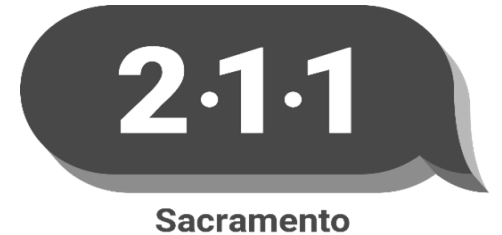


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STATISTICS SUMMARY

March-25

CALL VOLUME

Mar '25

Month of Mar 21,175
 Year to date - 2025 62,358

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,398	3,401
Referral	11,226	34,223
Total I&R calls	12,624	37,624
Follow-up	779	1,743
Advocacy	1	1
Crisis	0	1
Disaster	1	3
Outreach	0	2
Total Calls with Demographic Info	13,405	39,374
Call Back	1,601	4,841
Silent/Static	726	2,061
Voicemail	313	1,164
Other	5,130	14,918

COURT OUTREACH ACTIVITY

Month of Mar 1,098
 Year to date - 2025 2,743

CLIENT PROFILE

AGE RANGES OF CALLERS

Mar '25

% of

YTD

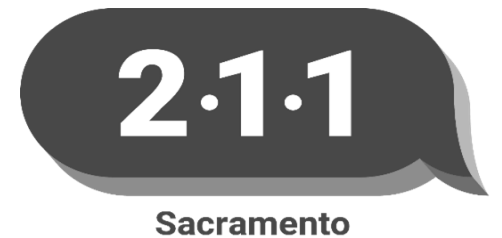
% of YTD

1	Less than 18	11	<1%	22	<1%
2	18-20	211	1.6%	689	1.7%
3	21-29	1,217	9.1%	3,821	9.7%
4	30-39	2,147	16.0%	6,188	15.7%
5	40-49	1,797	13.4%	5,310	13.5%
6	50-59	1,807	13.5%	5,174	13.1%
7	Seniors - age 60+	2,413	18.0%	7,241	18.4%
8	Caller Declined	2,164	16.1%	6,415	16.3%
9	Did not Ask	1,638	12.2%	4,514	11.5%

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STATISTICS SUMMARY

March-25

<u>CALLER ETHNICITY</u>	<u>Mar '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American/Black	3,284	24.5%	9,765	24.8%
2 Caucasian	2,017	15.0%	5,738	14.6%
3 Hispanic / Latino	1,189	8.9%	3,517	8.9%
4 Multi-ethnic	344	2.6%	1,100	2.8%
5 Asian	217	1.6%	666	1.7%
6 Native American	120	<1%	311	<1%
7 Pacific Islander / Native Hawaiian	95	<1%	268	<1%
8 Other	78	<1%	275	<1%
9 Middle Eastern	67	<1%	189	<1%
10 Russian / Slavic	33	<1%	69	<1%
11 Caller declined to answer	3,173	23.7%	9,558	24.3%
12 Did not ask	2,788	20.8%	7,918	20.1%
<u>Military/Veterans</u>	230	1.7%	685	1.7%
<u>First 5 Families/Children 0-5</u>	1,514	11.3%	4,705	11.9%

<u>CALLER GENDER</u>	<u>Mar '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Female	7,231	53.9%	21,422	54.4%
2 Male	4,034	30.1%	11,773	29.9%
3 Non-binary	26	<1%	58	<1%
4 Trans Male	8	<1%	19	<1%
5 Intersex	7	<1%	12	<1%
6 Trans Female	4	<1%	28	<1%
7 Unknown	25	<1%	102	<1%
8 Client declined	1,115	8.3%	3,421	8.7%
9 Did not ask	955	7.1%	2,539	6.4%

<u>NUMBER IN HOUSEHOLD</u>	<u>Mar '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 1	7,609	56.8%	21,761	55.3%
2 2	2,314	17.3%	6,749	17.1%
3 3	1,042	7.8%	3,409	8.7%
4 4	645	4.8%	1,900	4.8%
5 5	347	2.6%	1,029	2.6%
6 6+	265	2.0%	839	2.1%
7 Unknown	1,183	8.8%	3,687	9.4%

