

2-1-1 Sacramento
 8001 Folsom Blvd. Suite 100, Sacramento, CA 95826

www.211Sacramento.org
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2-1-1 or 916-498-1000 or 800-500-4931



STATISTICS SUMMARY
September-24

CALL VOLUME	Sep '24	
Month of Sep	17,388	
Year to date - 2024	149,379	
TYPE OF CALLS		YEAR TO DATE (YTD)
Information	894	11,334
Referral	9,503	80,578
Total I&R calls	10,397	91,912
Follow-up	351	3,541
Advocacy	3	10
Crisis	2	19
Disaster	2	77
Outreach	3	22
Total Calls with Demographic Info	10,758	95,581
Call Back	1,425	10,627
Silent/Static	707	5,723
Voicemail	305	3,109
Other	4,193	34,339

COURT OUTREACH ACTIVITY

Month of Sep	745
Year to date - 2024	5,945

CLIENT PROFILE

AGE RANGES OF CALLERS	Sep '24	% of	YTD	% of YTD
1 Less than 18	18	<1%	151	<1%
2 18-20	219	2.0%	1,742	1.8%
3 21-29	1,382	12.8%	9,993	10.5%
4 30-39	2,049	19.0%	16,182	16.9%
5 40-49	1,576	14.6%	12,146	12.7%
6 50-59	1,446	13.4%	11,076	11.6%
7 Seniors - age 60+	1,321	12.3%	13,512	14.1%
8 Caller Declined	1,397	13.0%	14,064	14.7%
9 Did not Ask	1,350	12.5%	16,715	17.5%

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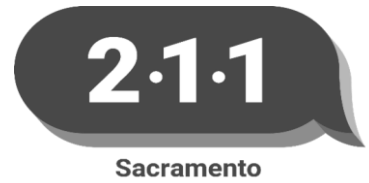
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<u>CALLER ETHNICITY</u>		<u>Sep '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	African American/Black	3,016	28.0%	21,026	22.0%
2	Caucasian	1,574	14.6%	11,547	12.1%
3	Hispanic / Latino	1,093	10.2%	8,026	8.4%
4	Multi-ethnic	400	3.7%	2,693	2.8%
5	Asian	180	1.7%	1,404	1.5%
6	Native American	122	1.1%	803	<1%
7	Pacific Islander / Native Hawaiian	107	<1%	727	<1%
8	Other	96	<1%	838	<1%
9	Middle Eastern	80	<1%	472	<1%
10	Russian / Slavic	35	<1%	297	<1%
11	Caller declined to answer	2,093	19.5%	20,604	21.6%
12	Did not ask	1,962	18.2%	27,144	28.4%
<u>Military/Veterans</u>		139	1.3%	1,418	1.5%
<u>First 5 Families/Children 0-5</u>		2,011	18.7%	13,577	14.2%
<u>CALLER GENDER</u>		<u>Sep '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	Female	6,364	59.2%	52,243	54.7%
2	Male	3,115	29.0%	27,377	28.6%
3	Trans Female	17	<1%	135	<1%
4	Non-binary	12	<1%	119	<1%
5	Trans Male	4	<1%	41	<1%
6	Intersex	3	<1%	41	<1%
7	Unknown	27	<1%	749	<1%
8	Client declined	729	6.8%	8,249	8.6%
9	Did not ask	487	4.5%	6,627	6.9%
<u>NUMBER IN HOUSEHOLD</u>		<u>Sep '24</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1	1	5,099	47.4%	49,417	51.7%
2	2	1,863	17.3%	14,730	15.4%
3	3	1,177	10.9%	8,758	9.2%
4	4	815	7.6%	5,487	5.7%
5	5	434	4.0%	2,809	2.9%
6	6+	354	3.3%	2,311	2.4%
7	Unknown	1,016	9.4%	12,069	12.6%

