



2-1-1 sacramento
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STATISTICS SUMMARY

June 2014

CALLS HANDLED									
Month of June								7,200	
Year to date - 2014								45,630	
TYPE OF CALLS									
									YTD
Information								2,261	18,993
Referral								3,953	19,395
Total I&R calls								6,214	38,388
Followup								333	3,993
Advocacy								0	0
Crisis								3	18
Disaster								1	3
Call Back								116	1,363
Silent/Static								533	2,865
OUTREACH ACTIVITY									
Month of June								805	
Year to date - 2014								4,923	
CLIENT PROFILE									
AGE RANGES OF CALLERS									
								<u>June '14</u>	<u>% of June</u>
									<u>YTD</u>
									<u>% of YTD</u>
Less than 18								61	<1%
18-20								147	2.2%
21-29								1,067	16.3%
30-39								1,286	19.6%
40-49								906	13.8%
50-59								924	14.1%
Seniors - age 60+								1,184	18.1%
Age Unknown								1,005	15.3%
CALLER ETHNICITY									
								<u>June '14</u>	<u>% of June</u>
									<u>YTD</u>
									<u>% of YTD</u>
1	African American/Black							1,689	25.8%
2	Caucasian							1,596	24.4%
3	Hispanic / Latino							636	9.7%
4	Multi-ethnic							125	1.9%
5	Asian							89	1.4%
6	Native American							56	<1%
7	Pacific Islander / Native Hawaiian							45	<1%
8	Middle Eastern							39	<1%
9	Other							26	<1%
10	Russian / Slavic							23	<1%



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June 2014

CLIENT PROFILE (continued)

	Female					5,016	75.2%		30,990	70.8%	
	Male					1,497	22.5%		1,497	3.4%	
<u>TOP SOURCES OF INCOME</u>											
						<u>June '14</u>	<u>% of June</u>		<u>YTD</u>	<u>% of YTD</u>	
1	SSI					1,481	22.6%		7,790	18.4%	
2	Job					1,051	16.0%		7,952	18.8%	
3	TANF					1,005	15.3%		4,281	10.1%	
4	None					556	8.5%		2,865	6.8%	
5	Social Security					507	7.7%		5,274	12.4%	
6	General Assistance					128	2.0%		598	1.4%	
7	SSD					117	1.8%		744	1.8%	
8	Unemployment					87	1.3%		621	1.5%	
9	Pension					70	1.1%		1,786	4.2%	
10	SDI					36	<1%		248	<1%	
11	Self-Employed					29	<1%		197	<1%	
12	Family					22	<1%		166	<1%	
13	Student Financial Aid					22	<1%		158	<1%	
14	Child Support					22	<1%		148	<1%	
15	Other					18	<1%		153	<1%	
16	Workers Compensation					11	<1%		59	<1%	
17	Alimony					2	<1%		54	<1%	
18	AB 12 Foster Care					2	<1%		12	<1%	
19	Insurance					1	<1%		16	<1%	
<u>TOP ZIP CODES</u>											
									<u>TOP ZIP CODES (YTD)</u>		
1	95823					1	95823				
2	95815					2	95821				
3	95821					3	95608				
4	95825					4	95815				
5	95820					5	95825				
6	95608					6	95822				
7	95838					7	95838				
8	95822					8	95820				
9	95828					9	95828				
10	95670					10	95670				



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STATISTICS SUMMARY

June 2014

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED							June '14	% of June
1	Housing/Utilities						3,516	53.7%
	Emergency Shelter/Transitional Housing						807	12.3%
	Rent Payment/Rent Deposit Assistance						673	10.3%
	Utility Services Payment Assistance						643	9.8%
	Low Income/Subsidized Housing						570	8.7%
	Housing Search Assistance						473	7.2%
	Landlord/Tenant Assistance						218	3.3%
2	Legal, Consumer, and Public Safety Services						1,240	18.9%
	Family Law						242	3.7%
	Legal Counseling and Representation						214	3.3%
	Records/Licenses/Permits						98	1.5%
	Legal Education and Information						77	1.2%
3	Information Services						923	14.1%
	Information & Referral						493	7.5%
	Libraries/Printed Materials						324	4.9%
4	Food/Meals						780	11.9%
	Food Pantries						441	6.7%
	CalFresh and WIC						128	2.0%
5	Individual, Family, and Community Support						630	9.6%
	In Home Assistance						137	2.1%
	Family Support Centers						110	1.7%
	Domestic Animal Services						79	1.2%
	Parenting Education						45	<1%
6	Health Care						567	8.7%
	Community Clinics						134	2.0%
	Dental Care						92	1.4%
	Health Insurance Information/Counseling						64	1.0%
7	Mental Health/Addictions						479	7.3%
	Substance Abuse Services						177	2.7%
	Counseling Services						140	2.1%
	Mental Health Evaluation and Treatment						130	2.0%
8	Income Support/Assistance						424	6.5%
	Medicaid/Public Medical Assistance Programs						104	1.6%
	Household Related Public Assistance Programs						97	1.5%
	General Relief/SSI/TANF						74	1.1%
9	Clothing/Personal/Household Needs						232	3.5%
	Clothing						108	1.6%
	Furniture						41	<1%
10	Other Government/Economic Services						224	3.4%
11	Transportation						180	2.7%
12	Employment						151	2.3%



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June 2014

NEEDS AND RESOURCES (continued)

<u>TOP UNMET NEEDS</u>							<u>June '14</u>		
1	Rent Payment Assistance						79		
2	Utility Service Payment Assistance						55		
3	Rental Deposit Assistance						16		
4	Homeless Motel Vouchers						15		
5	Transportation						15		
6	Furniture						13		
7	Homeless Shelter						11		
8	Food Pantries						10		
<u>Most Frequently Referred Programs</u>							<u>June '14</u>	<u>% of June</u>	
1	Utility Assistance - Salvation Army						516	7.9%	
2	Home Energy Assistance Program (HEAP) - Community Resource Project						461	7.0%	
3	Travelers Aid Emergency Assistance Agency						426	6.5%	
4	Rental Assistance - The Salvation Army						420	6.4%	
5	Sacramento Self Help Housing						316	4.8%	
6	Francis House						248	3.8%	
7	Mutual Housing California						180	2.7%	
8	Mercy Housing California						158	2.4%	
9	Food - Sacramento Food Bank & Family Services						155	2.4%	
10	Food Aid - River City Food Bank						140	2.1%	
11	Medi-Cal						137	2.1%	
12	Shelter Services - The Salvation Army						131	2.0%	
13	Superior California Legal Clinics						130	2.0%	
14	Legal Services of Northern California						126	1.9%	
15	CalFresh						125	1.9%	
16	Family Shelter - Volunteers of America						116	1.8%	
17	Housing Choice Voucher Program - SHRA						114	1.7%	
18	Conventional and Public Housing - SHRA						113	1.7%	
19	Senior Legal Hotline						113	1.7%	
20	Family Shelter - Next Move						107	1.6%	
21	Regional Human Rights Fair Housing Commission						103	1.6%	
22	Voluntary Legal Services Program						102	1.6%	
23	Sacramento Community Clinics - HALO						93	1.4%	
24	Food Closet - The Salvation Army						89	1.4%	
25	In-Home Supportive Services						88	1.3%	
26	Medical Care - WellSpace Health						88	1.3%	
27	St. John's Shelter Program for Women and Children						84	1.3%	