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STATISTICS SUMMARY

January 2014

CALLS HANDLED										
	Month of January					7,568				
	Year to date - 2014					7,568				
TYPE OF CALLS										
	Information					3,236				
	Referral					3,423				
	Total I&R calls					6,659				
	Followup					427				
	Crisis					3				
	Disaster					0				
	Call Back					76				
	Silent/Static					403				
OUTREACH ACTIVITY										
	Month of January					861				
	Year to date - 20134					861				

CLIENT PROFILE

AGE RANGES OF CALLERS					Jan' 14	% of Jan				
	Less than 17				47	<1%				
	18-20				114	1.6%				
	21-29				910	12.8%				
	30-39				1,062	15.0%				
	40-49				849	12.0%				
	50-59				1,093	15.4%				
	Seniors - age 60+				2,103	29.7%				
	Age Unknown				911	12.9%				

CALLER ETHNICITY					Jan' 14	% of Jan				
1	Caucasian				1,735	24.5%				
2	African American/Black				1,328	18.7%				
3	Hispanic/Latino				704	9.9%				
4	Asian				152	2.1%				
5	Multi-Ethnic				117	1.7%				
6	Pacific Island/Native Hawaiian				62	<1%				
7	Native American				51	<1%				
8	Other				37	<1%				
9	Middle Eastern				32	<1%				
10	Russian/Slavic				24	<1%				
11	Decline to Answer				2,878	40.6%				

CALLER GENDER					Jan' 14	% of Jan				
1	Female				5,339	74.5%				
2	Male				1,656	23.1%				



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STATISTICS SUMMARY

January 2014

CLIENT PROFILE (continued)

TOP SOURCES OF INCOME						Jan' 14	% of Jan				
1	Job					1,338	18.9%				
2	SSI					1,309	18.5%				
3	SS					852	12.0%				
4	TANF					674	9.5%				
5	None					469	6.6%				
6	Pension					365	5.1%				
7	General Assistance					122	1.7%				
8	Unemployment					114	1.6%				
9	SSD					82	1.2%				
10	SDI					44	0.6%				
11	Self-Employed					40	<1%				
12	Family					29	<1%				
13	Student Financial Aid					25	<1%				
14	Child Support					20	<1%				
15	Other					15	<1%				
16	Workers Compensation					11	<1%				
17	Alimony					8	<1%				
18	Insurance					7	<1%				
TOP ZIP CODES											
1	95823										
2	95821										
3	95608										
4	95825										
5	95838										
6	95815										
7	95828										
8	95820										
9	95822										
10	95824										



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STATISTICS SUMMARY

January 2014

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED						Jan' 14	% of Jan
1	Housing/Utilities					2,870	40.5%
	Utility Services Payment Assistance					704	9.9%
	Emergency Housing/Shelter					607	8.6%
	Rent Payment Assistance					442	6.2%
	Low Income/Subsidized Housing					407	5.7%
	Landlord Tenant Assistance					164	2.3%
2	Income Support/Assistance					1,420	20.0%
	Tax Information/Assistance Programs					1,074	15.2%
	Medicaid/Public Assistance Medical Programs					109	1.5%
	General Relief/SSI/TANF					65	0.9%
	Social Insurance Programs					40	<1%
3	Legal, Consumer, and Public Safety Services					893	12.6%
	Family Law					143	2.0%
	Legal Counseling and Representation					131	1.8%
	Records/Licenses/Permits					86	1.2%
4	Food/Meals					773	10.9%
	Food Pantries					478	6.7%
	CalFresh/WIC					213	3.0%
5	Information Services					701	9.9%
	Information & Referral					367	5.2%
	Libraries and Printed Materials					254	3.6%
6	Health Care					498	7.0%
	Community/Public Clinics					112	1.6%
	Health Insurance Information/Counseling					91	1.3%
	Dental Care					61	<1%
7	Individual, Family, and Community Support					479	6.8%
	Family Support Centers					78	1.1%
	In Home Assistance					78	1.1%
	Parenting Education					64	<1%
8	Mental Health/Addictions					309	4.4%
9	Clothing/Personal/Household Needs					199	2.8%
10	Other Government/Economic Services					147	2.1%
11	Employment					146	2.1%
12	Transportation					140	2.0%
TOP UNMET NEEDS						Jan' 14	% of Jan
1	Rent Payment/Deposit Assistance					170	2.4%
2	Utility Service Payment Assistance					39	<1%
3	Furniture					32	<1%
4	Emergency Housing/Shelter					12	<1%
5	Transportation Assistance					9	<1%
6	Food Pantries					7	<1%
7	Automotive Repair					4	<1%
8	Urgent Care Centers					4	<1%



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January 2014

NEEDS AND RESOURCES (continued)

Most Frequently Referred Programs - January							Jan' 14	% of Jan
1	Tax-Aide - AARP					792	11.2%	
2	Family Services - Salvation Army					661	9.3%	
3	Travelers Aid Emergency Assistance Agency					618	8.7%	
4	Home Energy Assistance Program (HEAP) - Community Resource Project					446	6.3%	
5	Volunteer Income Tax Assistance Program					329	4.6%	
6	Sacramento Self Help Housing					262	3.7%	
7	Food Aid - River City Food Bank					202	2.8%	
8	Food - Sacramento Food Bank & Family Services					197	2.8%	
9	CalFresh					193	2.7%	
10	Francis House					140	2.0%	
11	Medi-Cal					120	1.7%	
12	Mutual Housing California					104	1.5%	
13	Superior California Legal Clinics					98	1.4%	
14	Community Housing Opportunities Corporation					96	1.4%	
15	Mercy Housing California					87	1.2%	
16	Senior Legal Hotline					86	1.2%	
17	Family Shelter - Next Move					85	1.2%	
18	Legal Services of Northern California - Sacramento Office					84	1.2%	
19	Conventional and Public Housing Program - SHRA					83	1.2%	
20	Family Law Facilitator / Self Help Center - Superior Court of California					83	1.2%	
21	Shelter Services - Salvation Army					80	1.1%	
22	Daughters of Zion Enterpryz					78	1.1%	
23	Regional Human Rights Fair Housing Commission					78	1.1%	
24	Saint Matthews Food and Clothing Closet					76	1.1%	