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## STATISTICS SUMMARY

May 2015

### CALLS HANDLED

Month of May	6,464
Year to date - 2015	43,304

### TYPE OF CALLS

	YTD
Information	12,933
Referral	22,454
<b>Total I&amp;R calls</b>	<b>35,387</b>
Follow-up	4,284
Advocacy	1
Crisis	10
Disaster	3
Call Back	983
Silent/Static	2,636

### OUTREACH ACTIVITY

Month of May	946
Year to date - 2015	4,065

## CLIENT PROFILE

AGE RANGES OF CALLERS	May '15	% of May	YTD	% of YTD
Less than 18	35	<1%	205	<1%
18-20	92	1.6%	523	1.3%
21-29	813	14.1%	4,341	10.9%
30-39	1074	18.6%	5,709	14.4%
40-49	800	13.9%	4,496	11.3%
50-59	885	15.3%	6,003	15.1%
Seniors - age 60+	1028	17.8%	11,989	30.2%
Age Unknown	1045	18.1%	6,506	16.4%

CALLER ETHNICITY	May '15	% of May	YTD	% of YTD
1 African American/Black	1,240	21.5%	7,040	17.7%
2 Caucasian	1,216	21.1%	9,269	23.4%
3 Hispanic / Latino	538	9.3%	3,519	8.9%
4 Asian	89	1.5%	741	1.9%
5 Multi-ethnic	69	1.2%	465	1.2%
6 Native American	45	<1%	233	<1%
7 Middle Eastern	28	<1%	204	<1%
8 Pacific Islander / Native Hawaiian	24	<1%	238	<1%
9 Other	15	<1%	160	<1%
10 Russian / Slavic	15	<1%	115	<1%



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**STATISTICS SUMMARY**

**May 2015**

**CLIENT PROFILE (continued)**

	Female						4,279	72.6%			28,996	71.3%	
	Male						1,452	24.6%			10,052	24.7%	
<b>NUMBER IN HOUSEHOLD</b>													
							<b>May '15</b>	<b>% of May</b>			<b>YTD</b>	<b>% of YTD</b>	
	1						1,448	25.1%			10,437	26.3%	
	2						715	12.4%			4,639	11.7%	
	3						473	8.2%			2,445	6.2%	
	4						306	5.3%			1,609	4.1%	
	5						130	2.3%			760	1.9%	
	6+						82	1.4%			552	1.4%	
<b>APPROXIMATE MONTHLY INCOME</b>													
							<b>May '15</b>	<b>% of May</b>			<b>YTD</b>	<b>% of YTD</b>	
	Less than \$1,000						1701	29.5%			7,648	19.3%	
	\$1,001 - \$1,500						335	5.8%			2,102	5.3%	
	\$1,501 - \$2,000						149	2.6%			1,041	2.6%	
	\$2,001 - \$2,500						54	<1%			604	1.5%	
	\$2,501 - \$3,000						23	<1%			307	<1%	
	\$3,001 - \$4,000						15	<1%			324	<1%	
	\$4,001 - \$5,000						7	<1%			142	<1%	
	More than \$5,000						3	<1%			80	<1%	
<b>TOP SOURCES OF INCOME</b>													
							<b>May '15</b>	<b>% of May</b>			<b>YTD</b>	<b>% of YTD</b>	
1	SSI						1,166	20.2%			6,277	15.8%	
2	Job						841	14.6%			7,013	17.7%	
3	TANF						747	13.0%			3,551	8.9%	
4	Social Security						399	6.9%			5,133	12.9%	
5	None						398	6.9%			1,953	4.9%	
6	SSD						161	2.8%			911	2.3%	
7	General Assistance						110	1.9%			553	1.4%	
8	Pension						93	1.6%			2,340	5.9%	
9	Unemployment						89	1.5%			546	1.4%	
10	Family						51	<1%			212	<1%	
11	SDI						33	<1%			174	<1%	
12	Child Support						29	<1%			88	<1%	
13	Student Financial Aid						23	<1%			121	<1%	
14	Other						21	<1%			107	<1%	
15	Self-Employed						20	<1%			170	<1%	
16	Workers Compensation						8	<1%			50	<1%	
17	Alimony						4	<1%			39	<1%	
18	Insurance						2	<1%			21	<1%	
19	AB 12 Foster Care						1	<1%			10	<1%	



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## STATISTICS SUMMARY

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<b>TOP ZIP CODES</b>			<b>TOP ZIP CODES (YTD)</b>		
1	95823	Sacramento	1	95823	Sacramento
2	95815	Sacramento	2	95815	Sacramento
3	95825	Sacramento	3	95821	Sacramento
4	95821	Sacramento	4	95608	Carmichael
5	95828	Sacramento	5	95825	Sacramento
6	95838	Sacramento	6	95828	Sacramento
7	95820	Sacramento	7	95670	Rancho Cordova
8	95822	Sacramento	8	95838	Sacramento
9	95608	Carmichael	9	95822	Sacramento
10	95824	Sacramento	10	95820	Sacramento

