

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-23

CALL VOLUME

May '23

Month of May	8,204
Year to date - 2023	65,979

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,129	7,080
Referral	5,186	29,278
Total I&R calls	6,315	36,358
Follow-up	484	2,516
Advocacy	1	9
Crisis	3	6
Disaster	1	89
Outreach	0	1
Total Calls with Demographic Info	6,804	38,979
Call Back	244	3,343
Silent/Static	387	2,577
Voicemail	33	1,821
Other	736	19,259

COURT OUTREACH ACTIVITY

Month of May	637
Year to date - 2023	2,751

CLIENT PROFILE

AGE RANGES OF CALLERS

May '23

% of

YTD

% of YTD

1	Less than 18	26	<1%	84	<1%
2	18-20	141	2.1%	584	1.5%
3	21-29	652	9.6%	3,045	7.8%
4	30-39	1,092	16.0%	4,823	12.4%
5	40-49	836	12.3%	4,115	10.6%
6	50-59	927	13.6%	5,124	13.1%
7	Seniors - age 60+	1,262	18.5%	9,159	23.5%
8	Caller Declined	1,115	16.4%	6,797	17.4%
9	Did not Ask	753	11.1%	5,248	13.5%

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CALLER ETHNICITY	May '23	% of	YTD	% of YTD
1 African American/Black	1,482	21.8%	6,918	17.7%
2 Caucasian	1,130	16.6%	5,761	14.8%
3 Hispanic / Latino	573	8.4%	3,257	8.4%
4 Multi-ethnic	227	3.3%	993	2.5%
5 Asian	111	1.6%	720	1.8%
6 Other	105	1.5%	595	1.5%
7 Pacific Islander / Native Hawaiian	46	<1%	224	<1%
8 Native American	39	<1%	226	<1%
9 Middle Eastern	38	<1%	253	<1%
10 Russian / Slavic	13	<1%	98	<1%
11 Caller declined to answer	1,513	22.2%	9,885	25.4%
12 Did not ask	1,527	22.4%	10,049	25.8%
Military/Veterans	232	3.4%	1,263	3.2%
First 5 Families/Children 0-5	879	12.9%	3,697	9.5%

CALLER GENDER	May '23	% of	YTD	% of YTD
1 Female	3,816	56.1%	22,134	56.8%
2 Male	1,964	28.9%	10,354	26.6%
3 Non-binary	25	<1%	66	<1%
4 Trans Female	11	<1%	48	<1%
5 Intersex	1	<1%	8	<1%
6 Trans Male	0	0.0%	22	<1%
7 Unknown	34	<1%	273	<1%
8 Client declined	644	9.5%	4,050	10.4%
9 Did not ask	309	4.5%	2,024	5.2%

NUMBER IN HOUSEHOLD	May '23	% of	YTD	% of YTD
1 1	3,655	53.7%	21,239	54.5%
2 2	970	14.3%	6,347	16.3%
3 3	586	8.6%	2,836	7.3%
4 4	392	5.8%	1,756	4.5%
5 5	225	3.3%	850	2.2%
6 6+	138	2.0%	647	1.7%
7 Unknown	838	12.3%	5,304	13.6%

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APPROXIMATE MONTHLY INCOME	May '23	% of	YTD	% of YTD
1 No Income	1,171	17.2%	5,643	14.5%
2 Less than \$1,000	799	11.7%	3,839	9.8%
3 \$1,001 - \$1,500	947	13.9%	4,351	11.2%
4 \$1,501 - \$2,000	357	5.2%	2,131	5.5%
5 \$2,001 - \$2,500	273	4.0%	1,669	4.3%
6 \$2,501 - \$3,000	142	2.1%	1,143	2.9%
7 \$3,001 - \$4,000	145	2.1%	1,372	3.5%
8 \$4,001 - \$5,000	58	<1%	599	1.5%
9 More than \$5,000	71	1.0%	611	1.6%
10 Unknown	2,841	41.8%	17,621	45.2%

TOP SOURCES OF INCOME	May '23	% of	YTD	% of YTD
1 No current source of income	1,144	16.8%	5,340	13.7%
2 Job	1,095	16.1%	6,294	16.1%
3 SSI	781	11.5%	3,357	8.6%
4 SS	645	9.5%	4,912	12.6%
5 TANF (CalWORKs)	393	5.8%	1,657	4.3%
6 SSD (SSDI)	249	3.7%	1,209	3.1%
7 Other	232	3.4%	1,637	4.2%
8 General Assistance	132	1.9%	667	1.7%
9 Pension	131	1.9%	1,717	4.4%
10 Unemployment	61	<1%	342	<1%
11 Self-Employed	45	<1%	242	<1%
12 SDI	41	<1%	261	<1%
13 Family	20	<1%	75	<1%
14 Child Support	19	<1%	79	<1%
15 Workers Comp	16	<1%	71	<1%
16 AB 12 Foster Care	13	<1%	34	<1%
17 Student Financial Aid	9	<1%	43	<1%
18 Alimony	8	<1%	40	<1%
19 Insurance	2	<1%	13	<1%
20 Unknown (caller declined + did not ask)	1,768	26.0%	10,989	28.2%

