

2-1-1 Sacramento  
 8001 Folsom Blvd. Suite 100, Sacramento, CA 95826

www.211Sacramento.org  
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2-1-1 or 916-498-1000 or 800-500-4931



**STATISTICS SUMMARY**

**June-24**

**CALL VOLUME**

**Jun '24**

Month of Jun 14,794  
 Year to date - 2024 96,794

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	953	8,206
Referral	8,711	51,390
Total I&R calls	9,664	59,596
Follow-up	392	2,593
Advocacy	1	7
Crisis	1	13
Disaster	3	66
Outreach	0	7
Total Calls with Demographic Info	10,061	62,282
Call Back	879	6,874
Silent/Static	623	3,601
Voicemail	208	2,255
Other	3,023	21,782

**COURT OUTREACH ACTIVITY**

Month of Jun 622  
 Year to date - 2024 3,614

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**Jun '24**

**% of**

**YTD**

**% of YTD**

1	Less than 18	14	<1%	85	<1%
2	18-20	148	1.5%	1,074	1.7%
3	21-29	1,161	11.5%	5,916	9.5%
4	30-39	1,931	19.2%	9,838	15.8%
5	40-49	1,234	12.3%	7,271	11.7%
6	50-59	1,117	11.1%	6,976	11.2%
7	Seniors - age 60+	1,245	12.4%	9,401	15.1%
8	Caller Declined	1,583	15.7%	9,830	15.8%
9	Did not Ask	1,628	16.2%	11,891	19.1%

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<b><u>CALLER ETHNICITY</u></b>	<b><u>Jun '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 African American/Black	2,298	22.8%	12,474	20.0%
2 Caucasian	1,139	11.3%	7,182	11.5%
3 Hispanic / Latino	889	8.8%	4,797	7.7%
4 Multi-ethnic	273	2.7%	1,511	2.4%
5 Asian	160	1.6%	843	1.4%
6 Native American	92	<1%	490	<1%
7 Other	66	<1%	501	<1%
8 Pacific Islander / Native Hawaiian	61	<1%	407	<1%
9 Middle Eastern	48	<1%	296	<1%
10 Russian / Slavic	33	<1%	196	<1%
11 Caller declined to answer	2,307	22.9%	14,262	22.9%
12 Did not ask	2,695	26.8%	19,323	31.0%
<b><u>Military/Veterans</u></b>	142	1.4%	973	1.6%
<b><u>First 5 Families/Children 0-5</u></b>	1,531	15.2%	7,794	12.5%
<b><u>CALLER GENDER</u></b>	<b><u>Jun '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 Female	5,642	56.1%	32,997	53.0%
2 Male	2,928	29.1%	17,850	28.7%
3 Trans Female	20	<1%	81	<1%
4 Non-binary	15	<1%	69	<1%
5 Intersex	3	<1%	26	<1%
6 Trans Male	1	<1%	26	<1%
7 Unknown	57	<1%	643	1.0%
8 Client declined	833	8.3%	5,754	9.2%
9 Did not ask	562	5.6%	4,836	7.8%
<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>Jun '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 1	5,369	53.4%	33,172	53.3%
2 2	1,439	14.3%	9,216	14.8%
3 3	984	9.8%	5,137	8.2%
4 4	629	6.3%	3,129	5.0%
5 5	305	3.0%	1,560	2.5%
6 6+	210	2.1%	1,381	2.2%
7 Unknown	1,125	11.2%	8,687	13.9%