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APPROXIMATE MONTHLY INCOME	Sep '24	% of	YTD	% of YTD
1 No Income	2,120	19.7%	18,252	19.1%
2 Less than \$1,000	1,103	10.3%	8,429	8.8%
3 \$1,001 - \$1,500	1,465	13.6%	10,759	11.3%
4 \$1,501 - \$2,000	678	6.3%	4,981	5.2%
5 \$2,001 - \$2,500	450	4.2%	3,226	3.4%
6 \$2,501 - \$3,000	336	3.1%	2,588	2.7%
7 \$3,001 - \$4,000	475	4.4%	2,889	3.0%
8 \$4,001 - \$5,000	143	1.3%	1,080	1.1%
9 More than \$5,000	103	<1%	935	<1%
10 Unknown	3,885	36.1%	42,442	44.4%

TOP SOURCES OF INCOME	Sep '24	% of	YTD	% of YTD
1 No current source of income	2,060	19.1%	17,961	18.8%
2 Job	2,023	18.8%	14,438	15.1%
3 SSI	1,139	10.6%	8,056	8.4%
4 TANF (CalWORKs)	1,092	10.2%	7,012	7.3%
5 SS	615	5.7%	5,903	6.2%
6 SSD (SSDI)	300	2.8%	2,765	2.9%
7 Other	211	2.0%	2,321	2.4%
8 Unemployment	135	1.3%	861	<1%
9 Self-Employed	119	1.1%	636	<1%
10 General Assistance	101	<1%	1,018	1.1%
11 SDI	98	<1%	623	<1%
12 Pension	75	<1%	1,336	1.4%
13 Family	27	<1%	199	<1%
14 Child Support	24	<1%	210	<1%
15 Student Financial Aid	12	<1%	80	<1%
16 Workers Comp	8	<1%	141	<1%
17 AB 12 Foster Care	6	<1%	47	<1%
18 Insurance	1	<1%	15	<1%
19 Alimony	0	0.0%	33	<1%
20 Unknown (caller declined + did not ask)	2,712	25.2%	31,926	33.4%

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TOP ZIP CODES (Sep '24)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		799	1	95823	Sacramento	6,784	
2	95811	Sacramento		662	2	95811	Sacramento	6,440	
3	95828	Sacramento		480	3	95815	Sacramento	3,771	
4	95815	Sacramento		413	4	95821	Sacramento	3,067	
5	95838	Sacramento		396	5	95828	Sacramento	3,034	
6	95820	Sacramento		389	6	95838	Sacramento	3,021	
7	95821	Sacramento		348	7	95825	Sacramento	3,002	
8	95825	Sacramento		334	8	95820	Sacramento	2,873	
9	95824	Sacramento		332	9	95670	Gold River/Rancho Ct	2,667	
10	95670	Gold River/Rancho C		312	10	95822	Sacramento	2,564	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹	Sep '24	% of ³
1 Housing²	7,170	66.6%
Housing Expense Assistance	1,987	18.5%
Housing Search and Information	1,450	13.5%
Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,121	10.4%
Emergency Shelter (including Homeless Motel Vouchers)	934	8.7%
At Risk/Homeless Housing Related Assistance Programs	540	5.0%
2 Utility Assistance²	3,058	28.4%
Utility Assistance (including Utility Service Payment Assistance)	3,048	28.3%
3 Legal, Consumer, and Public Safety Services²	1,924	17.9%
Family Law	640	5.9%
Protective/Restraining Orders	151	1.4%
Certificates/Forms Assistance	130	1.2%
Legal Counseling	121	1.1%
Lawyer Referral Services	100	<1%
4 Food/Meals²	1,288	12.0%
Emergency Food (including Food Pantries)	867	8.1%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	230	2.1%
Meals	151	1.4%
Food Outlets	40	<1%
5 Mental Health/Addictions²	947	8.8%
Crisis Intervention	267	2.5%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	112	1.0%
Mental Health Evaluation	108	1.0%
Counseling Services	80	<1%
Outpatient Mental Health Facilities	78	<1%



