



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

**January 2015**

**CALLS HANDLED**

Month of Jan	8,438
Year to date - 2015	8,438

**TYPE OF CALLS**

Information	2,252
Referral	5,260
<b>Total I&amp;R calls</b>	<b>7,512</b>
Follow-up	339
Advocacy	0
Crisis	3
Disaster	0
Call Back	105
Silent/Static	479

**OUTREACH ACTIVITY**

Month of Jan	659
Year to date - 2015	659

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

	<b>Jan '15</b>	<b>% of Jan</b>
Less than 18	38	<1%
18-20	106	1.3%
21-29	915	11.7%
30-39	1,177	15.0%
40-49	857	10.9%
50-59	1,279	16.3%
Seniors - age 60+	2,292	29.2%
Age Unknown	1,219	15.5%

**CALLER ETHNICITY**

	<b>Jan '15</b>	<b>% of Jan</b>
<b>1</b> Caucasian	1,910	24.3%
<b>2</b> African American/Black	1,379	17.6%
<b>3</b> Hispanic / Latino	752	9.6%
<b>4</b> Multi-ethnic	139	1.8%
<b>5</b> Asian	128	1.6%
<b>6</b> Native American	66	<1%
<b>7</b> Pacific Islander / Native Hawaiian	54	<1%
<b>8</b> Other	47	<1%
<b>9</b> Middle Eastern	46	<1%
<b>10</b> Russian / Slavic	18	<1%



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**STATISTICS SUMMARY**

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**CLIENT PROFILE (continued)**

Female					5,836	73.3%
Male					1,880	23.6%
<b>NUMBER IN HOUSEHOLD</b>					<b>Jan '15</b>	<b>% of Jan</b>
1					2,275	29.0%
2					1,048	13.3%
3					545	6.9%
4					362	4.6%
5					197	2.5%
6+					161	2.0%
<b>APPROXIMATE MONTHLY INCOME</b>					<b>Jan '15</b>	<b>% of Jan</b>
Less than \$1,000					1703	21.7%
\$1,001 - \$1,500					471	6.0%
\$1,501 - \$2,000					222	2.8%
\$2,001 - \$2,500					157	2.0%
\$2,501 - \$3,000					70	<1%
\$3,001 - \$4,000					91	1.2%
\$4,001 - \$5,000					44	<1%
More than \$5,000					25	<1%
<b>TOP SOURCES OF INCOME</b>					<b>Jan '15</b>	<b>% of Jan</b>
1	Job				1,316	16.8%
2	SSI				1,314	16.7%
3	Social Security				974	12.4%
4	TANF				741	9.4%
5	Pension				454	5.8%
6	None				439	5.6%
7	SSD				207	2.6%
8	Unemployment				122	1.6%
9	General Assistance				115	1.5%
10	Family				53	<1%
11	Self-Employed				47	<1%
12	SDI				36	<1%
13	Other				20	<1%
14	Child Support				17	<1%
15	Student Financial Aid				16	<1%
16	Workers Compensation				13	<1%
17	Alimony				10	<1%
18	AB 12 Foster Care				4	<1%
19	Insurance				2	<1%



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**STATISTICS SUMMARY**

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**TOP ZIP CODES**

1	95823																			
2	95815																			
3	95821																			
4	95608																			
5	95825																			
6	95838																			
7	95828																			
8	95820																			
9	95822																			
10	95824																			

**NEEDS AND RESOURCES**

**TOP NEEDS EXPRESSED**

										<b>Jan '15</b>	<b>% of Jan</b>
<b>1</b>	<b>Housing</b>									<b>2,981</b>	<b>38.0%</b>
	Emergency Shelter/Transitional Housing									879	11.2%
	Low Income/Subsidized Housing									693	8.8%
	Rent Payment/Rent Deposit Assistance									493	6.3%
	Landlord/Tenant Assistance									426	5.4%
	Housing Search Assistance									394	5.0%
<b>2</b>	<b>Income Support/Assistance</b>									<b>1,592</b>	<b>20.3%</b>
	Tax Information/Assistance Programs									1,295	16.5%
	General Relief/SSI/TANF									91	1.2%
	Medicaid/Public Medical Assistance Programs									90	1.1%
	Household Related Public Assistance Programs									43	<1%
<b>3</b>	<b>Legal, Consumer, and Public Safety Services</b>									<b>843</b>	<b>10.7%</b>
	Family Law									138	1.8%
	Legal Counseling and Representation									99	1.3%
	Records/Licenses/Permits									88	1.1%
	Law Enforcement Services									76	<1%
	Lawyer Referral Services									62	<1%
	State Trial Courts									61	<1%
	Consumer Complaints									51	<1%
<b>4</b>	<b>Utility Assistance</b>									<b>652</b>	<b>8.3%</b>
	Utility Services Payment Assistance									624	7.9%
<b>5</b>	<b>Information Services</b>									<b>652</b>	<b>8.3%</b>
	Information & Referral									234	3.0%
	Libraries/Printed Materials									186	2.4%
<b>6</b>	<b>Food/Meals</b>									<b>503</b>	<b>6.4%</b>
	Food Pantries									367	4.7%
	CalFresh and WIC									77	<1%
<b>7</b>	<b>Mental Health/Addictions</b>									<b>494</b>	<b>6.3%</b>
	Substance Abuse Services									145	1.8%
	Counseling Services									98	1.2%
	Mental Health Evaluation and Treatment									95	1.2%
<b>8</b>	<b>Individual, Family, and Community Support</b>									<b>487</b>	<b>6.2%</b>



