

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
January - December 2024

CALLS RECEIVED ANNUALLY (Calls Presented)

<u>Year</u>	<u>Calls</u>	<u>% change</u>		<u>Year</u>	<u>Calls</u>	<u>% change</u>
2024	203,961	28.9%	from 2023	2019	111,672	12.1% from 2018
2023	158,267	45.1%	from 2022	2018	99,637	-14.5% from 2017
2022	109,051	17.4%	from 2021	2017	114,079	10.3% from 2016
2021	92,922	-22.6%	from 2020	2016	103,387	-5.0% from 2015
2020	120,022	7.5%	from 2019	2015	108,809	-6.4% from 2014

TYPE OF CALLS

2024

Information	13,651
Referral	111,699
Total I&R calls	125,350
Follow-up	4,422
Advocacy	10
Crisis	22
Disaster	80
Outreach	25
Total Calls with Demographic Info	129,909
Call Back	14,715
Silent/Static	7,887
Voicemail	4,148
Other	47,302
<u>COURT OUTREACH ACTIVITY</u>	9,071

CLIENT PROFILE

AGE RANGES OF CALLERS

2024

%

1	Less than 18	208	<1%
2	18-20	2,358	1.8%
3	21-29	14,194	10.9%
4	30-39	22,895	17.6%
5	40-49	17,153	13.2%
6	50-59	15,378	11.8%
7	Seniors - age 60+	17,315	13.3%
8	Caller Declined	19,577	15.1%
9	Did not Ask	20,831	16.0%

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<u>CALLER ETHNICITY</u>	<u>2024</u>	<u>%</u>
1 African American/Black	30,643	23.6%
2 Caucasian	16,250	12.5%
3 Hispanic / Latino	11,353	8.7%
4 Multi-ethnic	3,956	3.0%
5 Asian	1,901	1.5%
6 Other	1,143	<1%
7 Native American	1,104	<1%
8 Pacific Islander / Native Hawaiian	1,019	<1%
9 Middle Eastern	667	<1%
10 Russian / Slavic	350	<1%
11 Caller declined to answer	28,641	22.0%
12 Did not ask	32,882	25.3%
<u>Military/Veterans</u>	1,887	1.5%
<u>First 5 Families/Children 0-5</u>	19,666	15.1%
<u>CALLER GENDER</u>	<u>2024</u>	<u>%</u>
1 Female	72,009	55.4%
2 Male	37,284	28.7%
3 Trans Female	167	<1%
4 Non-binary	164	<1%
5 Trans Male	58	<1%
6 Intersex	56	<1%
7 Unknown	859	<1%
8 Client declined	11,146	8.6%
9 Did not ask	8,166	6.3%
<u>NUMBER IN HOUSEHOLD</u>	<u>2024</u>	<u>%</u>
1 1	65,623	50.5%
2 2	20,644	15.9%
3 3	12,630	9.7%
4 4	7,880	6.1%
5 5	4,241	3.3%
6 6+	3,453	2.7%
7 Unknown	15,438	11.9%

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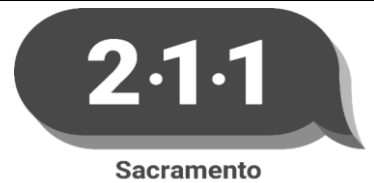
APPROXIMATE MONTHLY INCOME

	<u>2024</u>	<u>%</u>
1 No Income	24,932	19.2%
2 Less than \$1,000	11,853	9.1%
3 \$1,001 - \$1,500	15,374	11.8%
4 \$1,501 - \$2,000	6,934	5.3%
5 \$2,001 - \$2,500	4,671	3.6%
6 \$2,501 - \$3,000	3,810	2.9%
7 \$3,001 - \$4,000	4,330	3.3%
8 \$4,001 - \$5,000	1,844	1.4%
9 More than \$5,000	1,428	1.1%
10 Unknown	54,733	42.1%

TOP SOURCES OF INCOME

	<u>2024</u>	<u>%</u>
1 No current source of income	24,469	18.8%
2 Job	21,069	16.2%
3 SSI	11,731	9.0%
4 TANF (CalWORKs)	10,121	7.8%
5 SS	7,475	5.8%
6 SSD (SSDI)	3,745	2.9%
7 Other	3,052	2.3%
8 Pension	1,561	1.2%
9 General Assistance	1,387	1.1%
10 Unemployment	1,290	<1%
11 SDI	1,007	<1%
12 Self-Employed	900	<1%
13 Child Support	367	<1%
14 Family	268	<1%
15 Workers Comp	211	<1%
16 Student Financial Aid	126	<1%
17 AB 12 Foster Care	61	<1%
17 Alimony	43	<1%
19 Insurance	19	<1%
20 Unknown (caller declined + did not ask)	41,007	31.6%

