

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**  
**May-24**

<b>CALL VOLUME</b>	<b>May '24</b>	
Month of May	14,986	
Year to date - 2024	82,000	
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>
Information	1,116	7,253
Referral	8,580	42,679
Total I&R calls	9,696	49,932
Follow-up	588	2,201
Advocacy	1	6
Crisis	8	12
Disaster	1	63
Outreach	2	7
Total Calls with Demographic Info	10,296	52,221
Call Back	817	5,995
Silent/Static	623	2,978
Voicemail	186	2,047
Other	3,064	18,759

**COURT OUTREACH ACTIVITY**

Month of May	655
Year to date - 2024	2,992

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>	<b>May '24</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 Less than 18	25	<1%	71	<1%
2 18-20	173	1.7%	926	1.8%
3 21-29	1,052	10.2%	4,755	9.1%
4 30-39	1,779	17.3%	7,907	15.1%
5 40-49	1,266	12.3%	6,037	11.6%
6 50-59	1,110	10.8%	5,859	11.2%
7 Seniors - age 60+	1,367	13.3%	8,156	15.6%
8 Caller Declined	1,634	15.9%	8,247	15.8%
9 Did not Ask	1,890	18.4%	10,263	19.7%

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<b><u>CALLER ETHNICITY</u></b>		<b><u>May '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	African American/Black	2,201	21.4%	10,176	19.5%
2	Caucasian	1,075	10.4%	6,043	11.6%
3	Hispanic / Latino	760	7.4%	3,908	7.5%
4	Multi-ethnic	266	2.6%	1,238	2.4%
5	Asian	144	1.4%	683	1.3%
6	Other	98	<1%	435	<1%
7	Pacific Islander / Native Hawaiian	78	<1%	346	<1%
8	Native American	74	<1%	398	<1%
9	Middle Eastern	47	<1%	248	<1%
10	Russian / Slavic	29	<1%	163	<1%
11	Caller declined to answer	2,348	22.8%	11,955	22.9%
12	Did not ask	3,176	30.8%	16,628	31.8%
<b><u>Military/Veterans</u></b>		135	1.3%	831	1.6%
<b><u>First 5 Families/Children 0-5</u></b>		1,537	14.9%	6,263	12.0%
<b><u>CALLER GENDER</u></b>		<b><u>May '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	Female	5,657	54.9%	27,355	52.4%
2	Male	2,924	28.4%	14,922	28.6%
3	Trans Female	21	<1%	61	<1%
4	Trans Male	9	<1%	25	<1%
5	Non-binary	7	<1%	54	<1%
6	Intersex	4	<1%	23	<1%
7	Unknown	73	<1%	586	1.1%
8	Client declined	886	8.6%	4,921	9.4%
9	Did not ask	715	6.9%	4,274	8.2%
<b><u>NUMBER IN HOUSEHOLD</u></b>		<b><u>May '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	1	5,361	52.1%	27,803	53.2%
2	2	1,463	14.2%	7,777	14.9%
3	3	1,017	9.9%	4,153	8.0%
4	4	601	5.8%	2,500	4.8%
5	5	278	2.7%	1,255	2.4%
6	6+	245	2.4%	1,171	2.2%
7	Unknown	1,331	12.9%	7,562	14.5%

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**STATISTICS SUMMARY**

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<b>APPROXIMATE MONTHLY INCOME</b>	<b>May '24</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No Income	2,031	19.7%	9,604	18.4%
2 Less than \$1,000	848	8.2%	4,258	8.2%
3 \$1,001 - \$1,500	1,063	10.3%	5,309	10.2%
4 \$1,501 - \$2,000	461	4.5%	2,518	4.8%
5 \$2,001 - \$2,500	284	2.8%	1,692	3.2%
6 \$2,501 - \$3,000	237	2.3%	1,374	2.6%
7 \$3,001 - \$4,000	241	2.3%	1,454	2.8%
8 \$4,001 - \$5,000	83	<1%	617	1.2%
9 More than \$5,000	81	<1%	553	1.1%
10 Unknown	4,967	48.2%	24,842	47.6%

