

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-23

CALL VOLUME

Oct '23

Month of Oct	14,363
Year to date - 2023	133,705

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,369	14,984
Referral	7,827	66,306
Total I&R calls	9,196	81,290
Follow-up	310	3,972
Advocacy	3	18
Crisis	1	16
Disaster	4	103
Outreach	4	21
Total Calls with Demographic Info	9,518	85,420
Call Back	944	7,357
Silent/Static	611	5,687
Voicemail	118	2,234
Other	3,172	33,007

COURT OUTREACH ACTIVITY

Month of Oct	529
Year to date - 2023	5,302

CLIENT PROFILE

AGE RANGES OF CALLERS

Oct '23

% of

YTD

% of YTD

1	Less than 18	14	<1%	165	<1%
2	18-20	160	1.7%	1,346	1.6%
3	21-29	1,060	11.1%	7,806	9.1%
4	30-39	1,566	16.5%	12,351	14.5%
5	40-49	1,205	12.7%	9,946	11.6%
6	50-59	1,231	12.9%	11,170	13.1%
7	Seniors - age 60+	1,229	12.9%	15,543	18.2%
8	Caller Declined	1,889	19.8%	15,327	17.9%
9	Did not Ask	1,164	12.2%	11,766	13.8%

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CALLER ETHNICITY	Oct '23	% of	YTD	% of YTD
1 African American/Black	2,158	22.7%	17,009	19.9%
2 Caucasian	1,228	12.9%	11,652	13.6%
3 Hispanic / Latino	798	8.4%	7,033	8.2%
4 Multi-ethnic	292	3.1%	2,288	2.7%
5 Asian	149	1.6%	1,376	1.6%
6 Other	87	<1%	1,226	1.4%
7 Pacific Islander / Native Hawaiian	87	<1%	522	<1%
8 Native American	85	<1%	612	<1%
9 Middle Eastern	49	<1%	526	<1%
10 Russian / Slavic	27	<1%	234	<1%
11 Caller declined to answer	2,526	26.5%	21,323	25.0%
12 Did not ask	2,032	21.3%	21,619	25.3%
Military/Veterans	180	1.9%	2,167	2.5%
First 5 Families/Children 0-5	1,577	16.6%	10,880	12.7%

CALLER GENDER	Oct '23	% of	YTD	% of YTD
1 Female	5,436	57.1%	47,694	55.8%
2 Male	2,469	25.9%	22,600	26.5%
3 Non-binary	26	<1%	154	<1%
4 Trans Female	13	<1%	95	<1%
5 Trans Male	4	<1%	40	<1%
6 Intersex	2	<1%	18	<1%
7 Unknown	42	<1%	671	<1%
8 Client declined	1,096	11.5%	9,218	10.8%
9 Did not ask	430	4.5%	4,930	5.8%

NUMBER IN HOUSEHOLD	Oct '23	% of	YTD	% of YTD
1 1	4,307	45.3%	43,403	50.8%
2 2	1,508	15.8%	13,451	15.7%
3 3	1,016	10.7%	7,380	8.6%
4 4	641	6.7%	4,638	5.4%
5 5	357	3.8%	2,493	2.9%
6 6+	327	3.4%	2,144	2.5%
7 Unknown	1,362	14.3%	11,911	13.9%

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APPROXIMATE MONTHLY INCOME	Oct '23	% of	YTD	% of YTD
1 No Income	1,661	17.5%	13,656	16.0%
2 Less than \$1,000	1,056	11.1%	9,121	10.7%
3 \$1,001 - \$1,500	1,322	13.9%	10,751	12.6%
4 \$1,501 - \$2,000	544	5.7%	4,747	5.6%
5 \$2,001 - \$2,500	347	3.6%	3,128	3.7%
6 \$2,501 - \$3,000	290	3.0%	2,346	2.7%
7 \$3,001 - \$4,000	279	2.9%	2,509	2.9%
8 \$4,001 - \$5,000	84	<1%	964	1.1%
9 More than \$5,000	93	<1%	1,079	1.3%
10 Unknown	3,842	40.4%	37,119	43.5%

TOP SOURCES OF INCOME	Oct '23	% of	YTD	% of YTD
1 No current source of income	1,620	17.0%	13,092	15.3%
2 Job	1,557	16.4%	13,335	15.6%
3 SSI	1,007	10.6%	8,044	9.4%
4 TANF (CalWORKs)	826	8.7%	5,356	6.3%
5 SS	661	6.9%	8,341	9.8%
6 SSD (SSDI)	309	3.2%	2,731	3.2%
7 Other	204	2.1%	2,768	3.2%
8 General Assistance	113	1.2%	1,386	1.6%
9 Pension	98	1.0%	2,176	2.5%
10 Unemployment	88	<1%	793	<1%
11 SDI	67	<1%	644	<1%
12 Self-Employed	59	<1%	593	<1%
13 Child Support	34	<1%	205	<1%
14 Workers Comp	18	<1%	162	<1%
15 Family	12	<1%	161	<1%
16 Student Financial Aid	8	<1%	93	<1%
17 AB 12 Foster Care	7	<1%	67	<1%
18 Insurance	3	<1%	25	<1%
19 Alimony	2	<1%	59	<1%
20 Unknown (caller declined + did not ask)	2,825	29.7%	25,389	29.7%