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TOP ZIP CODES 2024				# of CALLS	TOP ZIP CODES 2024				# of CALLS
1	95823	Sacramento		9,405	6	95820	Sacramento	4,281	
2	95811	Sacramento		8,685	7	95825	Sacramento	4,096	
3	95815	Sacramento		5,055	8	95821	Sacramento	4,079	
4	95828	Sacramento		4,348	9	95670	Gold River/Rancho Ct	3,729	
5	95838	Sacramento		4,334	10	95833	Sacramento	3,626	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		2024	%
1	Housing²	79,598	61.3%
	Housing Search and Information	17,129	13.2%
	Housing Expense Assistance	16,094	12.4%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	14,729	11.3%
	Emergency Shelter (including Homeless Motel Vouchers)	12,028	9.3%
	At Risk/Homeless Housing Related Assistance Programs	5,888	4.5%
2	Legal, Consumer, and Public Safety Services²	21,077	16.2%
	Family Law	7,330	5.6%
	Certificates/Forms Assistance	1,632	1.3%
	Protective/Restraining Orders	1,561	1.2%
	Legal Counseling	1,304	1.0%
	Consumer Complaints	801	<1%
3	Utility Assistance²	19,704	15.2%
	Utility Assistance (including Utility Service Payment Assistance)	19,531	15.0%
	Utility Service Providers	138	<1%
4	Individual, Family, and Community Support²	12,503	9.6%
	Case/Care Management	2,718	2.1%
	Holiday Programs	2,015	1.6%
	Veterinary Services	853	<1%
	In Home Assistance	609	<1%
	Multipurpose Centers	581	<1%
5	Food/Meals²	12,265	9.4%
	Emergency Food (including Food Pantries)	7,704	5.9%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	2,105	1.6%
	Meals	2,083	1.6%
	Food Outlets	370	<1%

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6 Mental Health/Addictions²	12,111	9.3%
Crisis Intervention	3,533	2.7%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	1,599	1.2%
Outpatient Mental Health Facilities	1,197	<1%
Mental Health Evaluation	1,144	<1%
Counseling Services	1,115	<1%
7 Information Services²	8,454	6.5%
Information and Referral	4,445	3.4%
Information Sources	3,234	2.5%
Electronic Information Resources	343	<1%
Public Awareness/Education	223	<1%
Libraries	172	<1%
8 Clothing/Personal/Household Needs²	7,976	6.1%
Personal Goods/Services	5,739	4.4%
Household Goods	1,819	1.4%
Office Equipment and Supplies	138	
Mobile Devices	135	<1%
9 Healthcare²	7,893	6.1%
Health Supportive Services	2,365	1.8%
Disease/Disability Specific Screening/Diagnosis	816	<1%
Health Insurance Information/Counseling	615	<1%
Medical Public Assistance Programs	597	<1%
Mother and Infant Care	463	<1%
10 Income Support/Assistance²	7,505	5.8%
11 Disaster Services²	6,792	5.2%
12 Employment²	3,880	3.0%
13 Transportation²	2,458	1.9%
14 Other Government/Economic Services²	1,936	1.5%
15 Arts, Culture, and Recreation²	630	<1%
16 Education²	625	<1%
17 Volunteers/Donations²	579	<1%

TOP UNMET NEEDS

Dec '24

1 Housing Expense Assistance	4,468
2 Emergency Shelter (including Homeless Motel Vouchers)	1,708
3 Utility Assistance	831
4 Landlord/Tenant Assistance	575
5 Nutrition Related Public Assistance Programs	460

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Most Frequently Referred Programs	Dec '24	% of
1 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	7,014	5.4%
2 Saint Vincent de Paul Society	6,658	5.1%
3 Utility Assistance - The Salvation Army	5,513	4.2%
4 Low-Cost Housing Communities - Mutual Housing California	4,852	3.7%
5 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	4,620	3.6%
6 Property Listing - Mercy Housing California	4,420	3.4%
7 Home Energy Assistance Program	4,016	3.1%
8 Winter Warming Shelters and Centers - Community Link	3,291	2.5%
9 Rental Assistance - The Salvation Army	3,257	2.5%
10 Community Housing Opportunities Corporation	2,538	2.0%
11 California Department of Health Care Services - CalAIM - Community Supports	2,411	1.9%
12 CalFresh Application Assistance - 2-1-1 Sacramento	2,014	1.6%
13 Volunteer Income Tax Assistance Program	2,011	1.5%
14 Tax Aide - AARP	1,977	1.5%
15 Housing Navigation Services - United Way California Capital Region	1,952	1.5%
16 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental Ass	1,632	1.3%
17 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	1,546	1.2%
18 Anti-Displacement Program - The Salvation Army	1,542	1.2%
19 Angelic Housing - Angelic Housing Resources Foundation Inc.	1,520	1.2%
20 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	1,516	1.2%
21 Family Support Services - Family Promise of Sacramento	1,406	1.1%
22 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	1,392	1.1%
23 Mental Health Crisis Respite Center - Hope Cooperative	1,323	1.0%
24 Support Services - My Sister's House	1,212	<1%
25 Sacramento County Behavioral Health Services - Access Team	1,210	<1%
26 Renters Helpline - Tenant-Landlord Dispute Resolution and Fair Housing Services - Cor	1,178	<1%
27 North A Street Shelter - First Step Communities	1,117	<1%
28 Family Law Clinic - Sacramento Justice League	1,078	<1%
29 Domestic Violence Shelter - Lao Family Community Development, Inc.	1,064	<1%
29 Transitional Housing - EveryONE Matters Ministries	1,064	<1%
All Other Referrals	89,863	
Total Referrals	166,207	

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RESOURCE DIRECTORY - DATABASE

2024

Resources Updated	4,155
Resources Verified	2,701

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

2024

Unique Visitors	94,685
Directory Searches	145,106
Resource Page Views	302,117
Total Page Views	447,223

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%.