

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**  
**November-24**

<b>CALL VOLUME</b>	<b>Nov '24</b>	
Month of Nov	17,603	
Year to date - 2024	185,993	
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>
Information	699	12,905
Referral	10,341	101,128
Total I&R calls	11,040	114,033
Follow-up	283	4,133
Advocacy	0	10
Crisis	1	21
Disaster	1	79
Outreach	1	25
Total Calls with Demographic Info	11,326	118,301
Call Back	1,231	13,461
Silent/Static	712	7,176
Voicemail	333	3,843
Other	4,001	43,212

**COURT OUTREACH ACTIVITY**

Month of Nov	943
Year to date - 2024	7,988

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>	<b>Nov '24</b>	<b>% of</b>	<b>YTD</b>	<b>% of YTD</b>
1 Less than 18	13	<1%	189	<1%
2 18-20	179	1.6%	2,138	1.8%
3 21-29	1,378	12.2%	12,816	10.8%
4 30-39	2,249	19.9%	20,617	17.4%
5 40-49	1,507	13.3%	15,414	13.0%
6 50-59	1,423	12.6%	13,911	11.8%
7 Seniors - age 60+	1,304	11.5%	16,021	13.5%
8 Caller Declined	1,968	17.4%	17,680	14.9%
9 Did not Ask	1,305	11.5%	19,515	16.5%

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<b><u>CALLER ETHNICITY</u></b>	<b><u>Nov '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 African American/Black	3,143	27.8%	27,350	23.1%
2 Caucasian	1,521	13.4%	14,501	12.3%
3 Hispanic / Latino	1,074	9.5%	10,294	8.7%
4 Multi-ethnic	456	4.0%	3,597	3.0%
5 Asian	153	1.4%	1,710	1.4%
6 Other	116	1.0%	1,052	<1%
7 Native American	112	<1%	1,025	<1%
8 Pacific Islander / Native Hawaiian	73	<1%	936	<1%
9 Middle Eastern	65	<1%	598	<1%
10 Russian / Slavic	16	<1%	328	<1%
11 Caller declined to answer	2,811	24.8%	25,950	21.9%
12 Did not ask	1,786	15.8%	30,960	26.2%
<b><u>Military/Veterans</u></b>	181	1.6%	1,746	1.5%
<b><u>First 5 Families/Children 0-5</u></b>	1,989	17.6%	17,688	15.0%

<b><u>CALLER GENDER</u></b>	<b><u>Nov '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 Female	6,581	58.1%	65,435	55.3%
2 Male	3,177	28.1%	33,875	28.6%
3 Non-binary	13	<1%	149	<1%
4 Trans Female	11	<1%	160	<1%
5 Trans Male	8	<1%	53	<1%
6 Intersex	6	<1%	52	<1%
7 Unknown	35	<1%	822	<1%
8 Client declined	997	8.8%	10,131	8.6%
9 Did not ask	498	4.4%	7,624	6.4%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>Nov '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 1	5,355	47.3%	59,954	50.7%
2 2	1,923	17.0%	18,622	15.7%
3 3	1,199	10.6%	11,289	9.5%
4 4	806	7.1%	7,206	6.1%
5 5	531	4.7%	3,814	3.2%
6 6+	380	3.4%	3,095	2.6%
7 Unknown	1,132	10.0%	14,321	12.1%

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<b><u>APPROXIMATE MONTHLY INCOME</u></b>		<b><u>Nov '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	No Income	2,103	18.6%	22,566	19.1%
2	Less than \$1,000	1,124	9.9%	10,663	9.0%
3	\$1,001 - \$1,500	1,528	13.5%	13,907	11.8%
4	\$1,501 - \$2,000	616	5.4%	6,324	5.3%
5	\$2,001 - \$2,500	495	4.4%	4,216	3.6%
6	\$2,501 - \$3,000	398	3.5%	3,387	2.9%
7	\$3,001 - \$4,000	505	4.5%	3,861	3.3%
8	\$4,001 - \$5,000	246	2.2%	1,561	1.3%
9	More than \$5,000	146	1.3%	1,220	1.0%
10	Unknown	4,165	36.8%	50,596	42.8%
<b><u>TOP SOURCES OF INCOME</u></b>		<b><u>Nov '24</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	Job	2,077	18.3%	18,869	15.9%
2	No current source of income	2,059	18.2%	22,121	18.7%
3	SSI	1,300	11.5%	10,516	8.9%
4	TANF (CalWORKs)	1,068	9.4%	9,150	7.7%
5	SS	477	4.2%	6,966	5.9%
6	SSD (SSDI)	319	2.8%	3,406	2.9%
7	Other	257	2.3%	2,810	2.4%
8	SDI	141	1.2%	876	<1%
9	Unemployment	119	1.1%	1,160	<1%
10	General Assistance	114	1.0%	1,252	1.1%
11	Self-Employed	100	<1%	834	<1%
12	Pension	60	<1%	1,474	1.2%
13	Child Support	45	<1%	303	<1%
14	Workers Comp	40	<1%	200	<1%
15	Family	21	<1%	249	<1%
16	Student Financial Aid	10	<1%	100	<1%
17	Alimony	3	<1%	40	<1%
18	AB 12 Foster Care	2	<1%	58	<1%
19	Insurance	1	<1%	17	<1%
20	Unknown (caller declined + did not ask)	3,113	27.5%	37,900	32.0%

