

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**  
**October-22**

**CALL VOLUME**

**Oct '22**

Month of Oct 7,983  
 Year to date - 2022 91,082

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	680	8,074
Referral	4,901	51,181
Total I&R calls	5,581	59,255
Follow-up	335	4,005
Care Coordination	12	214
Advocacy	3	28
Crisis	2	21
Disaster	15	480
Outreach	2	5
Total Calls with Demographic Info	5,950	64,008
Call Back	256	3,389
Silent/Static	467	4,924
Voicemail	84	1,562
Other	1,226	17,199

**COURT OUTREACH ACTIVITY**

Month of Oct 488  
 Year to date - 2022 2,397

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Oct '22**

**% of**

**YTD**

**% of YTD**

1	Less than 18	16	<1%	147	<1%
2	18-20	95	1.6%	882	1.4%
3	21-29	548	9.2%	5,206	8.1%
4	30-39	797	13.4%	7,637	11.9%
5	40-49	631	10.6%	6,320	9.9%
6	50-59	786	13.2%	8,682	13.6%
7	Seniors - age 60+	1,039	17.5%	15,041	23.5%
8	Caller Declined	1,250	21.0%	10,316	16.1%
9	Did not Ask	788	13.2%	9,777	15.3%

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<b>CALLER ETHNICITY</b>	<b>Oct '22</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 African American/Black	950	16.0%	10,711	16.7%
2 Caucasian	681	11.4%	9,839	15.4%
3 Hispanic / Latino	414	7.0%	4,807	7.5%
4 Multi-ethnic	209	3.5%	2,022	3.2%
5 Asian	96	1.6%	1,107	1.7%
6 Other	63	1.1%	849	1.3%
7 Middle Eastern	36	<1%	460	<1%
8 Native American	28	<1%	440	<1%
9 Pacific Islander / Native Hawaiian	25	<1%	382	<1%
10 Russian / Slavic	11	<1%	141	<1%
11 Caller declined to answer	1,785	30.0%	15,141	23.7%
12 Did not ask	1,652	27.8%	18,109	28.3%
<b>Military/Veterans</b>	138	2.3%	2,087	3.3%
<b>First 5 Families/Children 0-5</b>	794	13.3%	7,005	10.9%

<b>CALLER GENDER</b>	<b>Oct '22</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 Female	3,329	55.9%	37,284	58.2%
2 Male	1,314	22.1%	15,470	24.2%
3 Trans Female	6	<1%	53	<1%
4 Non-binary	5	<1%	83	<1%
5 Trans Male	3	<1%	24	<1%
6 Intersex	1	<1%	11	<1%
7 Unknown	45	<1%	374	<1%
8 Client declined	840	14.1%	6,596	10.3%
9 Did not ask	407	6.8%	4,113	6.4%

<b>NUMBER IN HOUSEHOLD</b>	<b>Oct '22</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 1	3,035	51.0%	33,788	52.8%
2 2	949	15.9%	10,852	17.0%
3 3	471	7.9%	4,795	7.5%
4 4	291	4.9%	3,073	4.8%
5 5	191	3.2%	1,563	2.4%
6 6+	146	2.5%	1,256	2.0%
7 Unknown	867	14.6%	8,681	13.6%

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<b>APPROXIMATE MONTHLY INCOME</b>	<b>Oct '22</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No Income	836	14.1%	8,125	12.7%
2 Less than \$1,000	757	12.7%	8,257	12.9%
3 \$1,001 - \$1,500	784	13.2%	6,574	10.3%
4 \$1,501 - \$2,000	325	5.5%	3,583	5.6%
5 \$2,001 - \$2,500	192	3.2%	2,320	3.6%
6 \$2,501 - \$3,000	134	2.3%	1,660	2.6%
7 \$3,001 - \$4,000	105	1.8%	1,884	2.9%
8 \$4,001 - \$5,000	48	<1%	752	1.2%
9 More than \$5,000	44	<1%	673	1.1%
10 Unknown	2,725	45.8%	30,180	47.2%

