



2-1-1 sacramento
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STATISTICS SUMMARY

February 2015

CALLS HANDLED									
Month of Feb								9,462	
Year to date - 2015								17,900	
TYPE OF CALLS								YTD	
Information								2,218	4,470
Referral								5,585	10,845
Total I&R calls								7,803	15,315
Follow-up								990	1,329
Advocacy								0	0
Crisis								1	4
Disaster								2	2
Call Back								115	220
Silent/Static								551	1,030
OUTREACH ACTIVITY									
Month of Feb								707	
Year to date - 2015								1,366	
CLIENT PROFILE									
AGE RANGES OF CALLERS					Feb '15	% of Feb	YTD	% of YTD	
Less than 18					40	<1%	78	<1%	
18-20					118	1.3%	224	1.3%	
21-29					785	8.9%	1,700	10.2%	
30-39					1012	11.5%	2,189	13.1%	
40-49					897	10.2%	1,754	10.5%	
50-59					1303	14.8%	2,582	15.5%	
Seniors - age 60+					3473	39.5%	5,765	34.6%	
Age Unknown					1192	13.6%	2,411	14.5%	
CALLER ETHNICITY					Feb '15	% of Feb	YTD	% of YTD	
1	Caucasian				2,259	25.7%	4,169	25.0%	
2	African American/Black				1,364	15.5%	2,743	16.5%	
3	Hispanic / Latino				882	10.0%	1,634	9.8%	
4	Asian				196	2.2%	324	1.9%	
5	Multi-ethnic				93	1.1%	232	1.4%	
6	Pacific Islander / Native Hawaiian				70	<1%	124	<1%	
7	Native American				51	<1%	117	<1%	
8	Middle Eastern				48	<1%	94	<1%	
9	Other				39	<1%	86	<1%	
10	Russian / Slavic				31	<1%	49	<1%	



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CLIENT PROFILE (continued)

	Female					6,298	70.7%		12,134	71.9%	
	Male					2,326	26.1%		4,206	24.9%	
NUMBER IN HOUSEHOLD						Feb '15	% of Feb		YTD	% of YTD	
	1					2,520	28.6%		4,795	28.8%	
	2					1,081	12.3%		2,129	12.8%	
	3					451	5.1%		996	6.0%	
	4					270	3.1%		632	3.8%	
	5					142	1.6%		339	2.0%	
	6+					96	1.1%		257	1.5%	
APPROXIMATE MONTHLY INCOME						Feb '15	% of Feb		YTD	% of YTD	
	Less than \$1,000					1210	13.8%		2,913	17.5%	
	\$1,001 - \$1,500					446	5.1%		917	5.5%	
	\$1,501 - \$2,000					227	2.6%		449	2.7%	
	\$2,001 - \$2,500					190	2.2%		347	2.1%	
	\$2,501 - \$3,000					115	1.3%		185	1.1%	
	\$3,001 - \$4,000					103	1.2%		194	1.2%	
	\$4,001 - \$5,000					51	<1%		95	<1%	
	More than \$5,000					25	<1%		50	<1%	
TOP SOURCES OF INCOME						Feb '15	% of Feb		YTD	% of YTD	
1	Job					1,884	21.4%		3,200	19.2%	
2	Social Security					1,489	16.9%		2,463	14.8%	
3	SSI					1,125	12.8%		2,439	14.6%	
4	Pension					869	9.9%		1,323	7.9%	
5	TANF					557	6.3%		1,298	7.8%	
6	None					350	4.0%		789	4.7%	
7	SSD					180	2.0%		387	2.3%	
8	Unemployment					109	1.2%		231	1.4%	
9	General Assistance					78	<1%		193	1.2%	
10	Self-Employed					40	<1%		87	<1%	
11	Student Financial Aid					34	<1%		50	<1%	
12	Other					34	<1%		54	<1%	
13	Family					33	<1%		86	<1%	
14	SDI					27	<1%		63	<1%	
15	Child Support					11	<1%		28	<1%	
16	Alimony					8	<1%		18	<1%	
17	Workers Compensation					7	<1%		20	<1%	
18	Insurance					7	<1%		9	<1%	
19	AB 12 Foster Care					0	0.0%		4	<1%	