<b>TOP SOURCES OF INCOME</b>	<b>May '24</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 No current source of income	2,083	20.2%	9,611	18.4%
2 Job	1,442	14.0%	7,392	14.2%
3 SSI	823	8.0%	3,964	7.6%
4 TANF (CalWORKs)	780	7.6%	3,164	6.1%
5 SS	562	5.5%	3,552	6.8%
6 Other	317	3.1%	1,352	2.6%
7 SSD (SSDI)	276	2.7%	1,462	2.8%
8 Pension	107	1.0%	973	1.9%
9 Unemployment	91	<1%	395	<1%
10 General Assistance	84	<1%	573	1.1%
11 Self-Employed	65	<1%	307	<1%
12 SDI	56	<1%	278	<1%
13 Child Support	24	<1%	104	<1%
14 Family	22	<1%	103	<1%
15 Workers Comp	16	<1%	75	<1%
16 Student Financial Aid	9	<1%	48	<1%
17 Alimony	4	<1%	25	<1%
18 AB 12 Foster Care	3	<1%	30	<1%
19 Insurance	2	<1%	9	<1%
20 Unknown (caller declined + did not ask)	3,530	34.3%	18,804	36.0%

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**STATISTICS SUMMARY**

**May-24**

<b>TOP ZIP CODES (May '24 )</b>				<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>				<b># of CALLS</b>
1	95823	Sacramento		778	1	95823	Sacramento	3,522	
2	95811	Sacramento		670	2	95811	Sacramento	3,451	
3	95815	Sacramento		375	3	95815	Sacramento	2,022	
4	95828	Sacramento		354	4	95821	Sacramento	1,660	
5	95821	Sacramento		353	5	95838	Sacramento	1,596	
6	95838	Sacramento		321	6	95825	Sacramento	1,582	
7	95820	Sacramento		291	7	95828	Sacramento	1,578	
8	95824	Sacramento		270	8	95820	Sacramento	1,555	
9	95822	Sacramento		268	9	95670	Gold River/Rancho Ct	1,444	
10	95825	Sacramento		266	10	95822	Sacramento	1,339	

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>		<b>May '24</b>	<b>% of <sup>3</sup></b>
<b>1</b>	<b>Housing<sup>2</sup></b>	<b>6,534</b>	<b>63.5%</b>
	Housing Search and Information	1,610	15.6%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,178	11.4%
	Emergency Shelter (including Homeless Motel Vouchers)	1,068	10.4%
	Housing Expense Assistance	1,025	10.0%
	Transitional Housing/Shelter	465	4.5%
<b>2</b>	<b>Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>1,990</b>	<b>19.3%</b>
	Family Law	786	7.6%
	Certificates/Forms Assistance	148	1.4%
	Protective/Restraining Orders	144	1.4%
	Legal Counseling	108	1.0%
	Advocacy	58	<1%
	Crime Reporting	58	<1%
<b>3</b>	<b>Mental Health/Addictions<sup>2</sup></b>	<b>1,160</b>	<b>11.3%</b>
	Crisis Intervention	335	3.3%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	129	1.3%
	Counseling Services	122	1.2%
	Outpatient Mental Health Facilities	103	1.0%
	Mental Health Evaluation	98	<1%
<b>4</b>	<b>Individual, Family, and Community Support<sup>2</sup></b>	<b>935</b>	<b>9.1%</b>
	Case/Care Management	241	2.3%
	Veterinary Services	78	<1%
	Multipurpose Centers	63	<1%
	Parenting Education	56	<1%
	Parental Visitation Facilitation	53	<1%



