

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

July-24

CALL VOLUME

Jul '24

Month of Jul 17,107
 Year to date - 2024 113,901

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,084	9,290
Referral	9,522	60,912
Total I&R calls	10,606	70,202
Follow-up	300	2,893
Advocacy	0	7
Crisis	1	14
Disaster	6	72
Outreach	9	16
Total Calls with Demographic Info	10,922	73,204
Call Back	1,072	7,946
Silent/Static	682	4,283
Voicemail	256	2,511
Other	4,175	25,957

COURT OUTREACH ACTIVITY

Month of Jul 783
 Year to date - 2024 4,397

CLIENT PROFILE

AGE RANGES OF CALLERS

Jul '24

% of

YTD

% of YTD

1	Less than 18	25	<1%	110	<1%
2	18-20	186	1.7%	1,260	1.7%
3	21-29	1,296	11.9%	7,212	9.9%
4	30-39	2,041	18.7%	11,879	16.2%
5	40-49	1,567	14.3%	8,838	12.1%
6	50-59	1,260	11.5%	8,236	11.3%
7	Seniors - age 60+	1,396	12.8%	10,797	14.7%
8	Caller Declined	1,478	13.5%	11,308	15.4%
9	Did not Ask	1,673	15.3%	13,564	18.5%

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<u>CALLER ETHNICITY</u>		<u>Jul '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	African American/Black	2,536	23.2%	15,010	20.5%
2	Caucasian	1,337	12.2%	8,519	11.6%
3	Hispanic / Latino	953	8.7%	5,750	7.9%
4	Multi-ethnic	403	3.7%	1,914	2.6%
5	Asian	179	1.6%	1,022	1.4%
6	Other	109	<1%	610	<1%
7	Native American	95	<1%	585	<1%
8	Pacific Islander / Native Hawaiian	93	<1%	500	<1%
9	Middle Eastern	52	<1%	348	<1%
10	Russian / Slavic	31	<1%	227	<1%
11	Caller declined to answer	2,222	20.3%	16,484	22.5%
12	Did not ask	2,912	26.7%	22,235	30.4%
<u>Military/Veterans</u>		155	1.4%	1,128	1.5%
<u>First 5 Families/Children 0-5</u>		1,803	16.5%	9,597	13.1%
<u>CALLER GENDER</u>		<u>Jul '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	Female	6,141	56.2%	39,138	53.5%
2	Male	3,097	28.4%	20,947	28.6%
3	Trans Female	21	<1%	102	<1%
3	Non-binary	21	<1%	90	<1%
5	Intersex	5	<1%	31	<1%
6	Trans Male	1	<1%	27	<1%
7	Unknown	48	<1%	691	<1%
8	Client declined	958	8.8%	6,712	9.2%
9	Did not ask	630	5.8%	5,466	7.5%
<u>NUMBER IN HOUSEHOLD</u>		<u>Jul '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1	5,519	50.5%	38,691	52.9%
2	2	1,708	15.6%	10,924	14.9%
3	3	1,219	11.2%	6,356	8.7%
4	4	687	6.3%	3,816	5.2%
5	5	348	3.2%	1,908	2.6%
6	6+	255	2.3%	1,636	2.2%
7	Unknown	1,186	10.9%	9,873	13.5%

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APPROXIMATE MONTHLY INCOME	Jul '24	% of	YTD	% of YTD
1 No Income	2,078	19.0%	13,776	18.8%
2 Less than \$1,000	964	8.8%	6,146	8.4%
3 \$1,001 - \$1,500	1,366	12.5%	7,751	10.6%
4 \$1,501 - \$2,000	648	5.9%	3,668	5.0%
5 \$2,001 - \$2,500	368	3.4%	2,325	3.2%
6 \$2,501 - \$3,000	272	2.5%	1,897	2.6%
7 \$3,001 - \$4,000	313	2.9%	2,011	2.7%
8 \$4,001 - \$5,000	127	1.2%	822	1.1%
9 More than \$5,000	88	<1%	720	<1%
10 Unknown	4,698	43.0%	34,088	46.6%
TOP SOURCES OF INCOME	Jul '24	% of	YTD	% of YTD
1 No current source of income	1,990	18.2%	13,653	18.7%
2 Job	1,713	15.7%	10,496	14.3%
3 SSI	1,019	9.3%	5,766	7.9%
4 TANF (CalWORKs)	894	8.2%	4,854	6.6%
5 SS	549	5.0%	4,658	6.4%
6 SSD (SSDI)	349	3.2%	2,136	2.9%
7 Other	279	2.6%	1,838	2.5%
8 General Assistance	105	<1%	804	1.1%
9 Unemployment	102	<1%	604	<1%
10 SDI	88	<1%	418	<1%
11 Pension	84	<1%	1,169	1.6%
12 Self-Employed	59	<1%	416	<1%
13 Child Support	31	<1%	158	<1%
13 Family	21	<1%	145	<1%
15 Workers Comp	19	<1%	117	<1%
16 AB 12 Foster Care	6	<1%	39	<1%
17 Student Financial Aid	4	<1%	60	<1%
18 Alimony	3	<1%	33	<1%
19 Insurance	1	<1%	10	<1%
20 Unknown (caller declined + did not ask)	3,606	33.0%	25,830	35.3%

