

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
September-22

CALL VOLUME

Sep '22

Month of Sep 7,946
Year to date - 2022 83,099

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	626	7,394
Referral	4,988	46,280
Total I&R calls	5,614	53,674
Follow-up	198	3,670
Care Coordination	13	202
Advocacy	1	25
Crisis	2	19
Disaster	22	465
Outreach	1	3
Total Calls with Demographic Info	5,851	58,058
Call Back	241	3,133
Silent/Static	496	4,457
Voicemail	77	1,478
Other	1,281	15,973

COURT OUTREACH ACTIVITY

Month of Sep 442
Year to date - 2022 1,909

CLIENT PROFILE

AGE RANGES OF CALLERS

Sep '22

% of

YTD

% of YTD

1	Less than 18	12	<1%	131	<1%
2	18-20	93	1.6%	787	1.4%
3	21-29	529	9.0%	4,658	8.0%
4	30-39	815	13.9%	6,840	11.8%
5	40-49	562	9.6%	5,689	9.8%
6	50-59	784	13.4%	7,896	13.6%
7	Seniors - age 60+	900	15.4%	14,002	24.1%
8	Caller Declined	1,451	24.8%	9,066	15.6%
9	Did not Ask	705	12.0%	8,989	15.5%

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CALLER ETHNICITY	Sep '22	% of	YTD	% of YTD
1 African American/Black	931	15.9%	9,761	16.8%
2 Caucasian	657	11.2%	9,158	15.8%
3 Hispanic / Latino	353	6.0%	4,393	7.6%
4 Multi-ethnic	195	3.3%	1,813	3.1%
5 Asian	78	1.3%	1,011	1.7%
6 Other	70	1.2%	786	1.4%
7 Native American	35	<1%	412	<1%
8 Middle Eastern	32	<1%	424	<1%
9 Pacific Islander / Native Hawaiian	24	<1%	357	<1%
10 Russian / Slavic	14	<1%	130	<1%
11 Caller declined to answer	2,062	35.2%	13,356	23.0%
12 Did not ask	1,400	23.9%	16,457	28.3%
Military/Veterans	110	1.9%	1,949	3.4%
First 5 Families/Children 0-5	851	14.5%	6,211	10.7%

CALLER GENDER	Sep '22	% of	YTD	% of YTD
1 Female	3,295	56.3%	33,955	58.5%
2 Male	1,273	21.8%	14,156	24.4%
3 Non-binary	9	<1%	78	<1%
4 Trans Female	6	<1%	47	<1%
5 Trans Male	3	<1%	21	<1%
6 Intersex	0	0.0%	10	<1%
7 Unknown	42	<1%	329	<1%
8 Client declined	961	16.4%	5,756	9.9%
9 Did not ask	262	4.5%	3,706	6.4%

NUMBER IN HOUSEHOLD	Sep '22	% of	YTD	% of YTD
1 1	2,953	50.5%	30,753	53.0%
2 2	908	15.5%	9,903	17.1%
3 3	525	9.0%	4,324	7.4%
4 4	339	5.8%	2,782	4.8%
5 5	148	2.5%	1,372	2.4%
6 6+	145	2.5%	1,110	1.9%
7 Unknown	833	14.2%	7,814	13.5%

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APPROXIMATE MONTHLY INCOME	Sep '22	% of	YTD	% of YTD
1 No Income	809	13.8%	7,289	12.6%
2 Less than \$1,000	923	15.8%	7,500	12.9%
3 \$1,001 - \$1,500	650	11.1%	5,790	10.0%
4 \$1,501 - \$2,000	327	5.6%	3,258	5.6%
5 \$2,001 - \$2,500	171	2.9%	2,128	3.7%
6 \$2,501 - \$3,000	93	1.6%	1,526	2.6%
7 \$3,001 - \$4,000	123	2.1%	1,779	3.1%
8 \$4,001 - \$5,000	54	<1%	704	1.2%
9 More than \$5,000	50	<1%	629	1.1%
10 Unknown	2,651	45.3%	27,455	47.3%

TOP SOURCES OF INCOME	Sep '22	% of	YTD	% of YTD
1 Job	820	14.0%	8,785	15.1%
2 No current source of income	809	13.8%	7,257	12.5%
3 SSI	671	11.5%	6,554	11.3%
4 SS	557	9.5%	7,366	12.7%
5 TANF (CalWORKs)	385	6.6%	2,671	4.6%
6 SSD (SSDI)	205	3.5%	2,018	3.5%
7 Other	138	2.4%	1,603	2.8%
8 General Assistance	121	2.1%	670	1.2%
9 Self-Employed	56	<1%	383	<1%
10 Pension	45	<1%	2,293	3.9%
11 SDI	45	<1%	448	<1%
12 Unemployment	43	<1%	472	<1%
13 Child Support	22	<1%	133	<1%
14 Workers Comp	16	<1%	93	<1%
15 Family	7	<1%	123	<1%
16 AB 12 Foster Care	5	<1%	47	<1%
17 Student Financial Aid	5	<1%	69	<1%
18 Alimony	1	<1%	41	<1%
19 Insurance	1	<1%	19	<1%
20 Unknown (caller declined + did not ask)	1,899	32.5%	17,013	29.3%

