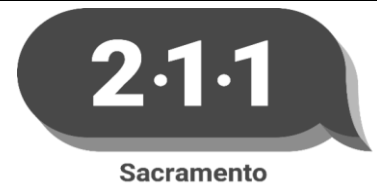


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STATISTICS SUMMARY
November-23

CALL VOLUME

Nov '23

Month of Nov 12,856
 Year to date - 2023 146,561

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,089	16,073
Referral	7,785	74,091
Total I&R calls	8,874	90,164
Follow-up	290	4,262
Advocacy	0	18
Crisis	1	17
Disaster	1	104
Outreach	3	24
Total Calls with Demographic Info	9,169	94,589
Call Back	753	8,110
Silent/Static	508	6,195
Voicemail	110	2,344
Other	2,316	35,323

COURT OUTREACH ACTIVITY

Month of Nov 531
 Year to date - 2023 5,833

CLIENT PROFILE

AGE RANGES OF CALLERS

Nov '23

% of

YTD

% of YTD

1	Less than 18	24	<1%	189	<1%
2	18-20	143	1.6%	1,489	1.6%
3	21-29	927	10.1%	8,733	9.2%
4	30-39	1,469	16.0%	13,820	14.6%
5	40-49	1,078	11.8%	11,024	11.7%
6	50-59	1,190	13.0%	12,360	13.1%
7	Seniors - age 60+	1,248	13.6%	16,791	17.8%
8	Caller Declined	1,717	18.7%	17,044	18.0%
9	Did not Ask	1,373	15.0%	13,139	13.9%

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STATISTICS SUMMARY
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CALLER ETHNICITY	Nov '23	% of	YTD	% of YTD
1 African American/Black	2,021	22.0%	19,030	20.1%
2 Caucasian	1,173	12.8%	12,825	13.6%
3 Hispanic / Latino	760	8.3%	7,793	8.2%
4 Multi-ethnic	220	2.4%	2,508	2.7%
5 Asian	108	1.2%	1,484	1.6%
6 Native American	91	<1%	703	<1%
7 Other	80	<1%	1,306	1.4%
8 Pacific Islander / Native Hawaiian	79	<1%	601	<1%
9 Middle Eastern	49	<1%	575	<1%
10 Russian / Slavic	22	<1%	256	<1%
11 Caller declined to answer	2,324	25.3%	23,647	25.0%
12 Did not ask	2,242	24.5%	23,861	25.2%
Military/Veterans	161	1.8%	2,328	2.5%
First 5 Families/Children 0-5	1,465	16.0%	12,345	13.1%
CALLER GENDER	Nov '23	% of	YTD	% of YTD
1 Female	5,093	55.5%	52,787	55.8%
2 Male	2,432	26.5%	25,032	26.5%
3 Non-binary	10	<1%	164	<1%
4 Trans Female	8	<1%	103	<1%
5 Trans Male	6	<1%	46	<1%
6 Intersex	3	<1%	21	<1%
7 Unknown	70	<1%	741	<1%
8 Client declined	1,035	11.3%	10,253	10.8%
9 Did not ask	512	5.6%	5,442	5.8%
NUMBER IN HOUSEHOLD	Nov '23	% of	YTD	% of YTD
1 1	4,249	46.3%	47,652	50.4%
2 2	1,375	15.0%	14,826	15.7%
3 3	885	9.7%	8,265	8.7%
4 4	654	7.1%	5,292	5.6%
5 5	401	4.4%	2,894	3.1%
6 6+	343	3.7%	2,487	2.6%
7 Unknown	1,262	13.8%	13,173	13.9%

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STATISTICS SUMMARY
November-23

<u>APPROXIMATE MONTHLY INCOME</u>		<u>Nov '23</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	No Income	1,558	17.0%	15,214	16.1%
2	Less than \$1,000	1,000	10.9%	10,121	10.7%
3	\$1,001 - \$1,500	1,294	14.1%	12,045	12.7%
4	\$1,501 - \$2,000	554	6.0%	5,301	5.6%
5	\$2,001 - \$2,500	328	3.6%	3,456	3.7%
6	\$2,501 - \$3,000	236	2.6%	2,582	2.7%
7	\$3,001 - \$4,000	244	2.7%	2,753	2.9%
8	\$4,001 - \$5,000	78	<1%	1,042	1.1%
9	More than \$5,000	91	<1%	1,170	1.2%
10	Unknown	3,786	41.3%	40,905	43.2%
<u>TOP SOURCES OF INCOME</u>		<u>Nov '23</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	No current source of income	1,496	16.3%	14,588	15.4%
2	Job	1,430	15.6%	14,765	15.6%
3	SSI	937	10.2%	8,981	9.5%
4	TANF (CalWORKs)	791	8.6%	6,147	6.5%
5	SS	594	6.5%	8,935	9.4%
6	SSD (SSDI)	294	3.2%	3,025	3.2%
7	Other	209	2.3%	2,977	3.1%
8	General Assistance	117	1.3%	1,503	1.6%
9	Unemployment	107	1.2%	900	<1%
10	Pension	87	<1%	2,263	2.4%
11	SDI	81	<1%	725	<1%
12	Self-Employed	54	<1%	647	<1%
13	Child Support	21	<1%	226	<1%
14	Family	16	<1%	177	<1%
15	Workers Comp	15	<1%	177	<1%
16	Student Financial Aid	8	<1%	101	<1%
17	AB 12 Foster Care	8	<1%	75	<1%
18	Insurance	2	<1%	27	<1%
19	Alimony	1	<1%	60	<1%
20	Unknown (caller declined + did not ask)	2,901	31.6%	28,290	29.9%

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STATISTICS SUMMARY
November-23