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**STATISTICS SUMMARY**

**June-24**

<b><u>APPROXIMATE MONTHLY INCOME</u></b>	<b><u>Jun '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 No Income	2,094	20.8%	11,698	18.8%
2 Less than \$1,000	924	9.2%	5,182	8.3%
3 \$1,001 - \$1,500	1,076	10.7%	6,385	10.3%
4 \$1,501 - \$2,000	502	5.0%	3,020	4.8%
5 \$2,001 - \$2,500	265	2.6%	1,957	3.1%
6 \$2,501 - \$3,000	251	2.5%	1,625	2.6%
7 \$3,001 - \$4,000	244	2.4%	1,698	2.7%
8 \$4,001 - \$5,000	78	<1%	695	1.1%
9 More than \$5,000	79	<1%	632	1.0%
10 Unknown	4,548	45.2%	29,390	47.2%
<b><u>TOP SOURCES OF INCOME</u></b>	<b><u>Jun '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 No current source of income	2,052	20.4%	11,663	18.7%
2 Job	1,391	13.8%	8,783	14.1%
3 TANF (CalWORKs)	796	7.9%	3,960	6.4%
4 SSI	783	7.8%	4,747	7.6%
5 SS	557	5.5%	4,109	6.6%
6 SSD (SSDI)	325	3.2%	1,787	2.9%
7 Other	207	2.1%	1,559	2.5%
8 General Assistance	126	1.3%	699	1.1%
9 Pension	112	1.1%	1,085	1.7%
10 Unemployment	107	1.1%	502	<1%
11 SDI	52	<1%	330	<1%
12 Self-Employed	50	<1%	357	<1%
13 Child Support	23	<1%	127	<1%
13 Workers Comp	23	<1%	98	<1%
15 Family	21	<1%	124	<1%
16 Student Financial Aid	8	<1%	56	<1%
17 Alimony	5	<1%	30	<1%
18 AB 12 Foster Care	3	<1%	33	<1%
19 Insurance	0	0.0%	9	<1%
20 Unknown (caller declined + did not ask)	3,420	34.0%	22,224	35.7%

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**STATISTICS SUMMARY**

**June-24**

<b>TOP ZIP CODES (Jun '24 )</b>				<b>TOP ZIP CODES (YTD)</b>			
			<b># of CALLS</b>				<b># of CALLS</b>
1	95823	Sacramento	770	1	95823	Sacramento	4,292
2	95811	Sacramento	736	2	95811	Sacramento	4,187
3	95815	Sacramento	409	3	95815	Sacramento	2,431
4	95838	Sacramento	314	4	95821	Sacramento	1,973
5	95821	Sacramento	313	5	95838	Sacramento	1,910
6	95825	Sacramento	294	6	95825	Sacramento	1,876
7	95670	Gold River/Rancho C	279	7	95828	Sacramento	1,832
8	95820	Sacramento	272	8	95820	Sacramento	1,827
9	95822	Sacramento	269	9	95670	Gold River/Rancho Ct	1,723
10	95660	North Highlands	267	10	95822	Sacramento	1,608

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Jun '24</b>	<b>% of <sup>3</sup></b>
<b>1 Housing<sup>2</sup></b>	<b>6,746</b>	<b>67.1%</b>
Housing Search and Information	1,505	15.0%
Housing Expense Assistance	1,392	13.8%
Emergency Shelter (including Homeless Motel Vouchers)	1,129	11.2%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,095	10.9%
At Risk/Homeless Housing Related Assistance Programs	537	5.3%
<b>2 Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>1,714</b>	<b>17.0%</b>
Family Law	569	5.7%
Protective/Restraining Orders	133	1.3%
Certificates/Forms Assistance	124	1.2%
Legal Counseling	106	1.1%
Crime Reporting	75	<1%
<b>3 Mental Health/Addictions<sup>2</sup></b>	<b>1,104</b>	<b>11.0%</b>
Crisis Intervention	315	3.1%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessator	123	1.2%
Outpatient Mental Health Facilities	117	1.2%
Mental Health Evaluation	94	<1%
Counseling Services	93	<1%
<b>4 Food/Meals<sup>2</sup></b>	<b>981</b>	<b>9.8%</b>
Emergency Food (including Food Pantries)	530	5.3%
Meals	229	2.3%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	181	1.8%
Food Outlets	41	<1%
<b>5 Utility Assistance<sup>2</sup></b>	<b>938</b>	<b>9.3%</b>
Utility Assistance (including Utility Service Payment Assistance)	923	9.2%
Utility Service Providers	15	<1%



