

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
May-22

CALL VOLUME

May '22

Month of May 6,819
 Year to date - 2022 51,864

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	616	5,072
Referral	4,550	26,442
Total I&R calls	5,166	31,514
Follow-up	495	2,938
Care Coordination	22	149
Advocacy	4	17
Crisis	2	6
Disaster	23	318
Outreach	0	1
Total Calls with Demographic Info	5,712	34,943
Call Back	144	2,192
Silent/Static	431	2,576
Voicemail	57	1,196
Other	475	10,957

COURT OUTREACH ACTIVITY

Month of May 0
 Year to date - 2022 0

CLIENT PROFILE

AGE RANGES OF CALLERS

May '22

% of

YTD

% of YTD

1	Less than 18	14	<1%	77	<1%
2	18-20	97	1.7%	427	1.2%
3	21-29	512	9.0%	2,517	7.2%
4	30-39	783	13.7%	3,697	10.6%
5	40-49	543	9.5%	3,235	9.3%
6	50-59	784	13.7%	4,653	13.3%
7	Seniors - age 60+	1,346	23.6%	10,166	29.1%
8	Caller Declined	774	13.6%	4,576	13.1%
9	Did not Ask	859	15.0%	5,595	16.0%

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CALLER ETHNICITY	May '22	% of	YTD	% of YTD
1 African American/Black	1,155	20.2%	5,986	17.1%
2 Caucasian	880	15.4%	6,307	18.0%
3 Hispanic / Latino	441	7.7%	2,826	8.1%
4 Multi-ethnic	185	3.2%	1,017	2.9%
5 Other	94	1.6%	470	1.3%
6 Asian	91	1.6%	710	2.0%
7 Native American	89	1.6%	274	<1%
8 Middle Eastern	52	<1%	276	<1%
9 Pacific Islander / Native Hawaiian	41	<1%	228	<1%
10 Russian / Slavic	15	<1%	75	<1%
11 Caller declined to answer	1,160	20.3%	7,026	20.1%
12 Did not ask	1,509	26.4%	9,748	27.9%
Military/Veterans	162	2.8%	1,415	4.0%
First 5 Families/Children 0-5	739	12.9%	3,037	8.7%

CALLER GENDER	May '22	% of	YTD	% of YTD
1 Female	3,458	60.5%	20,911	59.8%
2 Male	1,477	25.9%	8,908	25.5%
3 Non-binary	9	<1%	49	<1%
4 Trans Female	6	<1%	22	<1%
5 Intersex	5	<1%	6	<1%
6 Trans Male	1	<1%	9	<1%
7 Unknown	28	<1%	156	<1%
8 Client declined	462	8.1%	2,803	8.0%
9 Did not ask	266	4.7%	2,079	5.9%

NUMBER IN HOUSEHOLD	May '22	% of	YTD	% of YTD
1 1	2,971	52.0%	19,183	54.9%
2 2	945	16.5%	6,241	17.9%
3 3	451	7.9%	2,309	6.6%
4 4	332	5.8%	1,442	4.1%
5 5	173	3.0%	732	2.1%
6 6+	120	2.1%	520	1.5%
7 Unknown	720	12.6%	4,516	12.9%

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APPROXIMATE MONTHLY INCOME	May '22	% of	YTD	% of YTD
1 No Income	769	13.5%	4,084	11.7%
2 Less than \$1,000	842	14.7%	4,194	12.0%
3 \$1,001 - \$1,500	608	10.6%	3,146	9.0%
4 \$1,501 - \$2,000	273	4.8%	2,028	5.8%
5 \$2,001 - \$2,500	170	3.0%	1,404	4.0%
6 \$2,501 - \$3,000	106	1.9%	1,072	3.1%
7 \$3,001 - \$4,000	118	2.1%	1,277	3.7%
8 \$4,001 - \$5,000	42	<1%	521	1.5%
9 More than \$5,000	49	<1%	421	1.2%
10 Unknown	2,735	47.9%	16,796	48.1%

TOP SOURCES OF INCOME	May '22	% of	YTD	% of YTD
1 Job	788	13.8%	5,383	15.4%
2 SSI	769	13.5%	3,757	10.8%
3 No current source of income	758	13.3%	3,980	11.4%
4 SS	659	11.5%	5,240	15.0%
5 TANF (CalWORKs)	338	5.9%	1,261	3.6%
6 SSD (SSDI)	201	3.5%	1,126	3.2%
7 Pension	173	3.0%	1,961	5.6%
8 Other	140	2.5%	994	2.8%
9 SDI	47	<1%	261	<1%
10 Unemployment	47	<1%	298	<1%
11 General Assistance	45	<1%	290	<1%
12 Self-Employed	33	<1%	199	<1%
13 Family	17	<1%	68	<1%
14 Child Support	14	<1%	69	<1%
15 Workers Comp	9	<1%	48	<1%
16 Student Financial Aid	8	<1%	49	<1%
17 AB 12 Foster Care	4	<1%	32	<1%
18 Insurance	4	<1%	15	<1%
19 Alimony	2	<1%	29	<1%
20 Unknown (caller declined + did not ask)	1,656	29.0%	9,883	28.3%

