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STATISTICS SUMMARY

September 2014

CALLS HANDLED									
Month of Sept									8,564
Year to date - 2014									71,016
TYPE OF CALLS									
									YTD
Information									2,274
Referral									5,083
Total I&R calls									7,357
									59,113
Followup									509
Advocacy									0
Crisis									2
Disaster									1
									5
Call Back									170
Silent/Static									527
									1,820
									4,435
OUTREACH ACTIVITY									
Month of Sept									988
Year to date - 2014									7,415
CLIENT PROFILE									
AGE RANGES OF CALLERS									
						Sept '14	% of Sept		YTD
									% of YTD
Less than 18						67	<1%	478	<1%
18-20						135	1.7%	1,157	1.8%
21-29						1,058	13.4%	8,558	13.2%
30-39						1,407	17.9%	10,741	16.6%
40-49						1,149	14.6%	8,626	13.3%
50-59						1,266	16.1%	9,861	15.2%
Seniors - age 60+						1,354	17.2%	15,993	24.7%
Age Unknown						1,455	18.5%	9,623	14.9%
CALLER ETHNICITY									
						Sept '14	% of Sept		YTD
									% of YTD
1	African American/Black					1,987	25.3%	14,607	22.6%
2	Caucasian					1,764	22.4%	15,786	24.4%
3	Hispanic / Latino					635	8.1%	6,090	9.4%
4	Multi-ethnic					157	2.0%	1,259	1.9%
5	Asian					112	1.4%	1,181	1.8%
6	Native American					69	<1%	520	<1%
7	Pacific Islander / Native Hawaiian					60	<1%	487	<1%
8	Other					30	<1%	318	<1%
9	Middle Eastern					30	<1%	336	<1%
10	Russian / Slavic					25	<1%	236	<1%



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CLIENT PROFILE (continued)

	Female						6,120	76.1%		49,133	73.8%	
	Male						1,726	21.5%		15,405	23.1%	
NUMBER IN HOUSEHOLD						(DATA COLLECTION BEGAN 9/1/14)	Sept '14	% of Sept				
	1						1,835	23.3%				
	2						992	12.6%				
	3						671	8.5%				
	4						452	5.7%				
	5						234	3.0%				
	6+						163	2.1%				
APPROXIMATE MONTHLY INCOME						(DATA COLLECTION BEGAN 9/1/14)	Sept '14	% of Sept				
	Less than \$1,000						2,189	27.8%				
	\$1,001 - \$1,500						661	8.4%				
	\$1,501 - \$2,000						240	3.0%				
	\$2,001 - \$2,500						97	1.2%				
	\$2,501 - \$3,000						33	<1%				
	\$3,001 - \$4,000						42	<1%				
	\$4,001 - \$5,000						10	<1%				
	More than \$5,000						5	<1%				
TOP SOURCES OF INCOME							Sept '14	% of Sept		YTD	% of YTD	
1	SSI						1,890	24.0%		13,293	20.5%	
2	TANF						1,162	14.8%		7,692	11.9%	
3	Job						1,140	14.5%		11,369	17.6%	
4	Social Security						529	6.7%		6,864	10.6%	
5	None						476	6.0%		4,552	7.0%	
6	SSD						167	2.1%		1,146	1.8%	
7	General Assistance						153	1.9%		1,033	1.6%	
8	Pension						99	1.3%		2,096	3.2%	
9	Unemployment						97	1.2%		908	1.4%	
10	SDI						81	<1%		439	<1%	
11	Family						52	<1%		322	<1%	
12	Child Support						37	<1%		245	<1%	
13	Self-Employed						34	<1%		307	<1%	
14	Student Financial Aid						28	<1%		238	<1%	
15	Other						22	<1%		213	<1%	
16	Workers Compensation						11	<1%		99	<1%	
17	Alimony						11	<1%		84	<1%	
18	AB 12 Foster Care						3	<1%		23	<1%	
19	Insurance						2	<1%		21	<1%	



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TOP ZIP CODES					TOP ZIP CODES (YTD)				
1	95823				1	95823			
2	95815				2	95821			
3	95821				3	95815			
4	95838				4	95608			
5	95825				5	95825			
6	95820				6	95838			
7	95828				7	95820			
8	95608				8	95822			
9	95822				9	95828			
10	95670				10	95670			

