



**2-1-1 sacramento**  
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STATISTICS SUMMARY

May 2014

CALLS HANDLED									
Month of May								6,701	
Year to date - 2014								38,430	
TYPE OF CALLS									
									YTD
Information								2,137	16,732
Referral								3,555	14,442
Total I&R calls								5,692	31,174
Followup								426	3,660
Advocacy								0	0
Crisis								3	15
Disaster								0	2
Call Back								134	1,247
Silent/Static								446	2,332
OUTREACH ACTIVITY									
Month of May								818	
Year to date - 2014								4,118	

CLIENT PROFILE

AGE RANGES OF CALLERS									
								May '14	% of May
								YTD	% of YTD
Less than 18								53	<1%
18-20								113	1.8%
21-29								901	14.7%
30-39								1,085	17.7%
40-49								856	14.0%
50-59								954	15.6%
Seniors - age 60+								1,166	19.0%
Age Unknown								1,041	17.0%
CALLER ETHNICITY									
								May '14	% of May
								YTD	% of YTD
1	African American/Black							1,566	25.6%
2	Caucasian							1,497	24.5%
3	Hispanic / Latino							523	8.5%
4	Multi-ethnic							134	2.2%
5	Asian							97	1.6%
6	Native American							47	<1%
7	Pacific Islander / Native Hawaiian							40	<1%
8	Middle Eastern							25	<1%
9	Other							16	<1%
10	Russian / Slavic							13	<1%



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CLIENT PROFILE (continued)

	Female					4,625	73.9%		25,974	72.0%	
	Male					1,468	23.5%		8,789	24.3%	
<u>TOP SOURCES OF INCOME</u>						<u>May '14</u>	<u>% of May</u>		<u>YTD</u>	<u>% of YTD</u>	
<b>1</b>	SSI					1,434	23.4%		6,309	18.1%	
<b>2</b>	Job					964	15.7%		6,901	19.8%	
<b>3</b>	TANF					833	13.6%		3,276	9.4%	
<b>4</b>	None					503	8.2%		2,309	6.6%	
<b>5</b>	SS					456	7.4%		4,767	13.7%	
<b>6</b>	SSD					126	2.1%		627	1.8%	
<b>7</b>	General Assistance					122	2.0%		470	1.3%	
<b>8</b>	Unemployment					115	1.9%		534	1.5%	
<b>9</b>	Pension					93	1.5%		1,716	4.9%	
<b>10</b>	SDI					50	<1%		212	<1%	
<b>11</b>	Family					29	<1%		144	<1%	
<b>12</b>	Student Financial Aid					28	<1%		136	<1%	
<b>13</b>	Self-Employed					27	<1%		168	<1%	
<b>14</b>	Child Support					24	<1%		122	<1%	
<b>15</b>	Other					15	<1%		135	<1%	
<b>16</b>	Alimony					12	<1%		52	<1%	
<b>17</b>	Workers Compensation					9	<1%		48	<1%	
<b>18</b>	Insurance					2	<1%		15	<1%	
<b>19</b>	AB 12 Foster Care					1	<1%		10	<1%	
<u>TOP ZIP CODES</u>						<u>TOP ZIP CODES (YTD)</u>					
<b>1</b>	95823					<b>1</b>	95823				
<b>2</b>	95815					<b>2</b>	95821				
<b>3</b>	95821					<b>3</b>	95608				
<b>4</b>	95608					<b>4</b>	95815				
<b>5</b>	95820					<b>5</b>	95825				
<b>6</b>	95838					<b>6</b>	95822				
<b>7</b>	95825					<b>7</b>	95838				
<b>8</b>	95828					<b>8</b>	95828				
<b>9</b>	95822					<b>9</b>	95820				
<b>10</b>	95814					<b>10</b>	95670				



