

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
August-24

CALL VOLUME

Aug '24

Month of Aug 18,090
 Year to date - 2024 131,991

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,150	10,440
Referral	10,163	71,075
Total I&R calls	11,313	81,515
Follow-up	297	3,190
Advocacy	0	7
Crisis	3	17
Disaster	3	75
Outreach	3	19
Total Calls with Demographic Info	11,619	84,823
Call Back	1,256	9,202
Silent/Static	733	5,016
Voicemail	293	2,804
Other	4,189	30,146

COURT OUTREACH ACTIVITY

Month of Aug 803
 Year to date - 2024 5,200

CLIENT PROFILE

AGE RANGES OF CALLERS

Aug '24

% of

YTD

% of YTD

1	Less than 18	23	<1%	133	<1%
2	18-20	263	2.3%	1,523	1.8%
3	21-29	1,399	12.0%	8,611	10.2%
4	30-39	2,254	19.4%	14,133	16.7%
5	40-49	1,732	14.9%	10,570	12.5%
6	50-59	1,394	12.0%	9,630	11.4%
6	Seniors - age 60+	1,394	12.0%	12,191	14.4%
8	Caller Declined	1,359	11.7%	12,667	14.9%
9	Did not Ask	1,801	15.5%	15,365	18.1%

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<u>CALLER ETHNICITY</u>		<u>Aug '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	African American/Black	3,000	25.8%	18,010	21.2%
2	Caucasian	1,454	12.5%	9,973	11.8%
3	Hispanic / Latino	1,183	10.2%	6,933	8.2%
4	Multi-ethnic	379	3.3%	2,293	2.7%
5	Asian	202	1.7%	1,224	1.4%
6	Other	132	1.1%	742	<1%
7	Pacific Islander / Native Hawaiian	120	1.0%	620	<1%
8	Native American	96	<1%	681	<1%
9	Middle Eastern	44	<1%	392	<1%
10	Russian / Slavic	35	<1%	262	<1%
11	Caller declined to answer	2,027	17.4%	18,511	21.8%
12	Did not ask	2,947	25.4%	25,182	29.7%
<u>Military/Veterans</u>		151	1.3%	1,279	1.5%
<u>First 5 Families/Children 0-5</u>		1,969	16.9%	11,566	13.6%
<u>CALLER GENDER</u>		<u>Aug '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	Female	6,741	58.0%	45,879	54.1%
2	Male	3,315	28.5%	24,262	28.6%
3	Non-binary	17	<1%	107	<1%
3	Trans Female	16	<1%	118	<1%
5	Trans Male	10	<1%	37	<1%
6	Intersex	7	<1%	38	<1%
7	Unknown	31	<1%	722	<1%
8	Client declined	808	7.0%	7,520	8.9%
9	Did not ask	674	5.8%	6,140	7.2%
<u>NUMBER IN HOUSEHOLD</u>		<u>Aug '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1	5,627	48.4%	44,318	52.2%
2	2	1,943	16.7%	12,867	15.2%
3	3	1,225	10.5%	7,581	8.9%
4	4	856	7.4%	4,672	5.5%
5	5	467	4.0%	2,375	2.8%
6	6+	321	2.8%	1,957	2.3%
7	Unknown	1,180	10.2%	11,053	13.0%

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APPROXIMATE MONTHLY INCOME		Aug '24	% of	YTD	% of YTD
1	No Income	2,356	20.3%	16,132	19.0%
2	Less than \$1,000	1,180	10.2%	7,326	8.6%
3	\$1,001 - \$1,500	1,543	13.3%	9,294	11.0%
4	\$1,501 - \$2,000	635	5.5%	4,303	5.1%
5	\$2,001 - \$2,500	451	3.9%	2,776	3.3%
6	\$2,501 - \$3,000	355	3.1%	2,252	2.7%
7	\$3,001 - \$4,000	403	3.5%	2,414	2.8%
8	\$4,001 - \$5,000	115	<1%	937	1.1%
9	More than \$5,000	112	<1%	832	<1%
10	Unknown	4,469	38.5%	38,557	45.5%
TOP SOURCES OF INCOME		Aug '24	% of	YTD	% of YTD
1	No current source of income	2,248	19.3%	15,901	18.7%
2	Job	1,919	16.5%	12,415	14.6%
3	SSI	1,151	9.9%	6,917	8.2%
4	TANF (CalWORKs)	1,066	9.2%	5,920	7.0%
5	SS	630	5.4%	5,288	6.2%
6	SSD (SSDI)	329	2.8%	2,465	2.9%
7	Other	272	2.3%	2,110	2.5%
8	Unemployment	122	1.1%	726	<1%
9	General Assistance	113	<1%	917	1.1%
10	SDI	107	<1%	525	<1%
11	Self-Employed	101	<1%	517	<1%
12	Pension	92	<1%	1,261	1.5%
13	Child Support	28	<1%	186	<1%
13	Family	27	<1%	172	<1%
15	Workers Comp	16	<1%	133	<1%
16	Student Financial Aid	8	<1%	68	<1%
17	Insurance	4	<1%	14	<1%
18	AB 12 Foster Care	2	<1%	41	<1%
19	Alimony	0	0.0%	33	<1%
20	Unknown (caller declined + did not ask)	3,384	29.1%	29,214	34.4%

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TOP ZIP CODES (Aug '24)				TOP ZIP CODES (YTD)			
# of CALLS				# of CALLS			
1	95823	Sacramento	919	1	95823	Sacramento	5,985
2	95811	Sacramento	775	2	95811	Sacramento	5,778
3	95815	Sacramento	451	3	95815	Sacramento	3,358
4	95828	Sacramento	431	4	95821	Sacramento	2,719
5	95825	Sacramento	423	5	95825	Sacramento	2,668
6	95838	Sacramento	381	6	95838	Sacramento	2,625
7	95821	Sacramento	347	7	95828	Sacramento	2,554
8	95820	Sacramento	335	8	95820	Sacramento	2,484
9	95670	Gold River/Rancho C	332	9	95670	Gold River/Rancho Ct	2,355
10	95822	Sacramento	329	10	95822	Sacramento	2,272

