

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

October-24

CALL VOLUME

Oct '24

Month of Oct 19,011
 Year to date - 2024 168,390

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	872	12,206
Referral	10,209	90,787
Total I&R calls	11,081	102,993
Follow-up	309	3,850
Advocacy	0	10
Crisis	1	20
Disaster	1	78
Outreach	2	24
Total Calls with Demographic Info	11,394	106,975
Call Back	1,603	12,230
Silent/Static	741	6,464
Voicemail	401	3,510
Other	4,872	39,211

COURT OUTREACH ACTIVITY

Month of Oct 1,100
 Year to date - 2024 7,045

CLIENT PROFILE

AGE RANGES OF CALLERS

Oct '24

% of

YTD

% of YTD

1	Less than 18	25	<1%	176	<1%
2	18-20	217	1.9%	1,959	1.8%
3	21-29	1,445	12.7%	11,438	10.7%
4	30-39	2,186	19.2%	18,368	17.2%
5	40-49	1,761	15.5%	13,907	13.0%
6	50-59	1,412	12.4%	12,488	11.7%
7	Seniors - age 60+	1,205	10.6%	14,717	13.8%
8	Caller Declined	1,648	14.5%	15,712	14.7%
9	Did not Ask	1,495	13.1%	18,210	17.0%

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

October-24

<u>CALLER ETHNICITY</u>	<u>Oct '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American/Black	3,181	27.9%	24,207	22.6%
2 Caucasian	1,433	12.6%	12,980	12.1%
3 Hispanic / Latino	1,194	10.5%	9,220	8.6%
4 Multi-ethnic	448	3.9%	3,141	2.9%
5 Asian	153	1.3%	1,557	1.5%
6 Pacific Islander / Native Hawaiian	136	1.2%	863	<1%
7 Native American	110	<1%	913	<1%
8 Other	98	<1%	936	<1%
9 Middle Eastern	61	<1%	533	<1%
10 Russian / Slavic	15	<1%	312	<1%
11 Caller declined to answer	2,535	22.2%	23,139	21.6%
12 Did not ask	2,030	17.8%	29,174	27.3%
<u>Military/Veterans</u>	147	1.3%	1,565	1.5%
<u>First 5 Families/Children 0-5</u>	2,122	18.6%	15,699	14.7%

<u>CALLER GENDER</u>	<u>Oct '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Female	6,611	58.0%	58,854	55.0%
2 Male	3,321	29.1%	30,698	28.7%
3 Non-binary	17	<1%	136	<1%
4 Trans Female	14	<1%	149	<1%
5 Intersex	5	<1%	46	<1%
6 Trans Male	4	<1%	45	<1%
7 Unknown	38	<1%	787	<1%
8 Client declined	885	7.8%	9,134	8.5%
9 Did not ask	499	4.4%	7,126	6.7%

<u>NUMBER IN HOUSEHOLD</u>	<u>Oct '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 1	5,182	45.5%	54,599	51.0%
2 2	1,969	17.3%	16,699	15.6%
3 3	1,332	11.7%	10,090	9.4%
4 4	913	8.0%	6,400	6.0%
5 5	474	4.2%	3,283	3.1%
6 6+	404	3.5%	2,715	2.5%
7 Unknown	1,120	9.8%	13,189	12.3%

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

October-24

<u>APPROXIMATE MONTHLY INCOME</u>	<u>Oct '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No Income	2,211	19.4%	20,463	19.1%
2 Less than \$1,000	1,110	9.7%	9,539	8.9%
3 \$1,001 - \$1,500	1,620	14.2%	12,379	11.6%
4 \$1,501 - \$2,000	727	6.4%	5,708	5.3%
5 \$2,001 - \$2,500	495	4.3%	3,721	3.5%
6 \$2,501 - \$3,000	401	3.5%	2,989	2.8%
7 \$3,001 - \$4,000	467	4.1%	3,356	3.1%
8 \$4,001 - \$5,000	235	2.1%	1,315	1.2%
9 More than \$5,000	139	1.2%	1,074	1.0%
10 Unknown	3,989	35.0%	46,431	43.4%
<u>TOP SOURCES OF INCOME</u>	<u>Oct '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Job	2,354	20.7%	16,792	15.7%
2 No current source of income	2,101	18.4%	20,062	18.8%
3 SSI	1,160	10.2%	9,216	8.6%
4 TANF (CalWORKs)	1,070	9.4%	8,082	7.6%
5 SS	586	5.1%	6,489	6.1%
6 SSD (SSDI)	322	2.8%	3,087	2.9%
7 Other	232	2.0%	2,553	2.4%
8 Unemployment	180	1.6%	1,041	<1%
9 General Assistance	120	1.1%	1,138	1.1%
10 SDI	112	<1%	735	<1%
11 Self-Employed	98	<1%	734	<1%
12 Pension	78	<1%	1,414	1.3%
13 Child Support	48	<1%	258	<1%
14 Family	29	<1%	228	<1%
15 Workers Comp	19	<1%	160	<1%
16 Student Financial Aid	10	<1%	90	<1%
17 AB 12 Foster Care	9	<1%	56	<1%
18 Alimony	4	<1%	37	<1%
19 Insurance	1	<1%	16	<1%
20 Unknown (caller declined + did not ask)	2,861	25.1%	34,787	32.5%