**STATISTICS SUMMARY**

**June-24**

<b>6 Individual, Family, and Community Support<sup>2</sup></b>	<b>897</b>	<b>8.9%</b>
Case/Care Management	191	1.9%
Veterinary Services	97	<1%
Parental Visitation Facilitation	72	<1%
Animal Regulation	61	<1%
Street Outreach Programs	60	<1%
<b>7 Information Services<sup>2</sup></b>	<b>699</b>	<b>6.9%</b>
Information and Referral	352	3.5%
Information Sources (including 311 Services)	284	2.8%
Public Awareness/Education	23	<1%
Electronic Information Resources	21	<1%
Libraries	11	<1%
<b>8 Healthcare<sup>2</sup></b>	<b>656</b>	<b>6.5%</b>
Health Supportive Services	165	1.6%
Disease/Disability Specific Screening/Diagnosis	84	<1%
Health Insurance Information/Counseling	59	<1%
Medical Public Assistance Programs	44	<1%
Health Education	43	<1%
<b>9 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>614</b>	<b>6.1%</b>
Personal Goods/Services	458	4.6%
Household Goods	133	1.3%
<b>10 Disaster Services<sup>2</sup></b>	<b>360</b>	<b>3.6%</b>
<b>11 Income Support/Assistance<sup>2</sup></b>	<b>278</b>	<b>2.8%</b>
<b>12 Employment<sup>2</sup></b>	<b>273</b>	<b>2.7%</b>
<b>13 Transportation<sup>2</sup></b>	<b>225</b>	<b>2.2%</b>
<b>14 Other Government/Economic Services<sup>2</sup></b>	<b>195</b>	<b>1.9%</b>
<b>15 Volunteers/Donations<sup>2</sup></b>	<b>49</b>	<b>&lt;1%</b>
<b>16 Arts, Culture, and Recreation<sup>2</sup></b>	<b>34</b>	<b>&lt;1%</b>
<b>17 Education<sup>2</sup></b>	<b>24</b>	<b>&lt;1%</b>
<b><u>TOP UNMET NEEDS</u></b>	<b><u>Jun '24</u></b>	
1 Housing Expense Assistance	255	
2 Emergency Shelter (including Homeless Motel Vouchers)	101	
3 Utility Assistance	53	
4 At Risk/Homeless Housing Related Assistance Programs	37	
5 Nutrition Related Public Assistance Programs	30	

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<b>Most Frequently Referred Programs</b>	<b>Jun '24</b>	<b>% of</b>
1 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	466	4.6%
2 Saint Vincent de Paul Society	447	4.4%
3 Low-Cost Housing Communities - Mutual Housing California	423	4.2%
4 Property Listing - Mercy Housing California	369	3.7%
5 Rental Assistance - The Salvation Army	368	3.7%
5 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	368	3.7%
7 Utility Assistance - The Salvation Army	306	3.0%
8 Cooling & Clean Air Center - Community Link	236	2.3%
9 Community Housing Opportunities Corporation	229	2.3%
10 Home Energy Assistance Program	205	2.0%
11 Housing Navigation Services - United Way California Capital Region	178	1.8%
12 California Department of Health Care Services - CalAIM - Community Supports	171	1.7%
13 Renters Helpline - Tenant-Landlord Dispute Resolution and Fair Housing Services - Cor	162	1.6%
14 3-1-1 Connect - Sacramento County	157	1.6%
15 Angelic Housing - Angelic Housing Resources Foundation Inc.	155	1.5%
16 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	151	1.5%
17 CalFresh Application Assistance - 2-1-1 Sacramento	150	1.5%
18 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	131	1.3%
19 Mental Health Crisis Respite Center - Hope Cooperative	122	1.2%
20 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	121	1.2%
21 Domestic Violence Shelter - Lao Family Community Development, Inc.	116	1.2%
22 Sacramento County Behavioral Health Services - Access Team	111	1.1%
23 Support Services - My Sister's House	110	1.1%
24 Family Law Clinic - Sacramento Justice League	100	<1%
25 North A Street Shelter - First Step Communities	98	<1%
26 Shelter Services - The Salvation Army	95	<1%
27 Care Residences - Helping Hearts Foundation, Inc.	94	<1%
28 Safe House - WEAVE	87	<1%
29 Transitional Housing - EveryONE Matters Ministries	86	<1%
30 Family Law - Capital Pro Bono	80	<1%
All Other Referrals	6,552	
Total Referrals	12,444	

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**STATISTICS SUMMARY**  
**June-24**

**RESOURCE DIRECTORY - DATABASE**

	<b><u>Jun '24</u></b>	<b><u>YTD</u></b>
Resources Updated	315	1,791
Resources Verified	208	1,409

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Jun '24</u></b>	<b><u>YTD</u></b>
Unique Visitors	10,391	50,575
Directory Searches	8,936	50,253
Resource Page Views	20,116	134,518
Total Page Views	29,052	184,771

<sup>1</sup>Data categories realigned to AIRS Taxonomy 01/01/2021

<sup>2</sup>Primary category may be greater than subtotals as low volume need categories may not be included.

<sup>3</sup>Need % reflects calls with stated presenting need, not the % of overall needs. As such, total % will exceed 100%.