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TOP ZIP CODES (May '22)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	452	1	95823	Sacramento	1,556
2	95825	Sacramento	265	2	95815	Sacramento	846
3	95815	Sacramento	244	3	95825	Sacramento	831
4	95670	Gold River/Rancho C	202	4	95608	Carmichael	735
5	95838	Sacramento	202	5	95821	Sacramento	729
6	95820	Sacramento	199	6	95822	Sacramento	708
7	95828	Sacramento	190	7	95670	Gold River/Rancho C	702
8	95660	North Highlands	181	8	95828	Sacramento	696
9	95821	Sacramento	171	9	95838	Sacramento	690
10	95822	Sacramento	170	10	95820	Sacramento	637

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	May '22	% of ³
1 Housing²	5,997	105.0%
Housing Search and Information	1,683	29.5%
Emergency Shelter (including Homeless Motel Vouchers)	989	17.3%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	976	17.1%
Housing Expense Assistance	874	15.3%
Transitional Housing/Shelter	515	9.0%
2 Utility Assistance²	1,055	18.5%
Utility Assistance (including Utility Service Payment Assistance)	1,022	17.9%
Utility Service Providers	29	<1%
3 Legal, Consumer, and Public Safety Services²	977	17.1%
Legal Counseling	116	2.0%
Family Law	76	1.3%
Advocacy	75	1.3%
Crime Reporting	71	1.2%
Consumer Complaints	66	1.2%
4 Individual, Family, and Community Support²	853	14.9%
Case/Care Management	136	2.4%
In Home Assistance	127	2.2%
Community Action/Social Advocacy Groups	95	1.7%
Street Outreach Programs	63	1.1%
Veterinary Services	59	1.0%

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5 Information Services²	823	14.4%
Information and Referral	568	9.9%
Information Sources (including 311 Services)	210	3.7%
6 Food/Meals²	723	12.7%
Emergency Food (including Food Pantries)	417	7.3%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	212	3.7%
Meals	82	1.4%
7 Mental Health/Addictions²	592	10.4%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	167	2.9%
Crisis Intervention	119	2.1%
Mental Health Evaluation	67	1.2%
Counseling Services	49	<1%
Outpatient Mental Health Facilities	44	<1%
8 Healthcare²	513	9.0%
Disease/Disability Specific Screening/Diagnosis	80	1.4%
Mother and Infant Care	53	<1%
Health Insurance Information/Counseling	46	<1%
Health Care Referrals	42	<1%
Dental Care	41	<1%
9 Income Support/Assistance²	342	6.0%
Basic Income Maintenance Programs	70	1.2%
Household Related Public Assistance Programs	53	<1%
Online Tax Preparation/E-Filing Sites	44	<1%
EBT Card Services	38	<1%
Tax Information	35	<1%
10 Clothing/Personal/Household Needs²	337	5.9%
11 Other Government/Economic Services²	301	5.3%
12 Transportation²	238	4.2%
13 Employment²	107	1.9%
14 Arts, Culture, and Recreation²	71	1.2%
15 Volunteers/Donations²	66	1.2%
16 Disaster Services²	41	<1%
17 Education²	36	<1%

TOP UNMET NEEDS

May '22

1 Emergency Shelter (including Homeless Motel Vouchers)	148
2 Housing Expense Assistance	39
3 Nutrition Related Public Assistance Programs	26
4 Transportation Expense Assistance	20
5 Transitional Housing/Shelter	14

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Most Frequently Referred Programs	May '22	% of
1 Housing Assistance - Sacramento Self Help Housing	704	12.3%
2 Saint Vincent de Paul Society	580	10.2%
3 Rental Assistance - The Salvation Army	378	6.6%
4 Mutual Housing California	275	4.8%
5 Shelter Sacramento - SHELTER, Inc.	270	4.7%
6 Family Promise of Sacramento	234	4.1%
7 Utility Assistance - The Salvation Army	227	4.0%
8 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	201	3.5%
9 Home Energy Assistance Program	194	3.4%
10 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	194	3.4%
11 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As:	185	3.2%
12 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	170	3.0%
13 Property Listing - Mercy Housing California	163	2.9%
14 Community Housing Opportunities Corporation	160	2.8%
15 Saint John's Program for Real Change	149	2.6%
16 CalFresh Application Assistance - 2-1-1 Sacramento	147	2.6%
17 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	131	2.3%
18 3-1-1 Connect - Sacramento County	128	2.2%
19 Residential Family Shelter - Volunteers of America	126	2.2%
20 City of Sacramento 311	116	2.0%
21 Sacramento County Department of Human Assistance - CalFresh	108	1.9%
22 Room & Board - Helping Hearts Foundation	107	1.9%
23 California Tobacco Control Project - Gift Card Incentive Program	105	1.8%
24 Sacramento County - Legal Services of Northern California	85	1.5%
25 Senior Legal Hotline - Legal Services of Northern California	85	1.5%
26 Home Energy Assistance Program (ECIP) - Community Resource Project	84	1.5%
27 WEAVE	74	1.3%
28 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	71	1.2%
29 Sacramento County Behavioral Health Services - Access Team	69	1.2%
30 My Sister's House	64	1.1%
All Other Referrals	5,767	
Total Referrals	11,351	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>May '22</u>	<u>YTD</u>
Unique Visitors	6,262	32,846
Directory Searches	4,196	21,723
Resource Page Views	32,558	142,767
Total Page Views	36,754	164,490

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%.