

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

March-24

CALL VOLUME

Mar '24

Month of Mar 16,477
 Year to date - 2024 51,255

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,500	4,730
Referral	8,365	25,894
Total I&R calls	9,865	30,624
Follow-up	398	1,218
Advocacy	3	5
Crisis	2	4
Disaster	0	62
Outreach	1	4
Total Calls with Demographic Info	10,269	31,917
Call Back	1,216	3,991
Silent/Static	570	1,719
Voicemail	552	1,590
Other	3,870	12,038

COURT OUTREACH ACTIVITY

Month of Mar 601
 Year to date - 2024 1,738

CLIENT PROFILE

AGE RANGES OF CALLERS

Mar '24

% of

YTD

% of YTD

1	Less than 18	13	<1%	33	<1%
2	18-20	197	1.9%	581	1.8%
3	21-29	859	8.4%	2,760	8.6%
4	30-39	1,450	14.1%	4,510	14.1%
5	40-49	1,253	12.2%	3,477	10.9%
6	50-59	1,129	11.0%	3,698	11.6%
7	Seniors - age 60+	1,605	15.6%	5,558	17.4%
8	Caller Declined	1,622	15.8%	5,008	15.7%
9	Did not Ask	2,141	20.8%	6,292	19.7%

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<u>CALLER ETHNICITY</u>	<u>Mar '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American/Black	1,841	17.9%	5,941	18.6%
2 Caucasian	1,133	11.0%	3,950	12.4%
3 Hispanic / Latino	730	7.1%	2,387	7.5%
4 Multi-ethnic	245	2.4%	717	2.2%
5 Asian	161	1.6%	419	1.3%
6 Native American	81	<1%	234	<1%
7 Other	72	<1%	253	<1%
7 Pacific Islander / Native Hawaiian	72	<1%	182	<1%
9 Middle Eastern	53	<1%	154	<1%
10 Russian / Slavic	32	<1%	104	<1%
11 Caller declined to answer	2,402	23.4%	7,293	22.8%
12 Did not ask	3,447	33.6%	10,283	32.2%
<u>Military/Veterans</u>	183	1.8%	563	1.8%
<u>First 5 Families/Children 0-5</u>	1,082	10.5%	3,533	11.1%

<u>CALLER GENDER</u>	<u>Mar '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Female	5,307	51.7%	16,405	51.4%
2 Male	3,113	30.3%	9,053	28.4%
3 Non-binary	11	<1%	39	<1%
4 Trans Female	9	<1%	28	<1%
5 Trans Male	4	<1%	8	<1%
6 Intersex	3	<1%	15	<1%
7 Unknown	120	1.2%	394	1.2%
8 Client declined	917	8.9%	3,094	9.7%
9 Did not ask	785	7.6%	2,881	9.0%

<u>NUMBER IN HOUSEHOLD</u>	<u>Mar '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 1	5,598	54.5%	17,151	53.7%
2 2	1,541	15.0%	4,820	15.1%
3 3	706	6.9%	2,316	7.3%
4 4	454	4.4%	1,454	4.6%
5 5	260	2.5%	759	2.4%
6 6+	214	2.1%	676	2.1%
7 Unknown	1,496	14.6%	4,741	14.9%

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APPROXIMATE MONTHLY INCOME	Mar '24	% of	YTD	% of YTD
1 No Income	1,926	18.8%	5,741	18.0%
2 Less than \$1,000	806	7.8%	2,579	8.1%
3 \$1,001 - \$1,500	1,002	9.8%	3,279	10.3%
4 \$1,501 - \$2,000	500	4.9%	1,592	5.0%
5 \$2,001 - \$2,500	334	3.3%	1,100	3.4%
6 \$2,501 - \$3,000	274	2.7%	879	2.8%
7 \$3,001 - \$4,000	301	2.9%	1,007	3.2%
8 \$4,001 - \$5,000	149	1.5%	467	1.5%
9 More than \$5,000	124	1.2%	394	1.2%
10 Unknown	4,853	47.3%	14,879	46.6%

TOP SOURCES OF INCOME	Mar '24	% of	YTD	% of YTD
1 No current source of income	1,948	19.0%	5,689	17.8%
2 Job	1,503	14.6%	4,636	14.5%
3 SS	739	7.2%	2,434	7.6%
4 SSI	727	7.1%	2,377	7.4%
5 TANF (CalWORKs)	555	5.4%	1,724	5.4%
6 SSD (SSDI)	258	2.5%	887	2.8%
7 Other	246	2.4%	779	2.4%
8 Pension	216	2.1%	736	2.3%
9 General Assistance	124	1.2%	380	1.2%
10 SDI	71	<1%	167	<1%
11 Unemployment	67	<1%	232	<1%
12 Self-Employed	63	<1%	194	<1%
13 Family	20	<1%	59	<1%
14 Child Support	17	<1%	61	<1%
14 Workers Comp	17	<1%	46	<1%
16 Alimony	6	<1%	18	<1%
17 Student Financial Aid	4	<1%	29	<1%
18 AB 12 Foster Care	3	<1%	20	<1%
19 Insurance	1	<1%	6	<1%
20 Unknown (caller declined + did not ask)	3,684	35.9%	11,443	35.9%