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

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED		Feb '15	% of Feb
1	Income Support/Assistance	2,275	25.9%
	Tax Information/Assistance Programs	2,004	22.8%
	Medicaid/Public Medical Assistance Programs	80	<1%
	General Relief/SSI/TANF	70	<1%
	Household Related Public Assistance Programs	38	<1%
2	Housing	2,246	25.5%
	Low Income/Subsidized Housing	572	6.5%
	Emergency Shelter/Transitional Housing	525	6.0%
	Housing Search Assistance	429	4.9%
	Landlord/Tenant Assistance	348	4.0%
	Rent Payment/Rent Deposit Assistance	290	3.3%
3	Legal, Consumer, and Public Safety Services	921	10.5%
	Family Law	172	2.0%
	Legal Counseling and Representation	135	1.5%
	Records/Licenses/Permits	77	<1%
	Law Enforcement Services	67	<1%
	Legal Education and Information	65	<1%
	Consumer Complaints	53	<1%
	Lawyer Referral Services	42	<1%
4	Information Services	655	7.4%
	Information & Referral	266	3.0%
	Libraries/Printed Materials	201	2.3%
5	Health Care	390	4.4%
	Community Clinics	79	<1%
	Health Insurance Information/Counseling	49	<1%
	Health Care Referrals	47	<1%
	Dental Care	29	<1%
6	Utility Assistance	374	4.3%
	Utility Services Payment Assistance	352	4.0%
7	Individual, Family, and Community Support	370	4.2%
	Family Support Centers	76	<1%
	In Home Assistance	65	<1%
	Domestic Animal Services	41	<1%
	Parenting Education	29	<1%



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	Case/Care Management					29	<1%
8	Mental Health/Addictions					349	4.0%
	Counseling Services					108	1.2%
	Substance Abuse Services					82	<1%
	Mental Health Evaluation and Treatment					78	<1%
9	Food/Meals					340	3.9%
	Food Pantries					247	2.8%
	CalFresh and WIC					44	<1%
10	Clothing/Personal/Household Needs					161	1.8%
	Clothing					57	<1%
	Furniture					49	<1%
11	Other Government/Economic Services					142	1.6%
12	Transportation					109	1.2%
13	Employment					79	<1%
TOP UNMET NEEDS						Feb '15	
1	Rental Deposit Assistance					45	
2	Tax Assistance					20	
3	Utility Service Payment Assistance					19	
4	Homeless Motel Vouchers					14	
5	Homeless Shelter					13	
6	Rent Payment Assistance					11	
7	Landlord/Tenant Dispute Resolution					5	
8	Transportation					5	
9	Housing Search Assistance					5	
Most Frequently Referred Programs						Feb '15	% of Feb
1	Tax-Aide - AARP					1,595	18.1%
2	Volunteer Income Tax Assistance Program (VITA)					925	10.5%
3	Travelers Aid Emergency Assistance Agency					434	4.9%
4	Sacramento Self Help Housing					381	4.3%
5	Home Energy Assistance Program (HEAP) - Community Resource Project					245	2.8%
6	Utility Assistance - Salvation Army					229	2.6%
7	Family Assistance - Saint Vincent de Paul Society					195	2.2%
8	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing					178	2.0%
9	Legal Services of Northern California					169	1.9%
10	Mutual Housing California					138	1.6%
11	Francis House					136	1.5%
12	Rental Assistance - The Salvation Army					123	1.4%
13	Food - Sacramento Food Bank & Family Services					114	1.3%
14	Senior Legal Hotline					103	1.2%
15	Mercy Housing California					100	1.1%
16	Shelter Services - The Salvation Army					97	1.1%
17	Medi-Cal					85	<1%
18	Superior California Legal Clinics					85	<1%
19	Family Shelter - Next Move					77	<1%
20	Superior Court of California - Family Law Facilitator / Self Help Center					77	<1%
21	Food Aid - River City Food Bank					74	<1%