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**November-24**

<b>TOP ZIP CODES (Nov '24 )</b>				<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>				<b># of CALLS</b>
1	95823	Sacramento		863	1	95823	Sacramento	8,497	
2	95811	Sacramento		724	2	95811	Sacramento	7,784	
3	95820	Sacramento		470	3	95815	Sacramento	4,637	
4	95833	Sacramento		463	4	95828	Sacramento	3,927	
5	95815	Sacramento		459	5	95838	Sacramento	3,900	
6	95838	Sacramento		426	6	95820	Sacramento	3,878	
7	95828	Sacramento		408	7	95821	Sacramento	3,726	
8	95821	Sacramento		348	8	95825	Sacramento	3,718	
9	95822	Sacramento		326	9	95670	Gold River/Rancho Ct	3,342	
10	95825	Sacramento		325	10	95833	Sacramento	3,243	

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>	<b>Nov '24</b>	<b>% of <sup>3</sup></b>
<b>1 Housing<sup>2</sup></b>	<b>6,380</b>	<b>56.3%</b>
Housing Expense Assistance	1,675	14.8%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,326	11.7%
Housing Search and Information	1,014	9.0%
Emergency Shelter (including Homeless Motel Vouchers)	853	7.5%
At Risk/Homeless Housing Related Assistance Programs	490	4.3%
<b>2 Individual, Family, and Community Support<sup>2</sup></b>	<b>2,177</b>	<b>19.2%</b>
Holiday Programs	1,316	11.6%
Case/Care Management	221	2.0%
Veterinary Services	96	<1%
In Home Assistance	63	<1%
Parental Visitation Facilitation	49	<1%
<b>3 Utility Assistance<sup>2</sup></b>	<b>2,011</b>	<b>17.8%</b>
Utility Assistance (including Utility Service Payment Assistance)	1,993	17.6%
Utility Service Providers	14	<1%
<b>4 Legal, Consumer, and Public Safety Services<sup>2</sup></b>	<b>1,322</b>	<b>11.7%</b>
Family Law	383	3.4%
Certificates/Forms Assistance	112	<1%
Protective/Restraining Orders	97	<1%
Legal Counseling	92	<1%
Consumer Complaints	67	<1%
<b>5 Food/Meals<sup>2</sup></b>	<b>1,108</b>	<b>9.8%</b>
Emergency Food (including Food Pantries)	750	6.6%
Meals	193	1.7%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	144	1.3%
Food Outlets	21	<1%
<b>6 Disaster Services<sup>2</sup></b>	<b>1,084</b>	<b>9.6%</b>
Emergency Shelter	996	8.8%
Disaster Relief Services	71	<1%