<b>TOP SOURCES OF INCOME</b>	<b>Oct '22</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 Job	869	14.6%	9,654	15.1%
2 No current source of income	838	14.1%	8,095	12.6%
3 SSI	688	11.6%	7,242	11.3%
4 SS	629	10.6%	7,995	12.5%
5 TANF (CalWORKs)	305	5.1%	2,976	4.6%
6 SSD (SSDI)	252	4.2%	2,270	3.5%
7 Other	243	4.1%	1,846	2.9%
8 Pension	92	1.5%	2,385	3.7%
9 General Assistance	72	1.2%	742	1.2%
10 Unemployment	48	<1%	520	<1%
11 SDI	44	<1%	492	<1%
12 Self-Employed	41	<1%	424	<1%
13 Workers Comp	11	<1%	104	<1%
14 AB 12 Foster Care	10	<1%	57	<1%
15 Family	8	<1%	131	<1%
16 Child Support	7	<1%	140	<1%
17 Student Financial Aid	5	<1%	74	<1%
18 Alimony	3	<1%	44	<1%
19 Insurance	1	<1%	20	<1%
20 Unknown (caller declined + did not ask)	1,784	30.0%	18,797	29.4%

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**STATISTICS SUMMARY**  
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<b>TOP ZIP CODES (Oct '22 )</b>				<b>TOP ZIP CODES (YTD)</b>			
			<b># of CALLS</b>				<b># of CALLS</b>
1	95823	Sacramento	431	1	95823	Sacramento	3,989
2	95825	Sacramento	238	2	95815	Sacramento	2,070
3	95815	Sacramento	237	3	95825	Sacramento	1,925
4	95828	Sacramento	229	4	95838	Sacramento	1,732
5	95838	Sacramento	210	5	95821	Sacramento	1,723
6	95670	Gold River/Rancho C	204	6	95828	Sacramento	1,715
7	95821	Sacramento	194	7	95608	Carmichael	1,624
8	95820	Sacramento	180	8	95670	Gold River/Rancho C	1,583
9	95811	Sacramento	179	9	95822	Sacramento	1,562
10	95822	Sacramento	173	10	95820	Sacramento	1,534

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Oct '22</b>	<b>% of <sup>3</sup></b>
<b>1 Housing<sup>2</sup></b>	<b>6,101</b>	<b>102.5%</b>
Housing Search and Information	1,611	27.1%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,209	20.3%
Emergency Shelter (including Homeless Motel Vouchers)	1,103	18.5%
Housing Expense Assistance	642	10.8%
Transitional Housing/Shelter	437	7.3%
<b>2 Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>1,550</b>	<b>26.1%</b>
Family Law	357	6.0%
Advocacy	108	1.8%
Legal Counseling	104	1.7%
Consumer Complaints	86	1.4%
Crime Reporting	78	1.3%
<b>3 Individual, Family, and Community Support<sup>2</sup></b>	<b>1,282</b>	<b>21.5%</b>
Holiday Programs	274	4.6%
Case/Care Management	173	2.9%
In Home Assistance	104	1.7%
Multipurpose Centers	83	1.4%
Community Action/Social Advocacy Groups	77	1.3%
<b>4 Utility Assistance<sup>2</sup></b>	<b>1,236</b>	<b>20.8%</b>
Utility Assistance (including Utility Service Payment Assistance)	1,194	20.1%
Utility Service Providers	28	<1%
Utility Service Connection/Repair	14	<1%

