



2-1-1 sacramento
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STATISTICS SUMMARY

August 2014

CALLS HANDLED

Month of Aug	8,367
Year to date - 2014	62,452

TYPE OF CALLS

	YTD
Information	23,531
Referral	28,225
Total I&R calls	51,756
Followup	5,110
Advocacy	0
Crisis	24
Disaster	4
Call Back	1,650
Silent/Static	3,908

OUTREACH ACTIVITY

Month of Aug	642
Year to date - 2014	6,427

CLIENT PROFILE

AGE RANGES OF CALLERS	Aug '14	% of Aug	YTD	% of YTD
Less than 18	72	<1%	411	<1%
18-20	141	1.8%	1,022	1.8%
21-29	1,070	13.9%	7,500	13.2%
30-39	1,469	19.1%	9,334	16.4%
40-49	1,147	14.9%	7,477	13.1%
50-59	1,146	14.9%	8,595	15.1%
Seniors - age 60+	1,322	17.2%	14,639	25.7%
Age Unknown	1,359	17.6%	8,168	14.4%

CALLER ETHNICITY	Aug '14	% of Aug	YTD	% of YTD
1 African American/Black	1,897	24.6%	12,620	22.2%
2 Caucasian	1,743	22.6%	14,022	24.6%
3 Hispanic / Latino	657	8.5%	5,455	9.6%
4 Multi-ethnic	198	2.6%	1,102	1.9%
5 Asian	112	1.5%	1,069	1.9%
6 Native American	65	<1%	451	<1%
7 Pacific Islander / Native Hawaiian	46	<1%	427	<1%
8 Other	44	<1%	288	<1%
9 Middle Eastern	30	<1%	306	<1%
10 Russian / Slavic	18	<1%	211	<1%



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STATISTICS SUMMARY

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CLIENT PROFILE (continued)

	Female					6,044	77.0%		43,013	73.5%	
	Male					1,635	20.8%		13,679	23.4%	
TOP SOURCES OF INCOME						Aug '14	% of Aug		YTD	% of YTD	
1	SSI					1,757	22.8%		11,403	20.0%	
2	TANF					1,147	14.9%		6,530	11.5%	
3	Job					1,080	14.0%		10,229	18.0%	
4	None					578	7.5%		4,076	7.2%	
5	Social Security					520	6.8%		6,335	11.1%	
6	General Assistance					132	1.7%		880	1.5%	
7	SSD					122	1.6%		979	1.7%	
8	Pension					109	1.4%		1,997	3.5%	
9	Unemployment					104	1.4%		811	1.4%	
10	SDI					56	<1%		358	<1%	
11	Family					48	<1%		270	<1%	
12	Self-Employed					39	<1%		273	<1%	
13	Child Support					24	<1%		208	<1%	
14	Other					21	<1%		191	<1%	
15	Student Financial Aid					19	<1%		210	<1%	
16	Workers Compensation					10	<1%		88	<1%	
17	Alimony					9	<1%		73	<1%	
18	AB 12 Foster Care					2	<1%		20	<1%	
19	Insurance					0	<1%		19	<1%	
TOP ZIP CODES						TOP ZIP CODES (YTD)					
1	95823					1	95823				
2	95815					2	95821				
3	95821					3	95815				
4	95838					4	95608				
5	95820					5	95825				
6	95608					6	95838				
7	95825					7	95820				
8	95822					8	95822				
9	95828					9	95828				
10	95670					10	95670				



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NEEDS AND RESOURCES

TOP NEEDS EXPRESSED						Aug '14	% of Aug
1	Housing/Utilities					4,663	60.6%
	Emergency Shelter/Transitional Housing					1,023	13.3%
	Utility Services Payment Assistance					907	11.8%
	Rent Payment/Rent Deposit Assistance					809	10.5%
	Low Income/Subsidized Housing					664	8.6%
	Housing Search Assistance					595	7.7%
	Landlord/Tenant Assistance					488	6.3%
2	Legal, Consumer, and Public Safety Services					1,329	17.3%
	Family Law					244	3.2%
	Legal Counseling and Representation					225	2.9%
	Records/Licenses/Permits					97	1.3%
	Legal Education and Information					72	<1%
	Lawyer Referral Services					70	<1%
3	Information Services					913	11.9%
	Information & Referral					513	6.7%
	Libraries/Printed Materials					287	3.7%
4	Individual, Family, and Community Support					717	9.3%
	In Home Assistance					116	1.5%
	Family Support Centers					98	1.3%
	Domestic Animal Services					85	1.1%
	Parenting Education					84	1.1%
	Case/Care Management					79	1.0%
5	Food/Meals					686	8.9%
	Food Pantries					464	6.0%
	CalFresh and WIC					112	1.5%
6	Health Care					569	7.4%
	Community Clinics					116	1.5%
	Health Insurance Information/Counseling					45	<1%
	Dental Care					44	<1%
7	Mental Health/Addictions					485	6.3%
	Substance Abuse Services					180	2.3%
	Mental Health Evaluation and Treatment					105	1.4%
	Counseling Services					103	1.3%
8	Income Support/Assistance					348	4.5%
	Household Related Public Assistance Programs					87	1.1%
	Medicaid/Public Medical Assistance Programs					81	1.1%
	General Relief/SSI/TANF					77	1.0%
9	Clothing/Personal/Household Needs					329	4.3%
	Clothing					182	2.4%
	Furniture					78	1.0%
10	Other Government/Economic Services					202	2.6%
11	Transportation					162	2.1%
12	Employment					145	1.9%



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August 2014

NEEDS AND RESOURCES (continued)

TOP UNMET NEEDS							Aug '14		
1	Rental Deposit Assistance						36		
2	Utility Service Payment Assistance						34		
3	Rent Payment Assistance						23		
4	Transportation						12		
5	Furniture						10		
6	Homeless Motel Vouchers						10		
7	Homeless Shelter						8		
8	Food Pantries						5		
Most Frequently Referred Programs							Aug '14	% of Aug	
1	Travelers Aid Emergency Assistance Agency						1,092	14.2%	
2	Family Assistance - Saint Vincent de Paul Society						899	11.7%	
3	Rental Assistance - The Salvation Army						724	9.4%	
4	Utility Assistance - Salvation Army						684	8.9%	
5	Home Energy Assistance Program (HEAP) - Community Resource Project						558	7.2%	
6	Sacramento Self Help Housing						372	4.8%	
7	Legal Services of Northern California						315	4.1%	
8	Mutual Housing California						264	3.4%	
9	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing						218	2.8%	
10	Francis House						215	2.8%	
11	Food - Sacramento Food Bank & Family Services						193	2.5%	
12	Food Aid - River City Food Bank						187	2.4%	
13	Mercy Housing California						162	2.1%	
14	Family Shelter - Next Move						157	2.0%	
15	Housing Mediation Center - Pacific McGeorge School of Law						156	2.0%	
16	Family Shelter - Volunteers of America						156	2.0%	
17	Shelter Services - The Salvation Army						147	1.9%	
18	Senior Legal Hotline						130	1.7%	
19	CalFresh						128	1.7%	
20	Conventional and Public Housing - SHRA						119	1.5%	
21	Superior California Legal Clinics						106	1.4%	
22	Medi-Cal						105	1.4%	
23	St. John's Shelter Program for Women and Children						100	1.3%	
24	Food Closet - The Salvation Army						95	1.2%	
25	City of Sacramento 3-1-1						89	1.2%	
26	Medical Care - Wellspace Health						89	1.2%	