	40-49	619	11.6%	3,854	9.6%
6	50-59	730	13.7%	5,383	13.4%
7	Seniors - age 60+	963	18.0%	11,129	27.6%
8	Caller Declined	828	15.5%	5,404	13.4%
9	Did not Ask	805	15.1%	6,400	15.9%

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<b><u>CALLER ETHNICITY</u></b>	<b><u>Jun '22</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 African American/Black	966	18.1%	6,952	17.3%
2 Caucasian	814	15.2%	7,121	17.7%
3 Hispanic / Latino	441	8.3%	3,267	8.1%
4 Multi-ethnic	188	3.5%	1,205	3.0%
5 Asian	81	1.5%	791	2.0%
6 Other	75	1.4%	545	1.4%
7 Middle Eastern	48	<1%	324	<1%
8 Native American	31	<1%	305	<1%
9 Pacific Islander / Native Hawaiian	27	<1%	255	<1%
10 Russian / Slavic	10	<1%	85	<1%
11 Caller declined to answer	1,209	22.6%	8,235	20.4%
12 Did not ask	1,454	27.2%	11,202	27.8%

<b><u>Military/Veterans</u></b>	146	2.7%	1,561	3.9%
<b><u>First 5 Families/Children 0-5</u></b>	724	13.5%	3,761	9.3%

<b><u>CALLER GENDER</u></b>	<b><u>Jun '22</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 Female	3,229	60.4%	24,140	59.9%
2 Male	1,323	24.8%	10,231	25.4%
3 Non-binary	5	<1%	54	<1%
4 Trans Female	3	<1%	25	<1%
5 Intersex	2	<1%	8	<1%
6 Trans Male	2	<1%	11	<1%
7 Unknown	37	<1%	193	<1%
8 Client declined	491	9.2%	3,294	8.2%
9 Did not ask	252	4.7%	2,331	5.8%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>Jun '22</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 1	2,712	50.7%	21,895	54.3%
2 2	895	16.7%	7,136	17.7%
3 3	434	8.1%	2,743	6.8%
4 4	292	5.5%	1,734	4.3%
5 5	167	3.1%	899	2.2%
6 6+	141	2.6%	661	1.6%
7 Unknown	703	13.2%	5,219	13.0%

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**STATISTICS SUMMARY**  
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<b>APPROXIMATE MONTHLY INCOME</b>	<b>Jun '22</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No Income	774	14.5%	4,858	12.1%
2 Less than \$1,000	740	13.8%	4,934	12.2%
3 \$1,001 - \$1,500	583	10.9%	3,729	9.3%
4 \$1,501 - \$2,000	267	5.0%	2,295	5.7%
5 \$2,001 - \$2,500	166	3.1%	1,570	3.9%
6 \$2,501 - \$3,000	105	2.0%	1,177	2.9%
7 \$3,001 - \$4,000	112	2.1%	1,389	3.4%
8 \$4,001 - \$5,000	36	<1%	557	1.4%
9 More than \$5,000	47	<1%	468	1.2%
10 Unknown	2,514	47.0%	19,310	47.9%

  

<b>TOP SOURCES OF INCOME</b>	<b>Jun '22</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 Job	832	15.6%	6,215	15.4%
2 No current source of income	767	14.4%	4,747	11.8%
3 SSI	680	12.7%	4,437	11.0%
4 SS	510	9.5%	5,750	14.3%
5 TANF (CalWORKs)	327	6.1%	1,588	3.9%
6 SSD (SSDI)	187	3.5%	1,313	3.3%
7 Other	128	2.4%	1,122	2.8%
8 Pension	93	1.7%	2,054	5.1%
9 General Assistance	50	<1%	340	<1%
10 SDI	45	<1%	306	<1%
11 Self-Employed	43	<1%	242	<1%
12 Unemployment	29	<1%	327	<1%
13 Family	24	<1%	92	<1%
14 Child Support	13	<1%	82	<1%
15 Workers Comp	5	<1%	53	<1%
16 Alimony	3	<1%	32	<1%
17 Insurance	2	<1%	17	<1%
18 Student Financial Aid	2	<1%	51	<1%
19 AB 12 Foster Care	1	<1%	33	<1%
20 Unknown (caller declined + did not ask)	1,603	30.0%	11,486	28.5%

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**STATISTICS SUMMARY**

**June-22**

<b>TOP ZIP CODES (Jun '22 )</b>				<b>TOP ZIP CODES (YTD)</b>			
			<b># of CALLS</b>				<b># of CALLS</b>
1	95823	Sacramento	483	1	95823	Sacramento	2,039
2	95815	Sacramento	233	2	95815	Sacramento	1,079
3	95825	Sacramento	228	3	95825	Sacramento	1,059
4	95821	Sacramento	203	4	95821	Sacramento	932
5	95838	Sacramento	195	5	95608	Carmichael	895
6	95820	Sacramento	175	6	95838	Sacramento	885
7	95828	Sacramento	172	7	95828	Sacramento	868
8	95670	Gold River/Rancho C	161	8	95822	Sacramento	864
9	95608	Carmichael	160	9	95670	Gold River/Rancho C	863
10	95826	Sacramento	160	10	95820	Sacramento	812