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<b>5 Food/Meals<sup>2</sup></b>	<b>942</b>	<b>15.8%</b>
Emergency Food (including Food Pantries)	552	9.3%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	235	3.9%
Meals	148	2.5%
<b>6 Information Services<sup>2</sup></b>	<b>827</b>	<b>13.9%</b>
Information and Referral	478	8.0%
Information Sources (including 311 Services)	230	3.9%
Electronic Information Resources	70	1.2%
Public Awareness/Education	39	<1%
<b>7 Mental Health/Addictions<sup>2</sup></b>	<b>754</b>	<b>12.7%</b>
Crisis Intervention	166	2.8%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	121	2.0%
Counseling Services	101	1.7%
Outpatient Mental Health Facilities	71	1.2%
Mental Health Evaluation	64	1.1%
<b>8 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>576</b>	<b>9.7%</b>
Personal Goods/Services	397	6.7%
Household Goods	140	2.4%
Mobile Devices	15	<1%
Office Equipment and Supplies	14	<1%
<b>9 Healthcare<sup>2</sup></b>	<b>568</b>	<b>9.5%</b>
Disease/Disability Specific Screening/Diagnosis	55	<1%
Health Insurance Information/Counseling	53	<1%
Health Education	48	<1%
Medical Public Assistance Programs	34	<1%
Mother and Infant Care	34	<1%
<b>10 Other Government/Economic Services<sup>2</sup></b>	<b>285</b>	<b>4.8%</b>
<b>11 Transportation<sup>2</sup></b>	<b>282</b>	<b>4.7%</b>
<b>12 Income Support/Assistance<sup>2</sup></b>	<b>262</b>	<b>4.4%</b>
<b>13 Employment<sup>2</sup></b>	<b>171</b>	<b>2.9%</b>
<b>14 Volunteers/Donations<sup>2</sup></b>	<b>101</b>	<b>1.7%</b>
<b>15 Arts, Culture, and Recreation<sup>2</sup></b>	<b>70</b>	<b>1.2%</b>
<b>16 Disaster Services<sup>2</sup></b>	<b>50</b>	<b>&lt;1%</b>
<b>17 Education<sup>2</sup></b>	<b>47</b>	<b>&lt;1%</b>

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<b><u>TOP UNMET NEEDS</u></b>	<b><u>Oct '22</u></b>	
1 Emergency Shelter (including Homeless Motel Vouchers)	49	
2 Housing Expense Assistance	45	
3 Nutrition Related Public Assistance Programs	33	
4 Utility Assistance	20	
5 Transportation Expense Assistance	18	
<b><u>Most Frequently Referred Programs</u></b>	<b><u>Oct '22</u></b>	<b><u>% of</u></b>
1 Housing Assistance - Sacramento Self Help Housing	609	10.2%
2 Saint Vincent de Paul Society	517	8.7%
3 Home Energy Assistance Program	296	5.0%
4 Mutual Housing California	243	4.1%
5 Utility Assistance - The Salvation Army	226	3.8%
6 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	225	3.8%
7 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	210	3.5%
8 CalFresh Application Assistance - 2-1-1 Sacramento	199	3.3%
9 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	186	3.1%
10 Property Listing - Mercy Housing California	182	3.1%
11 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	176	3.0%
12 Shelter Sacramento - SHELTER, Inc.	161	2.7%
13 Angelic Housing - Angelic Housing Resources Foundation Inc.	157	2.6%
14 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	156	2.6%
15 Room & Board - Helping Hearts Foundation, Inc.	152	2.6%
16 Senior Program - Women's Civic Improvement Club of Sacramento	139	2.3%
17 3-1-1 Connect - Sacramento County	137	2.3%
18 Community Housing Opportunities Corporation	136	2.3%
19 Resource Center - Resources for Independent Living	111	1.9%
20 Sacramento County Department of Human Assistance - Bureau Sites	111	1.9%
21 Residential Family Shelter - Volunteers of America	109	1.8%
22 Family Support Services - Family Promise of Sacramento	98	1.6%
23 Rental Assistance - The Salvation Army	98	1.6%
24 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	96	1.6%
25 Sacramento County Department of Human Assistance - CalFresh	95	1.6%
26 Family Promise of Sacramento	79	1.3%
27 Mental Health Crisis Respite Center - Hope Cooperative	79	1.3%
28 Family Law - Capital Pro Bono	77	1.3%
29 Family Shelter - Next Move Homeless Services	76	1.3%
30 My Sister's House	69	1.2%
All Other Referrals	7,191	
Total Referrals	12,396	

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**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Oct '22</u></b>	<b><u>YTD</u></b>
Unique Visitors	8,541	60,485
Directory Searches	7,377	51,314
Resource Page Views	31,847	283,074
Total Page Views	39,224	334,388

<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%.