

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-23

CALL VOLUME

Sep '23

Month of Sep 13,787
 Year to date - 2023 119,342

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,487	13,615
Referral	7,299	58,479
Total I&R calls	8,786	72,094
Follow-up	280	3,662
Advocacy	2	15
Crisis	2	15
Disaster	5	99
Outreach	6	17
Total Calls with Demographic Info	9,081	75,902
Call Back	917	6,413
Silent/Static	540	5,076
Voicemail	108	2,116
Other	3,141	29,835

COURT OUTREACH ACTIVITY

Month of Sep 515
 Year to date - 2023 4,773

CLIENT PROFILE

AGE RANGES OF CALLERS

Sep '23

% of

YTD

% of YTD

1	Less than 18	16	<1%	151	<1%
2	18-20	172	1.9%	1,186	1.6%
3	21-29	917	10.1%	6,746	8.9%
4	30-39	1,474	16.2%	10,785	14.2%
5	40-49	1,153	12.7%	8,741	11.5%
6	50-59	1,157	12.7%	9,939	13.1%
7	Seniors - age 60+	1,164	12.8%	14,314	18.9%
8	Caller Declined	1,767	19.5%	13,438	17.7%
9	Did not Ask	1,261	13.9%	10,602	14.0%

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CALLER ETHNICITY	Sep '23	% of	YTD	% of YTD
1 African American/Black	1,924	21.2%	14,851	19.6%
2 Caucasian	1,171	12.9%	10,424	13.7%
3 Hispanic / Latino	746	8.2%	6,235	8.2%
4 Multi-ethnic	232	2.6%	1,996	2.6%
5 Asian	119	1.3%	1,227	1.6%
6 Other	106	1.2%	1,139	1.5%
7 Native American	71	<1%	527	<1%
8 Pacific Islander / Native Hawaiian	62	<1%	435	<1%
9 Middle Eastern	47	<1%	477	<1%
10 Russian / Slavic	42	<1%	207	<1%
11 Caller declined to answer	2,319	25.5%	18,797	24.8%
12 Did not ask	2,242	24.7%	19,587	25.8%
Military/Veterans	164	1.8%	1,987	2.6%
First 5 Families/Children 0-5	1,439	15.8%	9,303	12.3%
CALLER GENDER	Sep '23	% of	YTD	% of YTD
1 Female	4,980	54.8%	42,258	55.7%
2 Male	2,376	26.2%	20,131	26.5%
3 Non-binary	21	<1%	128	<1%
4 Trans Female	10	<1%	82	<1%
5 Trans Male	5	<1%	36	<1%
6 Intersex	1	<1%	16	<1%
7 Unknown	94	1.0%	629	<1%
8 Client declined	1,129	12.4%	8,122	10.7%
9 Did not ask	465	5.1%	4,500	5.9%
NUMBER IN HOUSEHOLD	Sep '23	% of	YTD	% of YTD
1 1	4,090	45.0%	39,096	51.5%
2 2	1,402	15.4%	11,943	15.7%
3 3	955	10.5%	6,364	8.4%
4 4	570	6.3%	3,997	5.3%
5 5	373	4.1%	2,136	2.8%
6 6+	338	3.7%	1,817	2.4%
7 Unknown	1,353	14.9%	10,549	13.9%

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APPROXIMATE MONTHLY INCOME	Sep '23	% of	YTD	% of YTD
1 No Income	1,530	16.8%	11,995	15.8%
2 Less than \$1,000	1,004	11.1%	8,065	10.6%
3 \$1,001 - \$1,500	1,194	13.1%	9,429	12.4%
4 \$1,501 - \$2,000	540	5.9%	4,203	5.5%
5 \$2,001 - \$2,500	331	3.6%	2,781	3.7%
6 \$2,501 - \$3,000	259	2.9%	2,056	2.7%
7 \$3,001 - \$4,000	247	2.7%	2,230	2.9%
8 \$4,001 - \$5,000	88	<1%	880	1.2%
9 More than \$5,000	85	<1%	986	1.3%
10 Unknown	3,803	41.9%	33,277	43.8%

TOP SOURCES OF INCOME	Sep '23	% of	YTD	% of YTD
1 Job	1,471	16.2%	11,778	15.5%
2 No current source of income	1,446	15.9%	11,472	15.1%
3 SSI	799	8.8%	7,037	9.3%
4 TANF (CalWORKs)	782	8.6%	4,530	6.0%
5 SS	770	8.5%	7,680	10.1%
6 SSD (SSDI)	265	2.9%	2,422	3.2%
7 Other	241	2.7%	2,564	3.4%
8 General Assistance	112	1.2%	1,273	1.7%
9 Unemployment	83	<1%	705	<1%
10 SDI	76	<1%	577	<1%
11 Self-Employed	76	<1%	534	<1%
12 Pension	68	<1%	2,078	2.7%
13 Child Support	28	<1%	171	<1%
14 Workers Comp	20	<1%	144	<1%
15 Family	20	<1%	149	<1%
16 Student Financial Aid	10	<1%	85	<1%
17 AB 12 Foster Care	10	<1%	60	<1%
18 Insurance	5	<1%	22	<1%
19 Alimony	1	<1%	57	<1%
20 Unknown (caller declined + did not ask)	2,798	30.8%	22,564	29.7%