## NEEDS AND RESOURCES

<b>TOP NEEDS EXPRESSED</b>		<b>May '15</b>	<b>% of May</b>
<b>1</b>	<b>Housing</b>	<b>2,851</b>	<b>49.4%</b>
	Emergency Shelter/Transitional Housing	772	13.4%
	Low Income/Subsidized Housing	621	10.8%
	Rent Payment/Rent Deposit Assistance	523	9.1%
	Housing Search Assistance	522	9.1%
	Landlord/Tenant Assistance	333	5.8%
<b>2</b>	<b>Legal, Consumer, and Public Safety Services</b>	<b>949</b>	<b>16.5%</b>
	Family Law	168	2.9%
	Legal Counseling and Representation	103	1.8%
	Legal Education and Information	93	1.6%
	Records/Licenses/Permits	84	1.5%
	Law Enforcement Services	76	1.3%
	Consumer Complaints	68	1.2%
	Lawyer Referral Services	54	<1%
<b>3</b>	<b>Information Services</b>	<b>633</b>	<b>11.0%</b>
	Information & Referral	286	5.0%
	Libraries/Printed Materials	183	3.2%
<b>4</b>	<b>Food/Meals</b>	<b>493</b>	<b>8.5%</b>
	Food Pantries	360	6.2%
	CalFresh and WIC	85	1.5%
<b>5</b>	<b>Individual, Family, and Community Support</b>	<b>467</b>	<b>8.1%</b>
	Family Support Centers	87	1.5%
	In Home Assistance	77	1.3%
	Domestic Animal Services	53	<1%
	Protective Services	38	<1%
	Case/Care Management	31	<1%
	Parenting Education	28	<1%
<b>6</b>	<b>Health Care</b>	<b>434</b>	<b>7.5%</b>
	Community Clinics	105	1.8%
	Health Care Referrals	75	1.3%
	Assistive Technology Equipment	36	<1%
	Health Insurance Information/Counseling	35	<1%
	Dental Care	26	<1%



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<b>7</b>	<b>Utility Assistance</b>							<b>421</b>		<b>7.3%</b>
	Utility Services Payment Assistance							402		7.0%
<b>8</b>	<b>Income Support/Assistance</b>							<b>388</b>		<b>6.7%</b>
	General Relief/SSI/TANF							180		3.1%
	Medicaid/Public Medical Assistance Programs							60		1.0%
	Household Related Public Assistance Programs							50		<1%
	Tax Information/Assistance Programs							44		<1%
<b>9</b>	<b>Mental Health/Addictions</b>							<b>369</b>		<b>6.4%</b>
	Substance Abuse Services							147		2.5%
	Counseling Services							102		1.8%
	Mental Health Evaluation and Treatment							48		<1%
<b>10</b>	<b>Clothing/Personal/Household Needs</b>							<b>275</b>		<b>4.8%</b>
	Furniture							99		1.7%
	Clothing							76		1.3%
<b>11</b>	<b>Transportation</b>							<b>145</b>		<b>2.5%</b>
<b>12</b>	<b>Other Government/Economic Services</b>							<b>127</b>		<b>2.2%</b>
<b>13</b>	<b>Employment</b>							<b>116</b>		<b>2.0%</b>
<b>TOP UNMET NEEDS</b>								<b>May '15</b>		
<b>1</b>	Rental Deposit Assistance							47		
<b>2</b>	Homeless Shelter							31		
<b>3</b>	Transportation							18		
<b>4</b>	Furniture							14		
<b>5</b>	Utility Service Payment Assistance							13		
<b>6</b>	Homeless Motel Vouchers							12		
<b>7</b>	Food Pantries							12		
<b>8</b>	Rent Payment Assistance							11		
<b>Most Frequently Referred Programs</b>								<b>May '15</b>		<b>% of May</b>
<b>1</b>	Travelers Aid Emergency Assistance Agency							685		11.9%
<b>2</b>	Rental Assistance - The Salvation Army							606		10.5%
<b>3</b>	Sacramento Self Help Housing							453		7.9%
<b>4</b>	Family Assistance - Saint Vincent de Paul Society							381		6.6%
<b>5</b>	Utility Assistance - The Salvation Army							330		5.7%
<b>6</b>	Home Energy Assistance Program (HEAP)							262		4.5%
<b>7</b>	Legal Services of Northern California - Sacramento County							195		3.4%
<b>8</b>	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing							177		3.1%
<b>9</b>	Mercy Housing California							175		3.0%
<b>10</b>	Shelter Services - The Salvation Army							172		3.0%
<b>11</b>	Mutual Housing California							162		2.8%
<b>12</b>	Francis House							153		2.7%
<b>13</b>	Food - Sacramento Food Bank & Family Services							152		2.6%
<b>14</b>	Food Aid - River City Food Bank							127		2.2%
<b>15</b>	Love INC Sacramento							123		2.1%
<b>16</b>	Residential Family Shelter - Volunteers of America							103		1.8%
<b>17</b>	Family Shelter - Next Move							93		1.6%
<b>18</b>	Sacramento County Public Law Library							92		1.6%
<b>19</b>	Senior Legal Hotline							90		1.6%



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<b>20</b>	CalFresh								90		1.6%	
<b>21</b>	CalWORKS Housing Support Program								88		1.5%	
<b>22</b>	Saint John's Program for Real Change								88		1.5%	
<b>23</b>	Medi-Cal								86		1.5%	
<b>24</b>	Food Closet - The Salvation Army								79		1.4%	
<b>25</b>	3-1-1 Connect - Sacramento County								73		1.3%	
<b>26</b>	Superior Court of California - Family Law Facilitator / Self Help Center								71		<1%	
<b>27</b>	Men's Shelter - Union Gospel Mission Sacramento								64		<1%	