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<b>7</b>	<b>Mental Health/Addictions<sup>2</sup></b>	<b>941</b>	<b>8.3%</b>
	Crisis Intervention	268	2.4%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	161	1.4%
	Mental Health Evaluation	93	<1%
	Outpatient Mental Health Facilities	88	<1%
	Counseling Services	75	<1%
<b>8</b>	<b>Clothing/Personal/Household Needs<sup>2</sup></b>	<b>852</b>	<b>7.5%</b>
	Personal Goods/Services	584	5.2%
	Household Goods	224	2.0%
	Mobile Devices	15	<1%
	Office Equipment and Supplies	15	<1%
<b>9</b>	<b>Healthcare<sup>2</sup></b>	<b>660</b>	<b>5.8%</b>
	Health Supportive Services	242	2.1%
	Disease/Disability Specific Screening/Diagnosis	61	<1%
	Health Insurance Information/Counseling	51	<1%
	Dental Care	33	<1%
	Health Care Referrals	27	<1%
	Medical Public Assistance Programs	27	<1%
<b>10</b>	<b>Information Services<sup>2</sup></b>	<b>625</b>	<b>5.5%</b>
<b>11</b>	<b>Employment<sup>2</sup></b>	<b>332</b>	<b>2.9%</b>
<b>12</b>	<b>Transportation<sup>2</sup></b>	<b>240</b>	<b>2.1%</b>
<b>13</b>	<b>Income Support/Assistance<sup>2</sup></b>	<b>206</b>	<b>1.8%</b>
<b>14</b>	<b>Other Government/Economic Services<sup>2</sup></b>	<b>133</b>	<b>1.2%</b>
<b>15</b>	<b>Arts, Culture, and Recreation<sup>2</sup></b>	<b>67</b>	<b>&lt;1%</b>
<b>16</b>	<b>Volunteers/Donations<sup>2</sup></b>	<b>61</b>	<b>&lt;1%</b>
<b>17</b>	<b>Education<sup>2</sup></b>	<b>45</b>	<b>&lt;1%</b>
<b>TOP UNMET NEEDS</b>		<b>Nov '24</b>	
<b>1</b>	Housing Expense Assistance	812	
<b>2</b>	Emergency Shelter (including Homeless Motel Vouchers)	204	
<b>3</b>	Landlord/Tenant Assistance	169	
<b>4</b>	Utility Assistance	127	
<b>5</b>	At Risk/Homeless Housing Related Assistance Programs	78	

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<b>Most Frequently Referred Programs</b>	<b>Nov '24</b>	<b>% of</b>
1 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	712	6.3%
2 Winter Warming Shelters and Centers - Community Link	675	6.0%
3 Saint Vincent de Paul Society	626	5.5%
4 Utility Assistance - The Salvation Army	515	4.5%
5 Holiday Community Distribution Sites - Thanksgiving Baskets	487	4.3%
6 Home Energy Assistance Program	397	3.5%
7 Winter Warming Center - Union Gospel Mission	380	3.4%
8 Rental Assistance - The Salvation Army	361	3.2%
9 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	356	3.1%
10 Low-Cost Housing Communities - Mutual Housing California	345	3.0%
11 Property Listing - Mercy Housing California	311	2.7%
12 Anti-Displacement Program - The Salvation Army	261	2.3%
13 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental Ass	218	1.9%
14 California Department of Health Care Services - CalAIM - Community Supports	216	1.9%
15 Community Housing Opportunities Corporation	208	1.8%
16 Housing Navigation Services - United Way California Capital Region	190	1.7%
17 Renters Helpline - Community Link Capital Region	178	1.6%
18 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	138	1.2%
19 Family Support Services - Family Promise of Sacramento	132	1.2%
20 CalFresh Application Assistance - 2-1-1 Sacramento	129	1.1%
21 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	120	1.1%
22 Housing Deposits Assistance - Pacific Clinics	112	<1%
23 Mental Health Crisis Respite Center - Hope Cooperative	108	<1%
24 Turkeys-To-Go - Stockton Boulevard Partnership	104	<1%
25 California State Assembly - Assembly Member Stephanie Nguyen Turkey Giveaway	98	<1%
26 Sacramento County Behavioral Health Services - Access Team	97	<1%
27 Support Services - My Sister's House	96	<1%
28 North A Street Shelter - First Step Communities	90	<1%
29 Angel Tree Christmas Assistance Program - The Salvation Army	89	<1%
30 311 Customer Service Center - City of Sacramento 311	88	<1%
All Other Referrals	7,505	
Total Referrals	15,342	

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**STATISTICS SUMMARY**  
**November-24**

**RESOURCE DIRECTORY - DATABASE**

	<b><u>Nov '24</u></b>	<b><u>YTD</u></b>
Resources Updated	393	3,773
Resources Verified	245	2,787

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>Nov '24</u></b>	<b><u>YTD</u></b>
Unique Visitors	14,047	87,562
Directory Searches	33,163	126,376
Resource Page Views	41,881	271,072
Total Page Views	75,044	397,448

<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%.