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May 2014

NEEDS AND RESOURCES

<u>TOP NEEDS EXPRESSED</u>							<u>May '14</u>	<u>% of May</u>
<b>1</b>	<b>Housing/Utilities</b>						<b>3,372</b>	<b>55.1%</b>
	Emergency Housing/Shelter						872	14.2%
	Utility Services Payment Assistance						611	10.0%
	Low Income/Subsidized Housing						532	8.7%
	Rent Payment Assistance						472	7.7%
	Housing Search Assistance						362	5.9%
	Landlord/Tenant Assistance						164	2.7%
<b>2</b>	<b>Legal, Consumer, and Public Safety Services</b>						<b>1,124</b>	<b>18.4%</b>
	Family Law						209	3.4%
	Legal Counseling and Representation						194	3.2%
	Records/Licenses/Permits						105	1.7%
	Legal Education and Information						76	1.2%
<b>3</b>	<b>Information Services</b>						<b>872</b>	<b>14.2%</b>
	Information & Referral						458	7.5%
	Libraries/Printed Materials						316	5.2%
<b>4</b>	<b>Food/Meals</b>						<b>667</b>	<b>10.9%</b>
	Food Pantries						430	7.0%
	CalFresh and WIC						124	2.0%
<b>5</b>	<b>Individual, Family, and Community Support</b>						<b>661</b>	<b>10.8%</b>
	Family Support Centers						112	1.8%
	Domestic Animal Services						101	1.7%
	In Home Assistance						96	1.6%
	Parenting Education						80	1.3%
<b>6</b>	<b>Health Care</b>						<b>576</b>	<b>9.4%</b>
	Community Clinics						148	2.4%
	Dental Care						94	1.5%
	Health Insurance Information/Counseling						75	1.2%
<b>7</b>	<b>Income Support/Assistance</b>						<b>441</b>	<b>7.2%</b>
	Medicaid/Public Medical Assistance Programs						114	1.9%
	Household Related Public Assistance Programs						81	1.3%
	General Relief/SSI/TANF						81	1.3%
<b>8</b>	<b>Mental Health/Addictions</b>						<b>434</b>	<b>7.1%</b>
	Substance Abuse Services						143	2.3%
	Mental Health Evaluation and Treatment						130	2.1%
	Counseling Services						44	0.7%
<b>9</b>	<b>Clothing/Personal/Household Needs</b>						<b>228</b>	<b>3.7%</b>
	Clothing						130	2.1%
	Furniture						42	<1%
<b>10</b>	<b>Other Government/Economic Services</b>						<b>209</b>	<b>3.4%</b>
<b>11</b>	<b>Transportation</b>						<b>150</b>	<b>2.5%</b>
<b>12</b>	<b>Employment</b>						<b>146</b>	<b>2.4%</b>



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NEEDS AND RESOURCES (continued)

TOP UNMET NEEDS							May '14		
1	Rent Payment Assistance						57		
2	Utility Service Payment Assistance						49		
3	Furniture						30		
4	Homeless Motel Vouchers						15		
5	Transportation						13		
6	Rental Deposit Assistance						13		
7	Food Pantries						10		
8	Homeless Shelter						8		
Most Frequently Referred Programs							May '14	% of May	
1	Utility Assistance - Salvation Army						457	7.5%	
2	Home Energy Assistance Program (HEAP) - Community Resource Project						412	6.7%	
3	Travelers Aid Emergency Assistance Agency						368	6.0%	
4	Rental Assistance - The Salvation Army						354	5.8%	
5	Sacramento Self Help Housing						315	5.1%	
6	Francis House						239	3.9%	
7	Mutual Housing California						176	2.9%	
8	Mercy Housing California						140	2.3%	
9	Food Aid - River City Food Bank						138	2.3%	
10	Food - Sacramento Food Bank & Family Services						136	2.2%	
11	Shelter Services - The Salvation Army						134	2.2%	
12	Medi-Cal						123	2.0%	
13	CalFresh						119	1.9%	
14	Family Shelter - Next Move						118	1.9%	
15	Conventional and Public Housing - SHRA						117	1.9%	
16	Family Shelter - Volunteers of America						109	1.8%	
17	Senior Legal Hotline						98	1.6%	
18	Housing Choice Voucher Program - SHRA						98	1.6%	
19	Voluntary Legal Services Program						96	1.6%	
20	Legal Services of Northern California						95	1.6%	
21	Food Closet - The Salvation Army						93	1.5%	
22	Sacramento Community Clinics - HALO						90	1.5%	
23	Superior Court of California - Family Law Facilitator/Self Help Center						89	1.5%	
24	Medical Care - WellSpace Health						89	1.5%	
25	Superior California Legal Clinics						86	1.4%	
26	Regional Human Rights Fair Housing Commission						85	1.4%	
27	Love in the Name of Christ						82	1.3%	