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Jun '22</b>	<b>% of <sup>3</sup></b>
<b>1 Housing<sup>2</sup></b>	<b>5,593</b>	<b>104.7%</b>
Housing Search and Information	1,543	28.9%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	937	17.5%
Emergency Shelter (including Homeless Motel Vouchers)	903	16.9%
Housing Expense Assistance	767	14.4%
Transitional Housing/Shelter	508	9.5%
<b>2 Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>1,290</b>	<b>24.1%</b>
Family Law	257	4.8%
Legal Counseling	116	2.2%
Consumer Complaints	85	1.6%
Crime Reporting	85	1.6%
Lawyer Referral Services	59	1.1%
<b>3 Food/Meals<sup>2</sup></b>	<b>794</b>	<b>14.9%</b>
Emergency Food (including Food Pantries)	452	8.5%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	221	4.1%
Meals	103	1.9%
<b>4 Utility Assistance<sup>2</sup></b>	<b>784</b>	<b>14.7%</b>
Utility Assistance (including Utility Service Payment Assistance)	758	14.2%
Utility Service Providers	19	<1%
<b>5 Information Services<sup>2</sup></b>	<b>766</b>	<b>14.3%</b>
Information and Referral	453	8.5%
Information Sources (including 311 Services)	229	4.3%
Electronic Information Resources	42	<1%
Public Awareness/Education	29	<1%

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<b>6 Individual, Family, and Community Support<sup>2</sup></b>	<b>740</b>	<b>13.8%</b>
Case/Care Management	86	1.6%
Street Outreach Programs	82	1.5%
In Home Assistance	76	1.4%
Community Action/Social Advocacy Groups	61	1.1%
Veterinary Services	61	1.1%
<b>7 Mental Health/Addictions<sup>2</sup></b>	<b>586</b>	<b>11.0%</b>
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	149	2.8%
Crisis Intervention	85	1.6%
Mental Health Evaluation	76	1.4%
Counseling Services	54	1.0%
Outpatient Mental Health Facilities	48	<1%
<b>8 Healthcare<sup>2</sup></b>	<b>518</b>	<b>9.7%</b>
Disease/Disability Specific Screening/Diagnosis	80	1.5%
Dental Care	60	1.1%
Medical Public Assistance Programs	45	<1%
Mother and Infant Care	44	<1%
Health Insurance Information/Counseling	42	<1%
<b>9 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>320</b>	<b>6.0%</b>
Personal Goods/Services	206	3.9%
Household Goods	87	1.6%
Mobile Devices	15	<1%
<b>10 Income Support/Assistance<sup>2</sup></b>	<b>293</b>	<b>5.5%</b>
<b>11 Other Government/Economic Services<sup>2</sup></b>	<b>272</b>	<b>5.1%</b>
<b>12 Transportation<sup>2</sup></b>	<b>241</b>	<b>4.5%</b>
<b>13 Employment<sup>2</sup></b>	<b>169</b>	<b>3.2%</b>
<b>14 Disaster Services<sup>2</sup></b>	<b>122</b>	<b>2.3%</b>
<b>15 Arts, Culture, and Recreation<sup>2</sup></b>	<b>71</b>	<b>1.3%</b>
<b>16 Volunteers/Donations<sup>2</sup></b>	<b>61</b>	<b>1.1%</b>
<b>17 Education<sup>2</sup></b>	<b>50</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**Jun '22**

1 Emergency Shelter (including Homeless Motel Vouchers)	170
2 Housing Expense Assistance	36
3 Transportation Expense Assistance	32
4 Nutrition Related Public Assistance Programs	26
5 Local Transportation	17

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## **STATISTICS SUMMARY**

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<b><u>Most Frequently Referred Programs</u></b>	<b><u>Jun '22</u></b>	<b><u>% of</u></b>
1 Housing Assistance - Sacramento Self Help Housing	610	11.4%
2 Saint Vincent de Paul Society	471	8.8%
3 Rental Assistance - The Salvation Army	351	6.6%
4 Mutual Housing California	232	4.3%
5 Shelter Sacramento - SHELTER, Inc.	231	4.3%
6 Family Promise of Sacramento	227	4.2%
7 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	191	3.6%
8 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	183	3.4%
9 Home Energy Assistance Program	177	3.3%
10 Property Listing - Mercy Housing California	169	3.2%
11 Utility Assistance - The Salvation Army	168	3.1%
12 Community Housing Opportunities Corporation	163	3.1%
13 3-1-1 Connect - Sacramento County	140	2.6%
14 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	140	2.6%
15 CalFresh Application Assistance - 2-1-1 Sacramento	135	2.5%
16 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	124	2.3%
17 Saint John's Program for Real Change	124	2.3%
18 Residential Family Shelter - Volunteers of America	121	2.3%
19 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	120	2.2%
20 Sacramento County Department of Human Assistance - CalFresh	119	2.2%
21 Room & Board - Helping Hearts Foundation	113	2.1%
22 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	111	2.1%
23 California Tobacco Control Project - Gift Card Incentive Program	108	2.0%
24 City of Sacramento 311	104	1.9%
25 Sacramento County - Legal Services of Northern California	94	1.8%
26 WEAVE	81	1.5%
27 Senior Legal Hotline - Legal Services of Northern California	80	1.5%
28 Sacramento County Behavioral Health Services - Access Team	75	1.4%
29 Angelic Housing - Angelic Housing Resources Foundation Inc.	69	1.3%
30 Family Law - Capital Pro Bono	65	1.2%
All Other Referrals	5,850	
Total Referrals	10,946	

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**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Jun '22</u></b>	<b><u>YTD</u></b>
Unique Visitors	6,146	37,272
Directory Searches	4,689	26,412
Resource Page Views	26,925	169,692
Total Page Views	31,614	196,104

<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%.