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TOP ZIP CODES (May '23)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	515	1	95823	Sacramento	2,712
2	95811	Sacramento	470	2	95811	Sacramento	1,632
3	95815	Sacramento	270	3	95815	Sacramento	1,573
4	95825	Sacramento	249	4	95825	Sacramento	1,288
5	95670	Gold River/Rancho C	225	5	95821	Sacramento	1,217
6	95820	Sacramento	208	6	95828	Sacramento	1,172
7	95828	Sacramento	194	7	95670	Gold River/Rancho C	1,163
8	95838	Sacramento	191	8	95608	Carmichael	1,121
9	95814	Sacramento	188	9	95822	Sacramento	1,104
10	95822	Sacramento	179	10	95820	Sacramento	1,088

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	May '23	% of ³
1 Housing²	6,439	94.6%
Emergency Shelter (including Homeless Motel Vouchers)	1,451	21.3%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,353	19.9%
Housing Search and Information	1,204	17.7%
Transitional Housing/Shelter	802	11.8%
Housing Expense Assistance	777	11.4%
2 Legal, Consumer, and Public Safety Services²	1,857	27.3%
Family Law	593	8.7%
Legal Counseling	138	2.0%
Certificates/Forms Assistance	109	1.6%
General Legal Aid	99	1.5%
Protective/Restraining Orders	93	1.4%
3 Utility Assistance²	1,273	18.7%
Utility Assistance (including Utility Service Payment Assistance)	1,261	18.5%
Utility Service Providers	12	<1%
4 Information Services²	1,057	15.5%
Information and Referral	604	8.9%
Information Sources (including 311 Services)	303	4.5%
Electronic Information Resources	106	1.6%
Public Awareness/Education	23	<1%
5 Individual, Family, and Community Support²	1,009	14.8%
Case/Care Management	226	3.3%
Street Outreach Programs	116	1.7%
In Home Assistance	94	1.4%
Multipurpose Centers	65	<1%
Community Action/Social Advocacy Groups	53	<1%

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6	Mental Health/Addictions²	879	12.9%
	Crisis Intervention	272	4.0%
	Counseling Services	122	1.8%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	101	1.5%
	Outpatient Mental Health Facilities	99	1.5%
	Mental Health Evaluation	78	1.1%
7	Food/Meals²	797	11.7%
	Emergency Food (including Food Pantries)	512	7.5%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	158	2.3%
	Meals	101	1.5%
	Food Outlets	26	<1%
8	Healthcare²	534	7.8%
	Health Insurance Information/Counseling	136	2.0%
	Disease/Disability Specific Screening/Diagnosis	55	<1%
	Health Supportive Services	41	<1%
	Mother and Infant Care	39	<1%
	Community Clinics	36	<1%
9	Clothing/Personal/Household Needs²	420	6.2%
	Personal Goods/Services	324	4.8%
	Household Goods	64	<1%
	Mobile Devices	12	<1%
10	Income Support/Assistance²	289	4.2%
11	Employment²	277	4.1%
12	Transportation²	196	2.9%
13	Other Government/Economic Services²	170	2.5%
14	Volunteers/Donations²	75	1.1%
15	Arts, Culture, and Recreation²	66	<1%
16	Education²	27	<1%
17	Disaster Services²	22	<1%

TOP UNMET NEEDS

May '23

1	Emergency Shelter (including Homeless Motel Vouchers)	124
2	Nutrition Related Public Assistance Programs	57
3	Housing Expense Assistance	35
4	Tax Preparation Assistance	34
5	Utility Assistance	30

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Most Frequently Referred Programs	May '23	% of
1 Diversion Program - Francis House Center, A Program of Next Move	450	6.6%
2 Saint Vincent de Paul Society	388	5.7%
3 Utility Assistance - The Salvation Army	340	5.0%
4 Low-Cost Housing Communities - Mutual Housing California	311	4.6%
5 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	301	4.4%
6 Rental Assistance - The Salvation Army	295	4.3%
7 Property Listing - Mercy Housing California	289	4.2%
8 Home Energy Assistance Program	275	4.0%
9 Family Support Services - Family Promise of Sacramento	236	3.5%
10 Community Housing Opportunities Corporation	179	2.6%
11 CalFresh Application Assistance - 2-1-1 Sacramento	160	2.4%
12 Angelic Housing - Angelic Housing Resources Foundation Inc.	144	2.1%
13 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	143	2.1%
14 Shelter Services - The Salvation Army	137	2.0%
15 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	135	2.0%
16 Residential Family Shelter - Volunteers of America	134	2.0%
17 North A Street Shelter - First Step Communities	128	1.9%
18 Health Navigation - Sacramento Covered	120	1.8%
19 Family Shelter - Next Move Homeless Services	115	1.7%
20 Saint John's Square Transitional Housing Program - Saint John's Program for Real Cha	112	1.6%
21 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	111	1.6%
22 Mental Health Crisis Respite Center - Hope Cooperative	109	1.6%
23 Room & Board - Helping Hearts Foundation, Inc.	97	1.4%
24 3-1-1 Connect - Sacramento County	93	1.4%
25 Shelter Sacramento - SHELTER, Inc.	89	1.3%
26 City of Sacramento Department of Community Response - Homeless Outreach and As	85	1.2%
27 Sacramento County - Legal Services of Northern California	85	1.2%
28 My Sister's House	84	1.2%
29 Family Law - Capital Pro Bono	83	1.2%
30 City Services - City of Sacramento 311	82	1.2%
All Other Referrals	6,986	
Total Referrals	12,296	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>May '23</u>	<u>YTD</u>
Unique Visitors	10,525	41,338
Directory Searches	6,590	40,158
Resource Page Views	23,581	133,372
Total Page Views	30,171	173,530

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%.