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

October-24

TOP ZIP CODES (Oct '24)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		850	1	95823	Sacramento	7,634	
2	95811	Sacramento		620	2	95811	Sacramento	7,060	
3	95820	Sacramento		535	3	95815	Sacramento	4,178	
4	95828	Sacramento		485	4	95828	Sacramento	3,519	
5	95838	Sacramento		453	5	95838	Sacramento	3,474	
6	95815	Sacramento		407	6	95820	Sacramento	3,408	
7	95833	Sacramento		405	7	95825	Sacramento	3,393	
8	95825	Sacramento		391	8	95821	Sacramento	3,378	
9	95670	Gold River/Rancho C		357	9	95670	Gold River/Rancho Ct	3,024	
10	95824	Sacramento		351	10	95822	Sacramento	2,882	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Oct '24	% of ³
1 Housing²	7,299	64.1%
Housing Expense Assistance	2,081	18.3%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,386	12.2%
Housing Search and Information	1,214	10.7%
Emergency Shelter (including Homeless Motel Vouchers)	1,047	9.2%
At Risk/Homeless Housing Related Assistance Programs	499	4.4%
2 Utility Assistance²	3,236	28.4%
Utility Assistance (including Utility Service Payment Assistance)	3,220	28.3%
Utility Service Providers	15	<1%
3 Legal, Consumer, and Public Safety Services²	2,067	18.1%
Family Law	767	6.7%
Certificates/Forms Assistance	186	1.6%
Protective/Restraining Orders	143	1.3%
Legal Counseling	140	1.2%
Consumer Complaints	98	<1%
4 Food/Meals²	1,085	9.5%
Emergency Food (including Food Pantries)	691	6.1%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	205	1.8%
Meals	165	1.4%
Food Outlets	24	<1%
5 Individual, Family, and Community Support²	1,020	9.0%
Holiday Programs	240	2.1%
Case/Care Management	181	1.6%
Veterinary Services	68	<1%
Parenting Education	55	<1%
Parental Visitation Facilitation	48	<1%

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

October-24

6	Mental Health/Addictions²	985	8.6%
	Crisis Intervention	269	2.4%
	Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	131	1.1%
	Outpatient Mental Health Facilities	124	1.1%
	Mental Health Evaluation	106	<1%
	Counseling Services	69	<1%
7	Clothing/Personal/Household Needs²	776	6.8%
	Personal Goods/Services	552	4.8%
	Household Goods	188	1.6%
	Mobile Devices	15	<1%
	Repair Services	13	<1%
8	Healthcare²	756	6.6%
	Health Supportive Services	284	2.5%
	Disease/Disability Specific Screening/Diagnosis	97	<1%
	Health Insurance Information/Counseling	58	<1%
	Medical Public Assistance Programs	53	<1%
	Mother and Infant Care	49	<1%
9	Information Services²	643	5.6%
	Information and Referral	327	2.9%
	Information Sources (including 311 Services)	286	2.5%
	Libraries	10	<1%
	Public Awareness/Education	10	<1%
10	Employment²	359	3.2%
11	Income Support/Assistance²	237	2.1%
12	Transportation²	220	1.9%
13	Other Government/Economic Services²	178	1.6%
14	Disaster Services²	96	<1%
15	Arts, Culture, and Recreation²	75	<1%
16	Education²	47	<1%
17	Volunteers/Donations²	36	<1%

TOP UNMET NEEDS

Oct '24

1	Housing Expense Assistance	566
2	Utility Assistance	149
3	Emergency Shelter (including Homeless Motel Vouchers)	92
4	Landlord/Tenant Assistance	67
5	At Risk/Homeless Housing Related Assistance Programs	52

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

October-24

Most Frequently Referred Programs	Oct '24	% of
1 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	1,065	9.3%
2 Utility Assistance - The Salvation Army	889	7.8%
3 Saint Vincent de Paul Society	770	6.8%
4 Home Energy Assistance Program	624	5.5%
5 Rental Assistance - The Salvation Army	553	4.9%
6 Low-Cost Housing Communities - Mutual Housing California	416	3.7%
7 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	399	3.5%
8 Property Listing - Mercy Housing California	377	3.3%
9 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental Ass	338	3.0%
10 Community Housing Opportunities Corporation	289	2.5%
11 Anti-Displacement Program - The Salvation Army	283	2.5%
12 California Department of Health Care Services - CalAIM - Community Supports	247	2.2%
13 Housing Navigation Services - United Way California Capital Region	202	1.8%
14 CalFresh Application Assistance - 2-1-1 Sacramento	188	1.6%
14 Renters Helpline - Community Link Capital Region	188	1.6%
16 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	173	1.5%
17 Community Supports Housing Services - Pacific Clinics	135	1.2%
18 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	134	1.2%
19 Mental Health Crisis Respite Center - Hope Cooperative	126	1.1%
20 Support Services - My Sister's House	120	1.1%
21 311 Customer Service Center - City of Sacramento 311	117	1.0%
22 Family Support Services - Family Promise of Sacramento	115	1.0%
23 Domestic Violence Shelter - Lao Family Community Development, Inc.	104	<1%
24 North A Street Shelter - First Step Communities	102	<1%
24 Sacramento County Behavioral Health Services - Access Team	102	<1%
26 Shelter Services - The Salvation Army	101	<1%
27 Superior Court of California - Family Law Facilitator/Self Help Center	95	<1%
28 Family Law - Capital Pro Bono	94	<1%
29 Family Law Clinic - Sacramento Justice League	89	<1%
30 Sacramento County Program - Legal Services of Northern California	84	<1%
All Other Referrals	7,120	
Total Referrals	15,639	

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
October-24

RESOURCE DIRECTORY - DATABASE

	<u>Oct '24</u>	<u>YTD</u>
Resources Updated	404	3,380
Resources Verified	290	2,542

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Oct '24</u>	<u>YTD</u>
Unique Visitors	10,188	77,941
Directory Searches	12,629	93,213
Resource Page Views	24,502	229,191
Total Page Views	37,131	322,404

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%.