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED						Sept '14	% of Sept
1	Housing/Utilities					4,807	61.1%
	Emergency Shelter/Transitional Housing					1,038	13.2%
	Utility Services Payment Assistance					973	12.4%
	Rent Payment/Rent Deposit Assistance					782	9.9%
	Low Income/Subsidized Housing					727	9.2%
	Housing Search Assistance					611	7.8%
	Landlord/Tenant Assistance					527	6.7%
2	Legal, Consumer, and Public Safety Services					1,482	18.8%
	Family Law					307	3.9%
	Legal Counseling and Representation					246	3.1%
	Records/Licenses/Permits					92	1.2%
	Legal Education and Information					82	<1%
	Lawyer Referral Services					60	<1%
3	Information Services					970	12.3%
	Information & Referral					438	5.6%
	Libraries/Printed Materials					319	4.1%
4	Food/Meals					707	9.0%
	Food Pantries					474	6.0%
	CalFresh and WIC					130	1.7%
5	Individual, Family, and Community Support					670	8.5%
	Family Support Centers					101	1.3%
	In Home Assistance					80	1.0%
	Domestic Animal Services					73	<1%
	Parenting Education					66	<1%
	Case/Care Management					52	<1%
6	Health Care					569	7.2%
	Community Clinics					116	1.5%
	Dental Care					55	<1%
	Health Insurance Information/Counseling					53	<1%



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7	Mental Health/Addictions						478		6.1%
	Substance Abuse Services						166		2.1%
	Counseling Services						146		1.9%
	Mental Health Evaluation and Treatment						99		1.3%
8	Income Support/Assistance						389		4.9%
	Household Related Public Assistance Programs						98		1.2%
	Medicaid/Public Medical Assistance Programs						97		1.2%
	General Relief/SSI/TANF						82		1.0%
9	Clothing/Personal/Household Needs						325		4.1%
	Furniture						130		1.7%
	Clothing						114		1.4%
10	Other Government/Economic Services						222		2.8%
11	Employment						204		2.6%
12	Transportation						164		2.1%
TOP UNMET NEEDS								Sept '14	
1	Utility Service Payment Assistance						44		
2	Rental Deposit Assistance						33		
3	Rent Payment Assistance						32		
4	Transportation						20		
5	Homeless Motel Vouchers						18		
6	Homeless Shelter						18		
7	Holiday Programs						10		
8	Furniture						7		
9	Food Pantries						6		
Most Frequently Referred Programs								Sept '14	% of Sept
1	Travelers Aid Emergency Assistance Agency						1,133		14.4%
2	Family Assistance - Saint Vincent de Paul Society						839		10.7%
3	Utility Assistance - Salvation Army						749		9.5%
4	Rental Assistance - The Salvation Army						727		9.2%
5	Home Energy Assistance Program (HEAP) - Community Resource Project						636		8.1%
6	Legal Services of Northern California						424		5.4%
7	Sacramento Self Help Housing						377		4.8%
8	Francis House						244		3.1%
9	Mutual Housing California						237		3.0%
10	Food - Sacramento Food Bank & Family Services						209		2.7%
11	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing						200		2.5%
12	Housing Choice Voucher Program						198		2.5%
13	Food Aid - River City Food Bank						179		2.3%
14	Mercy Housing California						171		2.2%
15	Shelter Services - The Salvation Army						171		2.2%
16	Family Shelter - Next Move						162		2.1%
17	Family Shelter - Volunteers of America						149		1.9%
18	CalFresh						133		1.7%
19	Conventional and Public Housing - SHRA						130		1.7%
20	Medi-Cal						128		1.6%
21	Housing Mediation Center - Pacific McGeorge School of Law						127		1.6%



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22	Superior California Legal Clinics					126		1.6%	
23	Senior Legal Hotline					116		1.5%	
24	Food Closet - The Salvation Army					111		1.4%	
25	Superior Court of California - Family Law Facilitator					103		1.3%	
26	St. John's Shelter Program for Women and Children					88		1.1%	