TOP ZIP CODES (Nov '23)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		717	1	95823	Sacramento	7,055	
2	95811	Sacramento		677	2	95811	Sacramento	5,258	
3	95815	Sacramento		427	3	95815	Sacramento	4,119	
4	95838	Sacramento		334	4	95825	Sacramento	3,157	
5	95820	Sacramento		320	5	95670	Gold River/Rancho C	2,931	
6	95825	Sacramento		305	6	95820	Sacramento	2,920	
7	95821	Sacramento		291	7	95821	Sacramento	2,908	
8	95670	Gold River/Rancho C		286	8	95838	Sacramento	2,902	
9	95833	Sacramento		257	9	95822	Sacramento	2,713	
10	95817	Sacramento		256	10	95828	Sacramento	2,675	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Nov '23	% of ³
1 Housing²	7,324	79.9%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,712	18.7%
Housing Search and Information	1,550	16.9%
Emergency Shelter (including Homeless Motel Vouchers)	1,162	12.7%
Transitional Housing/Shelter	761	8.3%
Housing Expense Assistance	703	7.7%
2 Individual, Family, and Community Support²	2,389	26.1%
Holiday Programs	1,269	13.8%
Case/Care Management	296	3.2%
Community Action/Social Advocacy Groups	87	<1%
Street Outreach Programs	84	<1%
Multipurpose Centers	69	<1%
3 Utility Assistance²	1,778	19.4%
Utility Assistance (including Utility Service Payment Assistance)	1,773	19.3%
4 Legal, Consumer, and Public Safety Services²	1,771	19.3%
Family Law	668	7.3%
Certificates/Forms Assistance	142	1.5%
Protective/Restraining Orders	87	<1%
Legal Counseling	87	<1%
Benefits Assistance	84	<1%
5 Food/Meals²	1,124	12.3%
Emergency Food (including Food Pantries)	677	7.4%
Meals	229	2.5%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	180	2.0%
Food Outlets	38	<1%

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STATISTICS SUMMARY
November-23

6	Mental Health/Addictions²	1,117	12.2%
	Crisis Intervention	354	3.9%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	202	2.2%
	Mental Health Evaluation	107	1.2%
	Outpatient Mental Health Facilities	99	1.1%
	Counseling Services	94	1.0%
7	Information Services²	858	9.4%
	Information and Referral	458	5.0%
	Information Sources (including 311 Services)	290	3.2%
	Electronic Information Resources	84	<1%
	Public Awareness/Education	10	<1%
8	Disaster Services²	817	8.9%
	Emergency Shelter	714	7.8%
	Disaster Relief Services	87	<1%
	Disaster Recovery Services	10	<1%
9	Clothing/Personal/Household Needs²	641	7.0%
	Personal Goods/Services	464	5.1%
	Household Goods	133	1.5%
	Mobile Devices	17	<1%
	Repair Services	12	<1%
10	Healthcare²	617	6.7%
11	Employment²	337	3.7%
12	Transportation²	251	2.7%
13	Income Support/Assistance²	250	2.7%
14	Other Government/Economic Services²	179	2.0%
15	Arts, Culture, and Recreation²	71	<1%
16	Volunteers/Donations²	61	<1%
17	Education²	37	<1%

TOP UNMET NEEDS

Nov '23

1	Housing Expense Assistance	146
2	Emergency Shelter (including Homeless Motel Vouchers)	99
3	Utility Assistance	71
4	Holiday Programs	51
5	Crisis Intervention	36

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STATISTICS SUMMARY
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Most Frequently Referred Programs	Nov '23	% of
1 Saint Vincent de Paul Society	593	6.5%
2 Warming Center - Union Gospel Mission	585	6.4%
3 Utility Assistance - The Salvation Army	550	6.0%
4 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	498	5.4%
5 Home Energy Assistance Program	445	4.9%
6 Low-Cost Housing Communities - Mutual Housing California	445	4.9%
7 Holiday Community Distribution Sites - Thanksgiving Baskets	416	4.5%
8 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	375	4.1%
9 Property Listing - Mercy Housing California	374	4.1%
10 Housing Navigation Services - United Way California Capital Region	340	3.7%
11 Community Housing Opportunities Corporation	282	3.1%
12 Community Distribution Sites - Thanksgiving Baskets	226	2.5%
13 Family Support Services - Family Promise of Sacramento	222	2.4%
14 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	190	2.1%
15 Angelic Housing - Angelic Housing Resources Foundation Inc.	182	2.0%
16 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	156	1.7%
17 Renters Helpline - Tenant-Landlord Dispute Resolution and Fair Housing Services - Co	150	1.6%
18 Transitional Housing - EveryONE Matters Ministries	142	1.5%
19 CalFresh Application Assistance - 2-1-1 Sacramento	141	1.5%
20 California Department of Health Care Services - CalAIM - Community Supports	141	1.5%
21 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	140	1.5%
22 Care Residences - Helping Hearts Foundation, Inc.	134	1.5%
23 Winter Warming Shelters and Centers - Community Link	122	1.3%
24 Mental Health Crisis Respite Center - Hope Cooperative	109	1.2%
25 Turkeys-To-Go - Stockton Boulevard Partnership	107	1.2%
26 3-1-1 Connect - Sacramento County	99	1.1%
27 Family Law Clinic - Sacramento Justice League	95	1.0%
28 Sacramento County Behavioral Health Services - Access Team	95	1.0%
29 North A Street Shelter - First Step Communities	94	1.0%
30 Shelter Services - The Salvation Army	93	1.0%
All Other Referrals	8,364	
Total Referrals	15,905	

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STATISTICS SUMMARY
November-23

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Nov '23</u>	<u>YTD</u>
Unique Visitors	15,869	92,569
Directory Searches	26,296	100,108
Resource Page Views	38,639	298,059
Total Page Views	64,935	398,167

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%.