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TOP ZIP CODES (Mar '24)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95811	Sacramento		694	1	95811	Sacramento	2,051	
2	95823	Sacramento		649	2	95823	Sacramento	2,012	
3	95815	Sacramento		378	3	95815	Sacramento	1,266	
4	95825	Sacramento		344	4	95821	Sacramento	1,033	
5	95820	Sacramento		343	5	95825	Sacramento	1,017	
6	95838	Sacramento		326	6	95838	Sacramento	981	
7	95670	Gold River/Rancho C		307	7	95820	Sacramento	964	
8	95821	Sacramento		297	8	95670	Gold River/Rancho C	918	
9	95828	Sacramento		288	9	95828	Sacramento	860	
10	95833	Sacramento		271	10	95822	Sacramento	857	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Mar '24	% of ³
1 Housing²	5,313	51.7%
Housing Search and Information	1,307	12.7%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,112	10.8%
Emergency Shelter (including Homeless Motel Vouchers)	895	8.7%
Housing Expense Assistance	708	6.9%
Transitional Housing/Shelter	417	4.1%
2 Income Support/Assistance²	1,391	13.5%
Tax Preparation Assistance	1,179	11.5%
Basic Income Maintenance Programs	44	<1%
Household Related Public Assistance Programs	34	<1%
Undesignated Temporary Financial Assistance	28	<1%
Online Tax Preparation/E-Filing Sites	23	<1%
3 Legal, Consumer, and Public Safety Services²	1,358	13.2%
Family Law	402	3.9%
Legal Counseling	106	1.0%
Protective/Restraining Orders	104	1.0%
Certificates/Forms Assistance	103	1.0%
Benefits and Services Assistance	74	<1%
4 Utility Assistance²	1,076	10.5%
Utility Assistance (including Utility Service Payment Assistance)	1,076	10.5%
5 Mental Health/Addictions²	901	8.8%
Crisis Intervention	271	2.6%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessator	125	1.2%
Outpatient Mental Health Facilities	112	1.1%
Counseling Services	105	1.0%
Mental Health Evaluation	79	<1%

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6 Food/Meals²	846	8.2%
Emergency Food (including Food Pantries)	474	4.6%
Meals	195	1.9%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	152	1.5%
Food Outlets	25	<1%
7 Individual, Family, and Community Support²	776	7.6%
Case/Care Management	243	2.4%
Protective Services	50	<1%
Multipurpose Centers	44	<1%
Parental Visitation Facilitation	43	<1%
Street Outreach Programs	41	<1%
Veterinary Services	41	<1%
8 Information Services²	675	6.6%
Information and Referral	339	3.3%
Information Sources (including 311 Services)	259	2.5%
Electronic Information Resources	35	<1%
Public Awareness/Education	26	<1%
9 Healthcare²	577	5.6%
Health Supportive Services	188	1.8%
Disease/Disability Specific Screening/Diagnosis	58	<1%
Medical Public Assistance Programs	54	<1%
Health Insurance Information/Counseling	45	<1%
Mother and Infant Care	37	<1%
10 Clothing/Personal/Household Needs²	435	4.2%
11 Employment²	294	2.9%
12 Disaster Services²	246	2.4%
13 Transportation²	167	1.6%
14 Other Government/Economic Services²	125	1.2%
15 Arts, Culture, and Recreation²	53	<1%
16 Volunteers/Donations²	47	<1%
17 Education²	34	<1%

TOP UNMET NEEDS

Mar '24

1 Housing Expense Assistance	145
2 Emergency Shelter (including Homeless Motel Vouchers)	79
3 Tax Preparation Assistance	58
4 Nutrition Related Public Assistance Programs	56
5 Crisis Intervention	50

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Most Frequently Referred Programs	Mar '24	% of
1 Volunteer Income Tax Assistance Program	657	6.4%
2 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	415	4.0%
3 Tax Aide - AARP	400	3.9%
4 Low-Cost Housing Communities - Mutual Housing California	390	3.8%
5 Saint Vincent de Paul Society	378	3.7%
6 Utility Assistance - The Salvation Army	347	3.4%
7 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	341	3.3%
8 Property Listing - Mercy Housing California	340	3.3%
9 Home Energy Assistance Program	230	2.2%
10 Winter Warming Shelters and Centers - Community Link	220	2.1%
11 California Department of Health Care Services - CalAIM - Community Supports	208	2.0%
12 CalFresh Application Assistance - 2-1-1 Sacramento	176	1.7%
13 Community Housing Opportunities Corporation	173	1.7%
14 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	161	1.6%
14 Renters Helpline - Tenant-Landlord Dispute Resolution and Fair Housing Services - Cor	161	1.6%
16 Angelic Housing - Angelic Housing Resources Foundation Inc.	134	1.3%
17 Mental Health Crisis Respite Center - Hope Cooperative	133	1.3%
18 Family Support Services - Family Promise of Sacramento	121	1.2%
19 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	119	1.2%
20 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	114	1.1%
21 Crisis Receiving for Behavioral Health - WellSpace Health	97	<1%
22 Anti-Displacement Program - The Salvation Army	94	<1%
23 3-1-1 Connect - Sacramento County	90	<1%
24 Sacramento County Behavioral Health Services - Access Team	87	<1%
25 Transitional Housing - EveryONE Matters Ministries	84	<1%
26 Domestic Violence Shelter - Lao Family Community Development, Inc.	78	<1%
27 City Services - City of Sacramento 311	73	<1%
27 Support Services - My Sister's House	73	<1%
29 Care Residences - Helping Hearts Foundation, Inc.	70	<1%
30 North A Street Shelter - First Step Communities	69	<1%
All Other Referrals	5,652	
Total Referrals	11,685	

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RESOURCE DIRECTORY - DATABASE

	<u>Mar '24</u>	<u>YTD</u>
Resources Updated	397	844
Resources Verified	343	767

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Mar '24</u>	<u>YTD</u>
Unique Visitors	9,847	18,996
Directory Searches	7,628	25,225
Resource Page Views	24,272	70,404
Total Page Views	31,900	95,629

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%.