**STATISTICS SUMMARY**  
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<b>5 Food/Meals<sup>2</sup></b>	<b>872</b>	<b>8.5%</b>
Emergency Food (including Food Pantries)	567	5.5%
Meals	168	1.6%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	110	1.1%
Food Outlets	27	<1%
<b>6 Utility Assistance<sup>2</sup></b>	<b>863</b>	<b>8.4%</b>
Utility Assistance (including Utility Service Payment Assistance)	851	8.3%
<b>7 Information Services<sup>2</sup></b>	<b>740</b>	<b>7.2%</b>
Information and Referral	392	3.8%
Information Sources (including 311 Services)	285	2.8%
Public Awareness/Education	27	<1%
Electronic Information Resources	17	<1%
Libraries	17	<1%
<b>9 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>534</b>	<b>5.2%</b>
Personal Goods/Services	383	3.7%
Household Goods	117	1.1%
Mobile Devices	11	<1%
Office Equipment and Supplies	10	<1%
<b>8 Healthcare<sup>2</sup></b>	<b>620</b>	<b>6.0%</b>
Health Supportive Services	205	2.0%
Health Insurance Information/Counseling	62	<1%
Disease/Disability Specific Screening/Diagnosis	60	<1%
Medical Public Assistance Programs	50	<1%
Mother and Infant Care	31	<1%
<b>10 Employment<sup>2</sup></b>	<b>328</b>	<b>3.2%</b>
<b>11 Income Support/Assistance<sup>2</sup></b>	<b>263</b>	<b>2.6%</b>
<b>12 Other Government/Economic Services<sup>2</sup></b>	<b>206</b>	<b>2.0%</b>
<b>13 Transportation<sup>2</sup></b>	<b>171</b>	<b>1.7%</b>
<b>14 Volunteers/Donations<sup>2</sup></b>	<b>49</b>	<b>&lt;1%</b>
<b>15 Arts, Culture, and Recreation<sup>2</sup></b>	<b>35</b>	<b>&lt;1%</b>
<b>16 Education<sup>2</sup></b>	<b>21</b>	<b>&lt;1%</b>
<b>17 Disaster Services<sup>2</sup></b>	<b>12</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**May '24**

<b>1</b> Housing Expense Assistance	283
<b>2</b> Emergency Shelter (including Homeless Motel Vouchers)	73
<b>3</b> Utility Assistance	42
<b>4</b> Crisis Intervention	36
<b>5</b> Nutrition Related Public Assistance Programs	28

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<b>Most Frequently Referred Programs</b>	<b>May '24</b>	<b>% of</b>
1 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	497	4.8%
2 Saint Vincent de Paul Society	454	4.4%
3 Low-Cost Housing Communities - Mutual Housing California	435	4.2%
4 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	433	4.2%
5 Property Listing - Mercy Housing California	408	4.0%
6 Utility Assistance - The Salvation Army	268	2.6%
7 California Department of Health Care Services - CalAIM - Community Supports	222	2.2%
8 Community Housing Opportunities Corporation	188	1.8%
9 Renters Helpline - Tenant-Landlord Dispute Resolution and Fair Housing Services - Cor	163	1.6%
10 Angelic Housing - Angelic Housing Resources Foundation Inc.	161	1.6%
11 Home Energy Assistance Program	158	1.5%
12 Family Support Services - Family Promise of Sacramento	152	1.5%
13 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	149	1.4%
14 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	132	1.3%
15 Housing Navigation Services - United Way California Capital Region	129	1.3%
16 Sacramento County Behavioral Health Services - Access Team	127	1.2%
17 Family Law Clinic - Sacramento Justice League	125	1.2%
18 Anti-Displacement Program - The Salvation Army	123	1.2%
19 3-1-1 Connect - Sacramento County	122	1.2%
20 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	114	1.1%
21 Care Residences - Helping Hearts Foundation, Inc.	109	1.1%
21 Transitional Housing - EveryONE Matters Ministries	109	1.1%
23 Mental Health Crisis Respite Center - Hope Cooperative	106	1.0%
24 Support Services - My Sister's House	102	<1%
25 CalFresh Application Assistance - 2-1-1 Sacramento	101	<1%
26 North A Street Shelter - First Step Communities	96	<1%
27 Family Law - Capital Pro Bono	92	<1%
28 Domestic Violence Shelter - Lao Family Community Development, Inc.	91	<1%
29 Safe House - WEAVE	87	<1%
30 Shelter Services - The Salvation Army	86	<1%
All Other Referrals	6,286	
Total Referrals	11,825	

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**STATISTICS SUMMARY**  
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**RESOURCE DIRECTORY - DATABASE**

	<b><u>May '24</u></b>	<b><u>YTD</u></b>
Resources Updated	330	1,476
Resources Verified	250	1,201

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>May '24</u></b>	<b><u>YTD</u></b>
Unique Visitors	10,415	43,080
Directory Searches	8,169	41,317
Resource Page Views	21,772	114,402
Total Page Views	29,941	155,719

<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%.