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STATISTICS SUMMARY

March-25

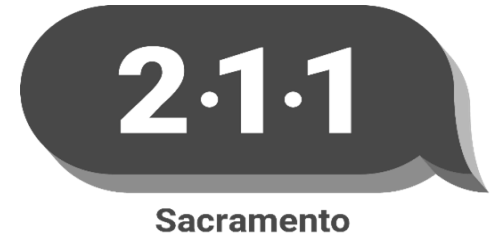
<u>APPROXIMATE MONTHLY INCOME</u>	<u>Mar '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No Income	2,309	17.2%	7,172	18.2%
2 Less than \$1,000	1,224	9.1%	3,599	9.1%
3 \$1,001 - \$1,500	1,772	13.2%	4,818	12.2%
4 \$1,501 - \$2,000	746	5.6%	2,049	5.2%
5 \$2,001 - \$2,500	475	3.5%	1,513	3.8%
6 \$2,501 - \$3,000	469	3.5%	1,357	3.4%
7 \$3,001 - \$4,000	491	3.7%	1,764	4.5%
8 \$4,001 - \$5,000	236	1.8%	885	2.2%
9 More than \$5,000	198	1.5%	590	1.5%
10 Unknown	5,485	40.9%	15,627	39.7%

<u>TOP SOURCES OF INCOME</u>	<u>Mar '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Job	2,402	17.9%	7,226	18.4%
2 No current source of income	2,268	16.9%	7,084	18.0%
3 SSI	1,352	10.1%	3,557	9.0%
4 SS	1,132	8.4%	3,252	8.3%
5 TANF (CalWORKs)	937	7.0%	2,819	7.2%
6 SSD (SSDI)	397	3.0%	1,012	2.6%
7 Pension	299	2.2%	951	2.4%
8 Other	271	2.0%	894	2.3%
9 General Assistance	144	1.1%	413	1.0%
10 Unemployment	136	1.0%	407	1.0%
11 Self-Employed	95	<1%	228	<1%
12 SDI	90	<1%	263	<1%
13 Child Support	32	<1%	86	<1%
14 Family	19	<1%	69	<1%
15 Student Financial Aid	12	<1%	34	<1%
16 Workers Comp	10	<1%	38	<1%
17 AB 12 Foster Care	3	<1%	14	<1%
18 Insurance	2	<1%	8	<1%
19 Alimony	1	<1%	8	<1%
20 Unknown (caller declined + did not ask)	3,803	28.4%	11,011	28.0%

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STATISTICS SUMMARY

March-25

TOP ZIP CODES (Mar '25)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	1,099	1	95823	Sacramento	3,072
2	95811	Sacramento	935	2	95811	Sacramento	2,768
3	95815	Sacramento	494	3	95828	Sacramento	1,492
4	95828	Sacramento	480	4	95815	Sacramento	1,390
5	95820	Sacramento	437	5	95820	Sacramento	1,388
6	95838	Sacramento	401	6	95838	Sacramento	1,263
7	95670	Gold River/Rancho C	399	7	95670	Gold River/Rancho Cc	1,202
8	95821	Sacramento	398	8	95825	Sacramento	1,198
9	95825	Sacramento	393	9	95822	Sacramento	1,117
10	95822	Sacramento	382	10	95824	Sacramento	1,114

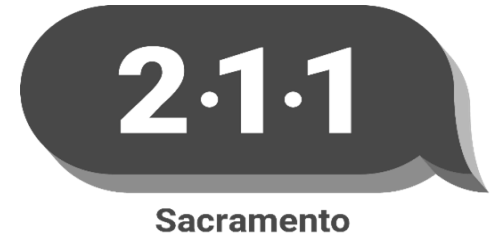
NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Mar '25	% of ³
1 Housing²	6,934	51.7%
Housing Search and Information	1,350	10.1%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,249	9.3%
Emergency Shelter (including Homeless Motel Vouchers)	1,070	8.0%
Housing Expense Assistance	1,039	7.8%
At Risk/Homeless Housing Related Assistance Programs	1,016	7.6%
2 Legal, Consumer, and Public Safety Services²	1,946	14.5%
Family Law	643	4.8%
Certificates/Forms Assistance	220	1.6%
Legal Counseling	148	1.1%
Protective/Restraining Orders	106	<1%
Lawyer Referral Services	94	<1%
3 Utility Assistance²	1,286	9.6%
Utility Assistance (including Utility Service Payment Assistance)	1,277	9.5%
4 Mental Health/Addictions²	1,260	9.4%
Crisis Intervention	379	2.8%
Outpatient Mental Health Facilities	151	1.1%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	128	<1%
Counseling Services	121	<1%
Mental Health Evaluation	110	<1%
5 Income Support/Assistance²	1,185	8.8%
Tax Preparation Assistance	821	6.1%
Online Tax Preparation/E-Filing Sites	102	<1%
Basic Income Maintenance Programs	50	<1%
Tax Information	45	<1%
Undesignated Temporary Financial Assistance	27	<1%