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TOP ZIP CODES (Sep '23)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		758	1	95823	Sacramento	5,612	
2	95811	Sacramento		527	2	95811	Sacramento	3,994	
3	95815	Sacramento		425	3	95815	Sacramento	3,245	
4	95825	Sacramento		312	4	95825	Sacramento	2,473	
5	95820	Sacramento		306	5	95821	Sacramento	2,352	
6	95670	Gold River/Rancho C		305	6	95670	Gold River/Rancho C	2,341	
7	95838	Sacramento		291	7	95820	Sacramento	2,337	
8	95821	Sacramento		283	8	95838	Sacramento	2,269	
9	95608	Carmichael		279	9	95822	Sacramento	2,187	
10	95828	Sacramento		259	10	95828	Sacramento	2,146	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		Sep '23	% of ³
1	Housing²	7,807	86.0%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	2,020	22.2%
	Housing Search and Information	1,507	16.6%
	Transitional Housing/Shelter	1,041	11.5%
	Emergency Shelter (including Homeless Motel Vouchers)	1,022	11.3%
	Housing Expense Assistance	889	9.8%
2	Utility Assistance²	2,662	29.3%
	Utility Assistance (including Utility Service Payment Assistance)	2,653	29.2%
3	Legal, Consumer, and Public Safety Services²	1,924	21.2%
	Family Law	560	6.2%
	Legal Counseling	155	1.7%
	General Legal Aid	134	1.5%
	Certificates/Forms Assistance	122	1.3%
	Protective/Restraining Orders	92	1.0%
4	Mental Health/Addictions²	1,195	13.2%
	Crisis Intervention	397	4.4%
	Outpatient Mental Health Facilities	167	1.8%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	146	1.6%
	Counseling Services	140	1.5%
	Mental Health Evaluation	85	<1%
5	Individual, Family, and Community Support²	1,083	11.9%
	Case/Care Management	308	3.4%
	Multipurpose Centers	113	1.2%
	Community Action/Social Advocacy Groups	96	1.1%
	In Home Assistance	64	<1%
	Parental Visitation Facilitation	64	<1%
	Respite Care	64	<1%

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6 Food/Meals²	971	10.7%
Emergency Food (including Food Pantries)	613	6.8%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	172	1.9%
Meals	140	1.5%
Food Outlets	46	<1%
7 Information Services²	875	9.6%
Information and Referral	455	5.0%
Information Sources (including 311 Services)	294	3.2%
Electronic Information Resources	95	1.0%
Public Awareness/Education	17	<1%
8 Healthcare²	688	7.6%
Health Supportive Services	155	1.7%
Health Insurance Information/Counseling	80	<1%
Disease/Disability Specific Screening/Diagnosis	69	<1%
Dental Care	48	<1%
Community Clinics	43	<1%
9 Clothing/Personal/Household Needs²	531	5.8%
Personal Goods/Services	386	4.3%
Household Goods	105	1.2%
Office Equipment and Supplies	14	<1%
Repair Services	13	<1%
10 Employment²	373	4.1%
11 Income Support/Assistance²	318	3.5%
12 Other Government/Economic Services²	213	2.3%
13 Transportation²	209	2.3%
14 Arts, Culture, and Recreation²	56	<1%
15 Volunteers/Donations²	38	<1%
16 Education²	37	<1%
17 Disaster Services²	20	<1%

TOP UNMET NEEDS

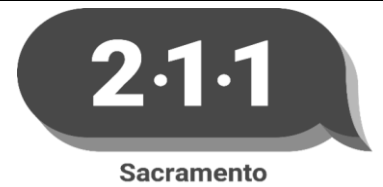
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1 Emergency Shelter (including Homeless Motel Vouchers)	127
2 Housing Expense Assistance	122
3 Utility Assistance	71
4 Nutrition Related Public Assistance Programs	31
5 Transportation Expense Assistance	27

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Most Frequently Referred Programs	Sep '23	% of
1 Saint Vincent de Paul Society	842	9.3%
2 Utility Assistance - The Salvation Army	761	8.4%
3 Diversion Program - Francis House Center, A Program of Next Move	687	7.6%
4 Low-Cost Housing Communities - Mutual Housing California	574	6.3%
5 Home Energy Assistance Program	562	6.2%
6 Property Listing - Mercy Housing California	457	5.0%
7 Community Housing Opportunities Corporation	374	4.1%
8 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	319	3.5%
9 Sacramento County Program - Legal Services of Northern California	241	2.7%
10 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	241	2.7%
11 Family Support Services - Family Promise of Sacramento	235	2.6%
12 Angelic Housing - Angelic Housing Resources Foundation Inc.	207	2.3%
13 Tenant Protection Counseling and Assistance - Housing & Economic Rights Advocates	174	1.9%
14 Saint John's Square Transitional Housing Program - Saint John's Program for Real Ch	162	1.8%
15 Mather Singles Interim Housing - Next Move Homeless Services	161	1.8%
16 California Department of Health Care Services - CalAIM - Community Supports	160	1.8%
17 Anti-Displacement Program - The Salvation Army	155	1.7%
18 Transitional Housing - EveryONE Matters Ministries	147	1.6%
19 Mental Health Crisis Respite Center - Hope Cooperative	138	1.5%
20 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	134	1.5%
21 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	134	1.5%
22 Care Residences - Helping Hearts Foundation, Inc.	132	1.5%
23 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	132	1.5%
24 CalFresh Application Assistance - 2-1-1 Sacramento	131	1.4%
25 Family Law Clinic - Sacramento Justice League	131	1.4%
26 Legal Services - Capital Pro Bono	111	1.2%
27 3-1-1 Connect - Sacramento County	110	1.2%
28 Mather DHS Family Transitional Living Program - Volunteers of America	99	1.1%
29 Sacramento County Department of Human Assistance - CalFresh	99	1.1%
30 My Sister's House	94	1.0%
All Other Referrals	7,766	
Total Referrals	15,670	

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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Sep '23</u>	<u>YTD</u>
Unique Visitors	11,753	64,040
Directory Searches	6,427	65,198
Resource Page Views	26,429	234,526
Total Page Views	32,856	299,724

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%.