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TOP ZIP CODES (Sep '22)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	468	1	95823	Sacramento	3,558
2	95815	Sacramento	267	2	95815	Sacramento	1,833
3	95821	Sacramento	228	3	95825	Sacramento	1,687
4	95828	Sacramento	220	4	95821	Sacramento	1,529
5	95838	Sacramento	202	5	95838	Sacramento	1,522
6	95825	Sacramento	198	6	95828	Sacramento	1,486
7	95660	North Highlands	184	7	95608	Carmichael	1,475
8	95820	Sacramento	175	8	95822	Sacramento	1,388
9	95608	Carmichael	168	9	95670	Gold River/Rancho C	1,379
10	95811	Sacramento	157	10	95820	Sacramento	1,354

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Sep '22	% of ³
1 Housing²	5,799	99.1%
Housing Search and Information	1,608	27.5%
Emergency Shelter (including Homeless Motel Vouchers)	984	16.8%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	876	15.0%
Housing Expense Assistance	839	14.3%
Transitional Housing/Shelter	593	10.1%
2 Legal, Consumer, and Public Safety Services²	1,677	28.7%
Family Law	401	6.9%
Legal Counseling	147	2.5%
Advocacy	84	1.4%
Certificates/Forms Assistance	80	1.4%
Crime Reporting	73	1.2%
3 Utility Assistance²	1,470	25.1%
Utility Assistance (including Utility Service Payment Assistance)	1,442	24.6%
Utility Service Providers	26	<1%
4 Information Services²	951	16.3%
Information and Referral	532	9.1%
Information Sources (including 311 Services)	310	5.3%
Electronic Information Resources	65	1.1%
Public Awareness/Education	29	<1%
5 Individual, Family, and Community Support²	907	15.5%
Case/Care Management	151	2.6%
Multipurpose Centers	82	1.4%
Respite Care	79	1.4%
Community Action/Social Advocacy Groups	71	1.2%
Street Outreach Programs	70	1.2%

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6 Food/Meals²	789	13.5%
Emergency Food (including Food Pantries)	461	7.9%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	210	3.6%
Meals	105	1.8%
Food Outlets	12	<1%
7 Mental Health/Addictions²	778	13.3%
Crisis Intervention	215	3.7%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	131	2.2%
Outpatient Mental Health Facilities	71	1.2%
Counseling Services	69	1.2%
Mental Health Evaluation	55	<1%
8 Clothing/Personal/Household Needs²	515	8.8%
Personal Goods/Services	345	5.9%
Household Goods	135	2.3%
Mobile Devices	17	<1%
9 Healthcare²	474	8.1%
Disease/Disability Specific Screening/Diagnosis	52	<1%
Mother and Infant Care	51	<1%
Health Education	49	<1%
Dental Care	46	<1%
Medical Public Assistance Programs	31	<1%
10 Transportation²	295	5.0%
11 Other Government/Economic Services²	267	4.6%
12 Income Support/Assistance²	241	4.1%
13 Disaster Services²	194	3.3%
14 Employment²	125	2.1%
15 Volunteers/Donations²	68	1.2%
16 Education²	51	<1%
17 Arts, Culture, and Recreation²	44	<1%

TOP UNMET NEEDS

Sep '22

1 Emergency Shelter (including Homeless Motel Vouchers)	42
2 Nutrition Related Public Assistance Programs	41
3 Housing Expense Assistance	24
4 Utility Assistance	16
5 Transportation Expense Assistance	14

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Most Frequently Referred Programs	Sep '22	% of
1 Housing Assistance - Sacramento Self Help Housing	642	11.0%
2 Saint Vincent de Paul Society	586	10.0%
3 Home Energy Assistance Program	381	6.5%
4 Rental Assistance - The Salvation Army	349	6.0%
5 Utility Assistance - The Salvation Army	289	4.9%
6 Family Promise of Sacramento	235	4.0%
7 Mutual Housing California	225	3.8%
8 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	214	3.7%
9 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	206	3.5%
10 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	190	3.2%
11 Community Housing Opportunities Corporation	187	3.2%
12 3-1-1 Connect - Sacramento County	184	3.1%
13 CalFresh Application Assistance - 2-1-1 Sacramento	182	3.1%
14 Landlord Tenant Dispute Resolution (Renters Helpline)- Sacramento Self Help Housing	177	3.0%
15 Shelter Sacramento - SHELTER, Inc.	170	2.9%
16 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	152	2.6%
17 Senior Program - Women's Civic Improvement Club of Sacramento	148	2.5%
18 Saint John's Program for Real Change	144	2.5%
19 Property Listing - Mercy Housing California	143	2.4%
20 Residential Family Shelter - Volunteers of America	126	2.2%
21 Sacramento County Department of Human Assistance - Bureau Sites	103	1.8%
22 Room & Board - Helping Hearts Foundation, Inc.	102	1.7%
23 Family Law - Capital Pro Bono	94	1.6%
24 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	92	1.6%
25 City of Sacramento 311	91	1.6%
26 Sacramento County - Legal Services of Northern California	89	1.5%
27 Cooling & Clean Air Center - Community Link	88	1.5%
28 Resource Center - Resources for Independent Living	86	1.5%
29 California Tobacco Control Project - Gift Card Incentive Program	81	1.4%
30 Sacramento County Department of Human Assistance - CalFresh	80	1.4%
All Other Referrals	6,432	
Total Referrals	12,268	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Sep '22</u>	<u>YTD</u>
Unique Visitors	8,536	54,643
Directory Searches	6,824	43,937
Resource Page Views	28,689	251,227
Total Page Views	35,513	295,164

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%.