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STATISTICS SUMMARY

March-25

6 Individual, Family, and Community Support²	1,128	8.4%
Case/Care Management	411	3.1%
Parenting Education	109	<1%
Veterinary Services	85	<1%
In Home Assistance	80	<1%
Community Action/Social Advocacy Groups	50	<1%
7 Food/Meals²	889	6.6%
Emergency Food (including Food Pantries)	526	3.9%
Meals	183	1.4%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	161	1.2%
Food Outlets	19	<1%
8 Information Services²	814	6.1%
Information Sources	393	2.9%
Information and Referral	378	2.8%
Libraries	26	<1%
9 Healthcare²	751	5.6%
Health Supportive Services	298	2.2%
Health Insurance Information/Counseling	83	<1%
Disease/Disability Specific Screening/Diagnosis	74	<1%
Health Care Referrals	45	<1%
Medical Public Assistance Programs	30	<1%
10 Clothing/Personal/Household Needs²	677	5.1%
11 Disaster Services²	388	2.9%
12 Employment²	381	2.8%
13 Transportation²	168	1.3%
14 Other Government/Economic Services²	124	<1%
15 Arts, Culture, and Recreation²	78	<1%
16 Volunteers/Donations²	44	<1%
17 Education²	26	<1%

TOP UNMET NEEDS

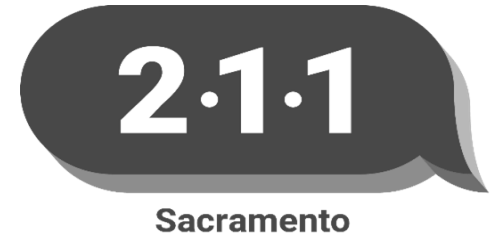
Mar '25

1 Housing Expense Assistance	478
2 Landlord/Tenant Assistance	205
3 Emergency Shelter (including Homeless Motel Vouchers)	201
4 Tax Preparation Assistance	118
5 Utility Assistance	110

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STATISTICS SUMMARY

March-25

Most Frequently Referred Programs

Mar '25

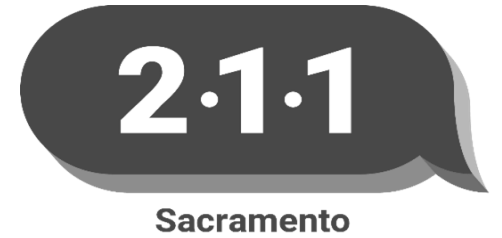
% of

	<u>Mar '25</u>	<u>% of</u>
1 Problem Solving Access Points (PSAP) - Community Link	754	5.6%
2 Volunteer Income Tax Assistance Program	559	4.2%
3 Saint Vincent de Paul Society	432	3.2%
4 Winter Warming Shelters and Centers - Community Link	407	3.0%
5 Low-Cost Housing Communities - Mutual Housing California	399	3.0%
6 Property Listing - Mercy Housing California	389	2.9%
7 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Program	354	2.6%
8 Utility Assistance - The Salvation Army	352	2.6%
9 Rental Assistance - The Salvation Army	344	2.6%
10 Home Energy Assistance Program	315	2.3%
11 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	242	1.8%
12 California Department of Health Care Services - CalAIM - Community Supports	236	1.8%
12 Tax Aide - AARP	236	1.8%
14 Housing Navigation Services - United Way California Capital Region	229	1.7%
15 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	196	1.5%
16 Anti-Displacement Program - The Salvation Army	177	1.3%
17 Renters Helpline - Community Link Capital Region	165	1.2%
18 Community Housing Opportunities Corporation	163	1.2%
19 Mental Health Crisis Respite Center - Hope Cooperative	159	1.2%
20 CalFresh Application Assistance - 2-1-1 Sacramento	129	<1%
21 Family Support Services - Family Promise of Sacramento	126	<1%
22 Sacramento County Behavioral Health Services - Access Team	120	<1%
23 Superior Court of California - Family Law Facilitator/Self Help Center	114	<1%
24 Angelic Housing - Angelic Housing Resources Foundation Inc.	105	<1%
24 North A Street Shelter - First Step Communities	105	<1%
26 Crisis Receiving for Behavioral Health - WellSpace Health	100	<1%
26 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	100	<1%
28 Domestic Violence Shelter - Lao Family Community Development, Inc.	93	<1%
28 Support Services - My Sister's House	93	<1%
30 Shelter Services - The Salvation Army	92	<1%
All Other Referrals	6,965	
Total Referrals	14,250	

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STATISTICS SUMMARY

March-25

RESOURCE DIRECTORY - DATABASE

	<u>Mar '25</u>	<u>YTD</u>
Resources Updated	442	1,195
Resources Verified	278	775

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Mar '25</u>	<u>YTD</u>
Unique Visitors	10,792	26,391
Directory Searches	8,658	27,593
Resource Page Views	29,422	82,423
Total Page Views	38,080	110,016

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%.