

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
December-24

CALL VOLUME	Dec '24	
Month of Dec	17,968	
Year to date - 2024	203,961	
TYPE OF CALLS		YEAR TO DATE (YTD)
Information	746	13,651
Referral	10,571	111,699
Total I&R calls	11,317	125,350
Follow-up	289	4,422
Advocacy	0	10
Crisis	1	22
Disaster	1	80
Outreach	0	25
Total Calls with Demographic Info	11,608	129,909
Call Back	1,254	14,715
Silent/Static	711	7,887
Voicemail	305	4,148
Other	4,090	47,302

COURT OUTREACH ACTIVITY

Month of Dec	1,083
Year to date - 2024	9,071

CLIENT PROFILE

AGE RANGES OF CALLERS	Dec '24	% of	YTD	% of YTD
1 Less than 18	19	<1%	208	<1%
2 18-20	220	1.9%	2,358	1.8%
3 21-29	1,378	11.9%	14,194	10.9%
4 30-39	2,278	19.6%	22,895	17.6%
5 40-49	1,739	15.0%	17,153	13.2%
6 50-59	1,467	12.6%	15,378	11.8%
7 Seniors - age 60+	1,294	11.1%	17,315	13.3%
8 Caller Declined	1,897	16.3%	19,577	15.1%
9 Did not Ask	1,316	11.3%	20,831	16.0%

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<u>CALLER ETHNICITY</u>	<u>Dec '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American/Black	3,293	28.4%	30,643	23.6%
2 Caucasian	1,749	15.1%	16,250	12.5%
3 Hispanic / Latino	1,059	9.1%	11,353	8.7%
4 Multi-ethnic	359	3.1%	3,956	3.0%
5 Asian	191	1.6%	1,901	1.5%
6 Other	91	<1%	1,143	<1%
7 Pacific Islander / Native Hawaiian	83	<1%	1,019	<1%
8 Native American	79	<1%	1,104	<1%
9 Middle Eastern	69	<1%	667	<1%
10 Russian / Slavic	22	<1%	350	<1%
11 Caller declined to answer	2,691	23.2%	28,641	22.0%
12 Did not ask	1,922	16.6%	32,882	25.3%
<u>Military/Veterans</u>	141	1.2%	1,887	1.5%
<u>First 5 Families/Children 0-5</u>	1,978	17.0%	19,666	15.1%

<u>CALLER GENDER</u>	<u>Dec '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Female	6,574	56.6%	72,009	55.4%
2 Male	3,409	29.4%	37,284	28.7%
3 Non-binary	15	<1%	164	<1%
4 Trans Female	7	<1%	167	<1%
5 Trans Male	5	<1%	58	<1%
6 Intersex	4	<1%	56	<1%
7 Unknown	37	<1%	859	<1%
8 Client declined	1,015	8.7%	11,146	8.6%
9 Did not ask	542	4.7%	8,166	6.3%

<u>NUMBER IN HOUSEHOLD</u>	<u>Dec '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 1	5,669	48.8%	65,623	50.5%
2 2	2,022	17.4%	20,644	15.9%
3 3	1,341	11.6%	12,630	9.7%
4 4	674	5.8%	7,880	6.1%
5 5	427	3.7%	4,241	3.3%
6 6+	358	3.1%	3,453	2.7%
7 Unknown	1,117	9.6%	15,438	11.9%

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APPROXIMATE MONTHLY INCOME		Dec '24	% of	YTD	% of YTD
1	No Income	2,366	20.4%	24,932	19.2%
2	Less than \$1,000	1,190	10.3%	11,853	9.1%
3	\$1,001 - \$1,500	1,467	12.6%	15,374	11.8%
4	\$1,501 - \$2,000	610	5.3%	6,934	5.3%
5	\$2,001 - \$2,500	455	3.9%	4,671	3.6%
6	\$2,501 - \$3,000	423	3.6%	3,810	2.9%
7	\$3,001 - \$4,000	469	4.0%	4,330	3.3%
8	\$4,001 - \$5,000	283	2.4%	1,844	1.4%
9	More than \$5,000	208	1.8%	1,428	1.1%
10	Unknown	4,137	35.6%	54,733	42.1%
TOP SOURCES OF INCOME		Dec '24	% of	YTD	% of YTD
1	No current source of income	2,348	20.2%	24,469	18.8%
2	Job	2,200	19.0%	21,069	16.2%
3	SSI	1,215	10.5%	11,731	9.0%
4	TANF (CalWORKs)	971	8.4%	10,121	7.8%
5	SS	509	4.4%	7,475	5.8%
6	SSD (SSDI)	339	2.9%	3,745	2.9%
7	Other	242	2.1%	3,052	2.3%
8	General Assistance	135	1.2%	1,387	1.1%
9	SDI	131	1.1%	1,007	<1%
10	Unemployment	130	1.1%	1,290	<1%
11	Pension	87	<1%	1,561	1.2%
12	Self-Employed	66	<1%	900	<1%
13	Child Support	64	<1%	367	<1%
14	Student Financial Aid	26	<1%	126	<1%
15	Family	19	<1%	268	<1%
16	Workers Comp	11	<1%	211	<1%
17	AB 12 Foster Care	3	<1%	61	<1%
17	Alimony	3	<1%	43	<1%
19	Insurance	2	<1%	19	<1%
20	Unknown (caller declined + did not ask)	3,107	26.8%	41,007	31.6%