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TOP ZIP CODES (Oct '23)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		726	1	95823	Sacramento	6,338	
2	95811	Sacramento		587	2	95811	Sacramento	4,581	
3	95815	Sacramento		447	3	95815	Sacramento	3,692	
4	95825	Sacramento		379	4	95825	Sacramento	2,852	
5	95670	Gold River/Rancho C		304	5	95670	Gold River/Rancho C	2,645	
6	95828	Sacramento		300	6	95821	Sacramento	2,617	
7	95838	Sacramento		299	7	95820	Sacramento	2,600	
8	95822	Sacramento		292	8	95838	Sacramento	2,568	
9	95833	Sacramento		267	9	95822	Sacramento	2,479	
10	95821	Sacramento		265	10	95828	Sacramento	2,446	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		Oct '23	% of ³
1	Housing²	7,816	82.1%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	2,073	21.8%
	Housing Search and Information	1,699	17.9%
	Emergency Shelter (including Homeless Motel Vouchers)	1,273	13.4%
	Transitional Housing/Shelter	806	8.5%
	Housing Expense Assistance	731	7.7%
2	Utility Assistance²	2,713	28.5%
	Utility Assistance (including Utility Service Payment Assistance)	2,686	28.2%
	Utility Service Providers	20	<1%
3	Legal, Consumer, and Public Safety Services²	1,766	18.6%
	Family Law	513	5.4%
	Protective/Restraining Orders	140	1.5%
	Certificates/Forms Assistance	121	1.3%
	Benefits Assistance	103	1.1%
	General Legal Aid	95	<1%
4	Individual, Family, and Community Support²	1,365	14.3%
	Case/Care Management	279	2.9%
	Holiday Programs	251	2.6%
	Community Action/Social Advocacy Groups	96	1.0%
	In Home Assistance	90	<1%
	Respite Care	90	<1%
5	Mental Health/Addictions²	1,120	11.8%
	Crisis Intervention	395	4.2%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	160	1.7%
	Outpatient Mental Health Facilities	134	1.4%
	Mental Health Evaluation	91	<1%
	Counseling Services	81	<1%

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6 Food/Meals²	1,107	11.6%
Emergency Food (including Food Pantries)	730	7.7%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	191	2.0%
Meals	146	1.5%
Food Outlets	39	<1%
7 Information Services²	873	9.2%
Information and Referral	506	5.3%
Information Sources (including 311 Services)	254	2.7%
Electronic Information Resources	77	<1%
Public Awareness/Education	18	<1%
Libraries	11	<1%
8 Healthcare²	613	6.4%
Health Supportive Services	183	1.9%
Disease/Disability Specific Screening/Diagnosis	79	<1%
Medical Public Assistance Programs	60	<1%
Health Insurance Information/Counseling	46	<1%
Mother and Infant Care	41	<1%
9 Clothing/Personal/Household Needs²	548	5.8%
Personal Goods/Services	385	4.0%
Household Goods	127	1.3%
Repair Services	14	<1%
Office Equipment and Supplies	11	<1%
10 Income Support/Assistance²	341	3.6%
11 Employment²	315	3.3%
12 Other Government/Economic Services²	198	2.1%
13 Transportation²	165	1.7%
14 Arts, Culture, and Recreation²	57	<1%
15 Volunteers/Donations²	53	<1%
16 Education²	47	<1%
17 Disaster Services²	37	<1%

TOP UNMET NEEDS

Oct '23

1 Housing Expense Assistance	151
2 Utility Assistance	115
3 Emergency Shelter (including Homeless Motel Vouchers)	78
4 Tax Preparation Assistance	32
4 Transportation Expense Assistance	32

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Most Frequently Referred Programs	Oct '23	% of
1 Utility Assistance - The Salvation Army	913	9.6%
2 Saint Vincent de Paul Society	794	8.3%
3 Home Energy Assistance Program	676	7.1%
4 Low-Cost Housing Communities - Mutual Housing California	512	5.4%
5 Property Listing - Mercy Housing California	441	4.6%
6 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	438	4.6%
7 Community Housing Opportunities Corporation	353	3.7%
8 Diversion Program - Francis House Center, A Program of Next Move	280	2.9%
9 Family Support Services - Family Promise of Sacramento	235	2.5%
10 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	187	2.0%
11 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	187	2.0%
12 Angelic Housing - Angelic Housing Resources Foundation Inc.	185	1.9%
13 California Department of Health Care Services - CalAIM - Community Supports	179	1.9%
14 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	167	1.8%
15 CalFresh Application Assistance - 2-1-1 Sacramento	161	1.7%
16 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	156	1.6%
17 Mental Health Crisis Respite Center - Hope Cooperative	146	1.5%
18 Anti-Displacement Program - The Salvation Army	143	1.5%
19 Housing Navigation Services - United Way California Capital Region	141	1.5%
20 Sacramento County Program - Legal Services of Northern California	141	1.5%
21 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	141	1.5%
22 3-1-1 Connect - Sacramento County	129	1.4%
23 Transitional Housing - EveryONE Matters Ministries	128	1.3%
24 Shelter Services - The Salvation Army	127	1.3%
25 North A Street Shelter - First Step Communities	121	1.3%
26 Care Residences - Helping Hearts Foundation, Inc.	117	1.2%
27 Tenant Protection Counseling and Assistance - Housing & Economic Rights Advocates	114	1.2%
28 Angel Tree Christmas Assistance Program - The Salvation Army	113	1.2%
29 Saint John's Square Transitional Housing Program - Saint John's Program for Real Ch	110	1.2%
30 Family Law Clinic - Sacramento Justice League	96	1.0%
30 Relief for Energy Assistance through Community Help (REACH) - Pacific Gas & Electric	96	1.0%
All Other Referrals	7,858	
Total Referrals	15,585	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Oct '23</u>	<u>YTD</u>
Unique Visitors	12,095	81,359
Directory Searches	8,614	73,812
Resource Page Views	24,894	259,420
Total Page Views	33,508	333,232

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%.