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Aug '24	% of ³
1 Housing²	7,894	67.9%
Housing Expense Assistance	2,126	18.3%
Housing Search and Information	1,585	13.6%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,298	11.2%
Emergency Shelter (including Homeless Motel Vouchers)	1,061	9.1%
At Risk/Homeless Housing Related Assistance Programs	593	5.1%
2 Utility Assistance²	2,442	21.0%
Utility Assistance (including Utility Service Payment Assistance)	2,429	20.9%
3 Legal, Consumer, and Public Safety Services²	1,968	16.9%
Family Law	681	5.9%
Protective/Restraining Orders	160	1.4%
Certificates/Forms Assistance	127	1.1%
Legal Counseling	107	<1%
Lawyer Referral Services	85	<1%
4 Food/Meals²	1,171	10.1%
Emergency Food (including Food Pantries)	736	6.3%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	216	1.9%
Meals	174	1.5%
Food Outlets	45	<1%
5 Mental Health/Addictions²	1,028	8.8%
Crisis Intervention	333	2.9%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	136	1.2%
Outpatient Mental Health Facilities	110	<1%
Mental Health Evaluation	100	<1%
Counseling Services	75	<1%

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6 Individual, Family, and Community Support²	940	8.1%
Case/Care Management	201	1.7%
Parenting Education	95	<1%
In Home Assistance	65	<1%
Multipurpose Centers	58	<1%
Veterinary Services	56	<1%
7 Healthcare²	837	7.2%
Health Supportive Services	265	2.3%
Disease/Disability Specific Screening/Diagnosis	92	<1%
Health Insurance Information/Counseling	54	<1%
Medical Public Assistance Programs	45	<1%
Community Clinics	36	<1%
Health Care Referrals	36	<1%
8 Clothing/Personal/Household Needs²	751	6.5%
Personal Goods/Services	516	4.4%
Household Goods	186	1.6%
Office Equipment and Supplies	17	<1%
Repair Services	14	<1%
Mobile Devices	13	<1%
9 Information Services²	692	6.0%
Information and Referral	352	3.0%
Information Sources (including 311 Services)	259	2.2%
Electronic Information Resources	37	<1%
Public Awareness/Education	20	<1%
Libraries	18	<1%
10 Employment²	379	3.3%
11 Income Support/Assistance²	267	2.3%
12 Transportation²	177	1.5%
13 Other Government/Economic Services²	163	1.4%
14 Education²	110	<1%
15 Arts, Culture, and Recreation²	58	<1%
16 Volunteers/Donations²	47	<1%
17 Disaster Services²	44	<1%

TOP UNMET NEEDS

Aug '24

1 Housing Expense Assistance	438
2 Emergency Shelter (including Homeless Motel Vouchers)	117
3 Utility Assistance	71
4 Nutrition Related Public Assistance Programs	41
5 At Risk/Homeless Housing Related Assistance Programs	35

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<u>Most Frequently Referred Programs</u>	<u>Aug '24</u>	<u>% of</u>
1 Saint Vincent de Paul Society	835	7.2%
2 Rental Assistance - The Salvation Army	749	6.4%
3 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	734	6.3%
4 Utility Assistance - The Salvation Army	703	6.1%
5 Low-Cost Housing Communities - Mutual Housing California	486	4.2%
6 Home Energy Assistance Program	479	4.1%
7 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	423	3.6%
8 Property Listing - Mercy Housing California	413	3.6%
9 California Department of Health Care Services - CalAIM - Community Supports	281	2.4%
10 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental Ass	233	2.0%
11 Community Housing Opportunities Corporation	231	2.0%
12 CalFresh Application Assistance - 2-1-1 Sacramento	210	1.8%
13 Housing Navigation Services - United Way California Capital Region	193	1.7%
14 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	176	1.5%
15 Angelic Housing - Angelic Housing Resources Foundation Inc.	146	1.3%
15 Community Supports Housing Services - Pacific Clinics	146	1.3%
17 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	144	1.2%
18 Renters Helpline - Community Link Capital Region	139	1.2%
19 Relief for Energy Assistance through Community Help (REACH) - Pacific Gas & Electric	133	1.1%
19 Support Services - My Sister's House	133	1.1%
21 Family Law Clinic - Sacramento Justice League	131	1.1%
22 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	129	1.1%
23 Mental Health Crisis Respite Center - Hope Cooperative	128	1.1%
24 Family Support Services - Family Promise of Sacramento	103	<1%
25 Sacramento County Behavioral Health Services - Access Team	98	<1%
26 Domestic Violence Shelter - Lao Family Community Development, Inc.	96	<1%
26 North A Street Shelter - First Step Communities	96	<1%
28 Transitional Housing - EveryONE Matters Ministries	93	<1%
29 Sacramento County Program - Legal Services of Northern California	89	<1%
29 Shelter Services - The Salvation Army	89	<1%
All Other Referrals	7,715	
Total Referrals	15,754	

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RESOURCE DIRECTORY - DATABASE

	<u>Aug '24</u>	<u>YTD</u>
Resources Updated	426	2,607
Resources Verified	294	1,962

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Aug '24</u>	<u>YTD</u>
Unique Visitors	10,273	65,403
Directory Searches	9,358	71,306
Resource Page Views	24,287	181,586
Total Page Views	33,645	252,892

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%.