



2-1-1 sacramento
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STATISTICS SUMMARY

July 2014

CALLS HANDLED									
Month of July								8,455	
Year to date - 2014								54,085	
TYPE OF CALLS									
									YTD
Information								2,289	21,282
Referral								4,926	23,321
Total I&R calls								7,215	44,603
Followup								573	4,566
Advocacy								0	0
Crisis								4	22
Disaster								0	3
Call Back								133	1,496
Silent/Static								530	3,395
OUTREACH ACTIVITY									
Month of July								862	
Year to date - 2014								5,785	
CLIENT PROFILE									
AGE RANGES OF CALLERS									
								July '14	% of July
								YTD	% of YTD
Less than 18								54	<1%
18-20								163	2.1%
21-29								1,187	15.2%
30-39								1,467	18.8%
40-49								1,079	13.8%
50-59								1,197	15.4%
Seniors - age 60+								1,392	17.9%
Age Unknown								1,269	16.3%
CALLER ETHNICITY									
								July '14	% of July
								YTD	% of YTD
1	African American/Black							1,927	24.7%
2	Caucasian							1,596	20.5%
3	Hispanic / Latino							666	8.5%
4	Multi-ethnic							185	2.4%
5	Asian							125	1.6%
6	Native American							59	<1%
7	Pacific Islander / Native Hawaiian							56	<1%
8	Other							49	<1%
9	Middle Eastern							33	<1%
10	Russian / Slavic							33	<1%



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CLIENT PROFILE (continued)

	Female					5,979	75.4%		36,969	72.9%	
	Male					1,758	22.2%		12,044	23.8%	
TOP SOURCES OF INCOME						July '14	% of July		YTD	% of YTD	
1	SSI					1,856	23.8%		9,646	19.6%	
2	Job					1,197	15.4%		9,149	18.6%	
3	TANF					1,102	14.1%		5,383	10.9%	
4	None					633	8.1%		3,498	7.1%	
5	Social Security					541	6.9%		5,815	11.8%	
6	General Assistance					150	1.9%		748	1.5%	
7	SSD					113	1.5%		857	1.7%	
8	Pension					102	1.3%		1,888	3.8%	
9	Unemployment					86	1.1%		707	1.4%	
10	Family					56	<1%		222	<1%	
11	SDI					54	<1%		302	<1%	
12	Child Support					40	<1%		184	<1%	
13	Self-Employed					37	<1%		234	<1%	
14	Student Financial Aid					33	<1%		191	<1%	
15	Workers Compensation					19	<1%		78	<1%	
16	Other					17	<1%		170	<1%	
17	Alimony					10	<1%		64	<1%	
18	AB 12 Foster Care					6	<1%		18	<1%	
19	Insurance					3	<1%		19	<1%	
TOP ZIP CODES						TOP ZIP CODES (YTD)					
1	95823					1	95823				
2	95815					2	95821				
3	95821					3	95815				
4	95825					4	95608				
5	95820					5	95825				
6	95608					6	95838				
7	95828					7	95822				
8	95838					8	95820				
9	95822					9	95828				
10	95824					10	95670				



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NEEDS AND RESOURCES

TOP NEEDS EXPRESSED						July '14	% of July
1	Housing/Utilities					4,550	58.4%
	Emergency Shelter/Transitional Housing					991	12.7%
	Rent Payment/Rent Deposit Assistance					806	10.3%
	Utility Services Payment Assistance					768	9.9%
	Low Income/Subsidized Housing					692	8.9%
	Landlord/Tenant Assistance					565	7.3%
	Housing Search Assistance					553	7.1%
2	Legal, Consumer, and Public Safety Services					1,475	18.9%
	Legal Counseling and Representation					285	3.7%
	Family Law					261	3.3%
	Records/Licenses/Permits					135	1.7%
	Legal Education and Information					86	1.1%
3	Information Services					1,040	13.3%
	Information & Referral					552	7.1%
	Libraries/Printed Materials					325	4.2%
4	Food/Meals					850	10.9%
	Food Pantries					499	6.4%
	CalFresh and WIC					151	1.9%
5	Individual, Family, and Community Support					723	9.3%
	In Home Assistance					135	1.7%
	Family Support Centers					105	1.3%
	Domestic Animal Services					82	1.1%
	Protective Services					48	<1%
	Parenting Education					45	<1%
6	Health Care					628	8.1%
	Community Clinics					122	1.6%
	Dental Care					97	1.2%
	Health Insurance Information/Counseling					54	<1%
7	Mental Health/Addictions					519	6.7%
	Substance Abuse Services					169	2.2%
	Counseling Services					153	2.0%
	Mental Health Evaluation and Treatment					51	<1%
8	Income Support/Assistance					450	5.8%
	Medicaid/Public Medical Assistance Programs					130	1.7%
	General Relief/SSI/TANF					85	1.1%
	Household Related Public Assistance Programs					64	<1%
9	Clothing/Personal/Household Needs					363	4.7%
	Clothing					188	2.4%
	Furniture					101	1.3%
10	Other Government/Economic Services					250	3.2%
11	Transportation					205	2.6%
12	Employment					134	1.7%



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NEEDS AND RESOURCES (continued)

TOP UNMET NEEDS							July '14		
1	Rent Payment Assistance						36		
2	Transportation						26		
3	Utility Service Payment Assistance						23		
4	Homeless Shelter						16		
5	Furniture						15		
6	Rental Deposit Assistance						14		
7	Homeless Motel Vouchers						14		
8	Food Pantries						13		
Most Frequently Referred Programs							July '14	% of July	
1	Travelers Aid Emergency Assistance Agency						865	11.1%	
2	Family Assistance - Saint Vincent de Paul Society						858	11.0%	
3	Rental Assistance - The Salvation Army						707	9.1%	
4	Utility Assistance - Salvation Army						554	7.1%	
5	Home Energy Assistance Program (HEAP) - Community Resource Project						445	5.7%	
6	Sacramento Self Help Housing						362	4.6%	
7	Legal Services of Northern California						306	3.9%	
8	Mutual Housing California						244	3.1%	
9	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing						238	3.1%	
10	Mercy Housing California						209	2.7%	
11	Food Aid - River City Food Bank						204	2.6%	
12	Food - Sacramento Food Bank & Family Services						180	2.3%	
13	Shelter Services - The Salvation Army						176	2.3%	
14	Francis House						173	2.2%	
15	Housing Mediation Center - Pacific McGeorge School of Law						171	2.2%	
16	CalFresh						170	2.2%	
17	Medi-Cal						153	2.0%	
18	Family Shelter - Volunteers of America						144	1.8%	
19	Food Closet - The Salvation Army						143	1.8%	
20	Conventional and Public Housing - SHRA						142	1.8%	
21	Superior California Legal Clinics						131	1.7%	
22	Senior Legal Hotline						125	1.6%	
23	Family Shelter - Next Move						121	1.6%	
24	St. John's Shelter Program for Women and Children						97	1.2%	
25	Superior Court of California - Family Law Facilitator/Self Help Center						92	1.2%	
26	Voluntary Legal Services Program						88	1.1%	
27	Daughters of Zion Enterpryz						88	1.1%	