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6 Individual, Family, and Community Support²	817	7.6%
Case/Care Management	188	1.7%
Veterinary Services	88	<1%
Parenting Education	53	<1%
In Home Assistance	44	<1%
Pet Care Services	43	<1%
7 Information Services²	694	6.5%
Information and Referral	374	3.5%
Information Sources (including 311 Services)	264	2.5%
Libraries	22	<1%
Public Awareness/Education	17	<1%
Electronic Information Resources	15	<1%
8 Healthcare²	656	6.1%
Health Supportive Services	211	2.0%
Disease/Disability Specific Screening/Diagnosis	59	<1%
Health Insurance Information/Counseling	51	<1%
Medical Public Assistance Programs	43	<1%
Mother and Infant Care	39	<1%
9 Clothing/Personal/Household Needs²	641	6.0%
Personal Goods/Services	433	4.0%
Household Goods	170	1.6%
Office Equipment and Supplies	14	<1%
Mobile Devices	13	<1%
Repair Services	10	<1%
10 Employment²	339	3.2%
11 Income Support/Assistance²	236	2.2%
12 Transportation²	194	1.8%
13 Other Government/Economic Services²	140	1.3%
14 Disaster Services²	88	<1%
15 Education²	65	<1%
16 Volunteers/Donations²	48	<1%
17 Arts, Culture, and Recreation²	44	<1%
TOP UNMET NEEDS	Sep '24	
1 Housing Expense Assistance	306	
2 Emergency Shelter (including Homeless Motel Vouchers)	109	
3 Utility Assistance	100	
4 Nutrition Related Public Assistance Programs	49	
5 Landlord/Tenant Assistance	38	

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Most Frequently Referred Programs	Sep '24	% of
1 Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	919	8.5%
2 Utility Assistance - The Salvation Army	872	8.1%
3 Saint Vincent de Paul Society	818	7.6%
4 Rental Assistance - The Salvation Army	625	5.8%
5 Home Energy Assistance Program	551	5.1%
6 Low-Cost Housing Communities - Mutual Housing California	423	3.9%
7 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	406	3.8%
8 Property Listing - Mercy Housing California	365	3.4%
9 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental Ass	326	3.0%
10 Community Housing Opportunities Corporation	251	2.3%
11 CalFresh Application Assistance - 2-1-1 Sacramento	233	2.2%
12 Housing Navigation Services - United Way California Capital Region	226	2.1%
13 Anti-Displacement Program - The Salvation Army	209	1.9%
14 California Department of Health Care Services - CalAIM - Community Supports	200	1.9%
15 Renters Helpline - Community Link Capital Region	198	1.8%
16 Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	156	1.5%
17 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	142	1.3%
18 Community Supports Housing Services - Pacific Clinics	133	1.2%
19 Mental Health Crisis Respite Center - Hope Cooperative	108	1.0%
20 Sacramento County Behavioral Health Services - Access Team	107	<1%
21 Angelic Housing - Angelic Housing Resources Foundation Inc.	102	<1%
22 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	100	<1%
23 Support Services - My Sister's House	98	<1%
24 Family Law Clinic - Sacramento Justice League	95	<1%
24 North A Street Shelter - First Step Communities	95	<1%
26 Sacramento County Program - Legal Services of Northern California	92	<1%
27 Shelter Services - The Salvation Army	89	<1%
28 Sacramento Housing and Redevelopment Agency - Public Housing Program	88	<1%
29 Family Law - Capital Pro Bono	86	<1%
30 Domestic Violence Shelter - Lao Family Community Development, Inc.	81	<1%
All Other Referrals	7,251	
Total Referrals	15,445	

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RESOURCE DIRECTORY - DATABASE

	<u>Sep '24</u>	<u>YTD</u>
Resources Updated	369	2,976
Resources Verified	290	2,252

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Sep '24</u>	<u>YTD</u>
Unique Visitors	9,229	71,340
Directory Searches	9,278	80,584
Resource Page Views	23,103	204,689
Total Page Views	32,381	285,273

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%.