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STATISTICS SUMMARY

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TOP ZIP CODES (Dec '24)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		908	1	95823	Sacramento	9,405	
2	95811	Sacramento		901	2	95811	Sacramento	8,685	
3	95838	Sacramento		434	3	95815	Sacramento	5,055	
4	95828	Sacramento		421	4	95828	Sacramento	4,348	
5	95815	Sacramento		418	5	95838	Sacramento	4,334	
6	95820	Sacramento		403	6	95820	Sacramento	4,281	
7	95670	Gold River/Rancho C		387	7	95825	Sacramento	4,096	
8	95833	Sacramento		383	8	95821	Sacramento	4,079	
9	95825	Sacramento		378	9	95670	Gold River/Rancho Ct	3,729	
10	95821	Sacramento		353	10	95833	Sacramento	3,626	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Dec '24	% of ³
1 Housing²	6,134	52.8%
Housing Search and Information	1,152	9.9%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,142	9.8%
Housing Expense Assistance	1,063	9.2%
Emergency Shelter (including Homeless Motel Vouchers)	904	7.8%
At Risk/Homeless Housing Related Assistance Programs	780	6.7%
2 Legal, Consumer, and Public Safety Services²	1,834	15.8%
Family Law	693	6.0%
Certificates/Forms Assistance	176	1.5%
Legal Counseling	115	<1%
Protective/Restraining Orders	113	<1%
Consumer Complaints	94	<1%
3 Utility Assistance²	1,481	12.8%
Utility Assistance (including Utility Service Payment Assistance)	1,458	12.6%
Utility Service Providers	18	<1%
4 Individual, Family, and Community Support²	1,428	12.3%
Holiday Programs	442	3.8%
Case/Care Management	311	2.7%
Parenting Education	76	<1%
In Home Assistance	62	<1%
Veterinary Services	60	<1%
5 Disaster Services²	1,149	9.9%
Emergency Shelter	1,115	9.6%
Disaster Relief Services	30	<1%



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6 Mental Health/Addictions²	998	8.6%
Crisis Intervention	268	2.3%
Mental Health Evaluation	132	1.1%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	129	1.1%
Counseling Services	115	<1%
Outpatient Mental Health Facilities	82	<1%
7 Clothing/Personal/Household Needs²	954	8.2%
Personal Goods/Services	705	6.1%
Household Goods	223	1.9%
Office Equipment and Supplies	11	<1%
8 Food/Meals²	913	7.9%
Emergency Food (including Food Pantries)	547	4.7%
Meals	182	1.6%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	164	1.4%
Food Outlets	20	<1%
9 Information Services²	764	6.6%
Information and Referral	404	3.5%
Information Sources	316	2.7%
Libraries	26	<1%
Public Awareness/Education	11	<1%
10 Healthcare²	733	6.3%
11 Employment²	368	3.2%
12 Income Support/Assistance²	253	2.2%
13 Transportation²	245	2.1%
14 Other Government/Economic Services²	165	1.4%
15 Arts, Culture, and Recreation²	109	<1%
16 Education²	73	<1%
17 Volunteers/Donations²	58	<1%

TOP UNMET NEEDS

Dec '24

1 Housing Expense Assistance	801
2 Landlord/Tenant Assistance	271
3 Emergency Shelter (including Homeless Motel Vouchers)	235
4 Utility Assistance	111
5 Holiday Programs	52

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Most Frequently Referred Programs	Dec '24	% of
1 Winter Warming Shelters and Centers - Community Link	803	6.9%
2 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	539	4.6%
3 Saint Vincent de Paul Society	534	4.6%
4 Winter Warming Center - Union Gospel Mission	410	3.5%
5 Home Energy Assistance Program	369	3.2%
6 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	345	3.0%
7 Low-Cost Housing Communities - Mutual Housing California	318	2.7%
8 Property Listing - Mercy Housing California	305	2.6%
9 Utility Assistance - The Salvation Army	303	2.6%
10 Housing Navigation Services - United Way California Capital Region	245	2.1%
11 Anti-Displacement Program - The Salvation Army	221	1.9%
12 California Department of Health Care Services - CalAIM - Community Supports	220	1.9%
13 Community Housing Opportunities Corporation	180	1.6%
14 Renters Helpline - Community Link Capital Region	170	1.5%
15 CalFresh Application Assistance - 2-1-1 Sacramento	160	1.4%
16 Holiday Community Distribution Sites - Christmas Baskets	154	1.3%
17 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental Ass	119	1.0%
18 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	117	1.0%
18 North A Street Shelter - First Step Communities	117	1.0%
20 Family Support Services - Family Promise of Sacramento	116	<1%
21 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	114	<1%
22 311 Customer Service Center - City of Sacramento 311	106	<1%
23 Sacramento County Behavioral Health Services - Access Team	101	<1%
24 Shelter Services - The Salvation Army	97	<1%
25 Superior Court of California - Family Law Facilitator/Self Help Center	93	<1%
26 Family Law - Capital Pro Bono	90	<1%
27 Angelic Housing - Angelic Housing Resources Foundation Inc.	88	<1%
27 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	88	<1%
29 Support Services - My Sister's House	86	<1%
30 Family Law Clinic - Sacramento Justice League	82	<1%
All Other Referrals	6,763	
Total Referrals	13,453	

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RESOURCE DIRECTORY - DATABASE

	<u>Dec '24</u>	<u>YTD</u>
Resources Updated	382	4,155
Resources Verified	241	3,028

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Dec '24</u>	<u>YTD</u>
Unique Visitors	11,131	94,685
Directory Searches	18,730	145,106
Resource Page Views	31,045	302,117
Total Page Views	49,775	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%.