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STATISTICS SUMMARY

April 2014

CALLS HANDLED									
Month of April						7,230			
Year to date - 2014						31,729			
TYPE OF CALLS							YTD		
Information						2,761	14,595		
Referral						2,836	10,887		
Total I&R calls						5,597	25,482		
Followup						748	3,234		
Advocacy						0	0		
Crisis						0	12		
Disaster						0	2		
Call Back						391	1,113		
Silent/Static						494	1,886		
OUTREACH ACTIVITY									
Month of April						953			
Year to date - 2014						3,300			

CLIENT PROFILE

AGE RANGES OF CALLERS					April '14	% of April	YTD	% of YTD
Less than 18					53	<1%	171	<1%
18-20					120	1.9%	458	1.6%
21-29					828	13.0%	3,275	11.4%
30-39					1,050	16.5%	4,027	14.0%
40-49					807	12.7%	3,489	12.1%
50-59					953	15.0%	4,374	15.2%
Seniors - age 60+					1,756	27.7%	9,575	33.3%
Age Unknown					815	12.8%	3,494	12.2%

CALLER ETHNICITY					April '14	% of April	YTD	% of YTD
1	Caucasian				1,619	25.5%	7,365	25.6%
2	African American/Black				1,490	23.5%	5,541	19.3%
3	Hispanic / Latino				612	9.6%	2,973	10.3%
4	Multi-ethnic				121	1.9%	460	1.6%
5	Asian				117	1.8%	646	2.2%
6	Native American				68	1.1%	224	<1%
7	Pacific Islander / Native Hawaiian				59	<1%	240	<1%
8	Russian / Slavic				29	<1%	124	<1%
9	Middle Eastern				26	<1%	179	<1%
10	Other				19	<1%	153	<1%



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STATISTICS SUMMARY

April 2014

CLIENT PROFILE (continued)

	Female						4,797	71.2%		21,349	71.5%	
	Male						1,590	23.6%		7,321	24.5%	
TOP SOURCES OF INCOME							April '14	% of April		YTD	% of YTD	
1	SSI						1,338	21.1%		4,875	17.0%	
2	Job						1,150	18.1%		5,937	20.7%	
3	SS						775	12.2%		4,311	15.0%	
4	TANF						775	12.2%		2,443	8.5%	
5	None						495	7.8%		1,806	6.3%	
6	Pension						200	3.2%		1,623	5.6%	
7	SSD						112	1.8%		501	1.7%	
8	General Assistance						78	1.2%		348	1.2%	
9	Unemployment						73	1.2%		419	1.5%	
10	SDI						50	<1%		162	<1%	
11	Self-Employed						33	<1%		141	<1%	
12	Child Support						31	<1%		98	<1%	
13	Student Financial Aid						30	<1%		108	<1%	
14	Family						19	<1%		115	<1%	
15	Alimony						14	<1%		40	<1%	
16	Other						6	<1%		120	<1%	
17	Workers Compensation						5	<1%		39	<1%	
18	Insurance						2	<1%		13	<1%	
19	AB 12 Foster Care						0	<1%		9	<1%	
TOP ZIP CODES							TOP ZIP CODES (YTD)					
1	95823						1	95823				
2	95821						2	95821				
3	95608						3	95608				
4	95825						4	95825				
5	95838						5	95822				
6	95815						6	95815				
7	95822						7	95838				
8	95820						8	95828				
9	95828						9	95820				
10	95670						10	95670				



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STATISTICS SUMMARY

April 2014

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED						April '14	% of April
1	Housing/Utilities					3,274	51.6%
	Emergency Housing/Shelter					736	11.6%
	Utility Services Payment Assistance					579	9.1%
	Rent Payment Assistance					471	7.4%
	Low Income/Subsidized Housing					456	7.2%
	Housing Search Assistance					333	5.2%
	Landlord/Tenant Assistance					151	2.4%
2	Legal, Consumer, and Public Safety Services					1,095	17.3%
	Family Law					189	3.0%
	Legal Counseling and Representation					155	2.4%
	Records/Licenses/Permits					92	1.4%
	Legal Education and Information					74	1.2%
3	Income Support/Assistance					933	14.7%
	Tax Information and Preparation Assistance					559	8.8%
	Medicaid/Public Medical Assistance Programs					98	1.5%
	Household Related Public Assistance Programs					76	1.2%
	General Relief/SSI/TANF					75	1.2%
4	Information Services					848	13.4%
	Information & Referral					410	6.5%
	Libraries/Printed Materials					334	5.3%
5	Food/Meals					659	10.4%
	Food Pantries					416	6.6%
	CalFresh and WIC					168	2.6%
6	Individual, Family, and Community Support					525	8.3%
	Domestic Animal Services					76	1.2%
	In Home Assistance					71	1.1%
	Family Support Centers					70	1.1%
	Parenting Education					68	1.1%
7	Health Care					502	7.9%
	Community Clinics					99	1.6%
	Dental Care					56	<1%
	Health Insurance Information/Counseling					55	<1%
8	Mental Health/Addictions					461	7.3%
	Substance Abuse Services					179	2.8%
	Mental Health Evaluation and Treatment					124	2.0%
	Counseling Services					75	1.2%
9	Clothing/Personal/Household Needs					188	3.0%
	Clothing					101	1.6%
	Furniture					43	<1%
10	Other Government/Economic Services					163	2.6%
11	Transportation					138	2.2%
12	Employment					136	2.1%



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April 2014

NEEDS AND RESOURCES (continued)

TOP UNMET NEEDS							April '14			
1	Tax Information and Preparation Assistance						79			
2	Rent Payment Assistance						72			
3	Utility Service Payment Assistance						48			
4	Transportation						23			
5	Rental Deposit Assistance						22			
6	Furniture						20			
7	Homeless Motel Vouchers						20			
8	Housing Search						10			
9	Homeless Shelter						7			
10	Food Pantries						6			
Most Frequently Referred Programs							April '14	% of April		
1	Utility Assistance - Salvation Army						433	6.8%		
2	Home Energy Assistance Program (HEAP) - Community Resource Project						384	6.1%		
3	Rental Assistance - The Salvation Army						376	5.9%		
4	Sacramento Self Help Housing						347	5.5%		
5	Travelers Aid Emergency Assistance Agency						344	5.4%		
6	Volunteer Income Tax Assistance Program						256	4.0%		
7	Francis House						169	2.7%		
8	Food Aid - River City Food Bank						163	2.6%		
9	Community Housing Opportunities Corporation						158	2.5%		
10	CalFresh						152	2.4%		
11	Food - Sacramento Food Bank & Family Services						145	2.3%		
12	Mutual Housing California						124	2.0%		
13	Medi-Cal						109	1.7%		
14	Shelter Services - The Salvation Army						107	1.7%		
15	Family Shelter - Next Move						107	1.7%		
16	Tax-Aide - AARP						104	1.6%		
17	Superior California Legal Clinics						100	1.6%		
18	Legal Services of Northern California						95	1.5%		
19	Superior Court of California - Family Law Facilitator/Self Help Center						94	1.5%		
20	Senior Legal Hotline						93	1.5%		
21	Family Shelter - Volunteers of America						92	1.4%		
22	Internal Revenue Service - Taxpayer Assistance Center						91	1.4%		
23	Regional Human Rights Fair Housing Commission						89	1.4%		
24	Housing Choice Voucher Program - SHRA						87	1.4%		
25	Food Closet - The Salvation Army						85	1.3%		
26	Resources for Independent Living						80	1.3%		