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TOP ZIP CODES (Jul '24)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95811	Sacramento		816	1	95823	Sacramento	5,066	
2	95823	Sacramento		774	2	95811	Sacramento	5,003	
3	95815	Sacramento		476	3	95815	Sacramento	2,907	
4	95821	Sacramento		399	4	95821	Sacramento	2,372	
5	95825	Sacramento		369	5	95825	Sacramento	2,245	
6	95822	Sacramento		335	6	95838	Sacramento	2,244	
7	95838	Sacramento		334	7	95820	Sacramento	2,149	
8	95820	Sacramento		322	8	95828	Sacramento	2,123	
9	95670	Gold River/Rancho C		300	9	95670	Gold River/Rancho Ct	2,023	
10	95828	Sacramento		291	10	95822	Sacramento	1,943	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Jul '24	% of ³
1 Housing²	7,382	67.6%
Housing Search and Information	1,699	15.6%
Housing Expense Assistance	1,650	15.1%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,247	11.4%
Emergency Shelter (including Homeless Motel Vouchers)	954	8.7%
At Risk/Homeless Housing Related Assistance Programs	669	6.1%
2 Legal, Consumer, and Public Safety Services²	2,002	18.3%
Family Law	701	6.4%
Certificates/Forms Assistance	147	1.3%
Protective/Restraining Orders	122	1.1%
Legal Counseling	120	1.1%
Consumer Complaints	87	<1%
3 Utility Assistance²	1,407	12.9%
Utility Assistance (including Utility Service Payment Assistance)	1,390	12.7%
Utility Service Providers	14	<1%
4 Food/Meals²	1,366	12.5%
Emergency Food (including Food Pantries)	923	8.5%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	221	2.0%
Meals	183	1.7%
Food Outlets	36	<1%
5 Mental Health/Addictions²	1,078	9.9%
Crisis Intervention	296	2.7%
Counseling Services	148	1.4%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessator	136	1.2%
Outpatient Mental Health Facilities	96	<1%
Mental Health Evaluation	89	<1%

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6 Individual, Family, and Community Support²	893	8.2%
Case/Care Management	184	1.7%
Veterinary Services	85	<1%
Parenting Education	63	<1%
In Home Assistance	59	<1%
Multipurpose Centers	59	<1%
7 Clothing/Personal/Household Needs²	811	7.4%
Personal Goods/Services	611	5.6%
Household Goods	163	1.5%
Office Equipment and Supplies	14	<1%
Mobile Devices	13	<1%
8 Disaster Services²	768	7.0%
Disaster Relief Services	748	6.8%
Disaster Recovery Services	11	<1%
9 Information Services²	725	6.6%
Information and Referral	405	3.7%
Information Sources (including 311 Services)	259	2.4%
Electronic Information Resources	27	<1%
Public Awareness/Education	16	<1%
Libraries	10	<1%
10 Healthcare²	666	6.1%
11 Employment²	375	3.4%
12 Transportation²	260	2.4%
13 Income Support/Assistance²	245	2.2%
14 Other Government/Economic Services²	163	1.5%
15 Education²	75	<1%
16 Volunteers/Donations²	49	<1%
17 Arts, Culture, and Recreation²	36	<1%

TOP UNMET NEEDS

Jul '24

1 Housing Expense Assistance	344
2 Emergency Shelter (including Homeless Motel Vouchers)	136
3 Disaster Relief Services	46
4 Utility Assistance	43
5 Nutrition Related Public Assistance Programs	28

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Most Frequently Referred Programs	Jul '24	% of
1 Cooling & Clean Air Center - Community Link	630	5.8%
2 Rental Assistance - The Salvation Army	553	5.1%
2 Saint Vincent de Paul Society	553	5.1%
4 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	489	4.5%
5 Low-Cost Housing Communities - Mutual Housing California	441	4.0%
6 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	413	3.8%
7 Property Listing - Mercy Housing California	409	3.7%
8 Utility Assistance - The Salvation Army	382	3.5%
9 Home Energy Assistance Program	287	2.6%
10 Community Housing Opportunities Corporation	228	2.1%
11 Renters Helpline - Tenant-Landlord Dispute Resolution and Fair Housing Services - Cor	213	2.0%
12 CalFresh Application Assistance - 2-1-1 Sacramento	203	1.9%
13 California Department of Health Care Services - CalAIM - Community Supports	201	1.8%
14 Housing Navigation Services - United Way California Capital Region	176	1.6%
15 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	161	1.5%
16 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	155	1.4%
17 Angelic Housing - Angelic Housing Resources Foundation Inc.	148	1.4%
18 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	136	1.2%
18 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental Ass	136	1.2%
20 CalAIM Community Supports Housing Services - Pacific Clinics	131	1.2%
21 Mental Health Crisis Respite Center - Hope Cooperative	123	1.1%
22 3-1-1 Connect - Sacramento County	116	1.1%
23 Support Services - My Sister's House	111	1.0%
24 Domestic Violence Shelter - Lao Family Community Development, Inc.	105	<1%
25 Family Law Clinic - Sacramento Justice League	102	<1%
26 Relief for Energy Assistance through Community Help (REACH) - Pacific Gas & Electric	97	<1%
27 Sacramento County Behavioral Health Services - Access Team	95	<1%
28 Emergency Food Distribution - River City Food Bank	87	<1%
29 Care Residences - Helping Hearts Foundation, Inc.	85	<1%
29 Family Law - Capital Pro Bono	85	<1%
All Other Referrals	7,690	
Total Referrals	14,741	

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RESOURCE DIRECTORY - DATABASE

	<u>Jul '24</u>	<u>YTD</u>
Resources Updated	390	2,181
Resources Verified	259	1,668

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Jul '24</u>	<u>YTD</u>
Unique Visitors	11,374	58,576
Directory Searches	11,695	61,948
Resource Page Views	22,781	157,299
Total Page Views	34,476	219,247

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%.