



2-1-1 sacramento  
find help here

## STATISTICS SUMMARY

August-15

<b>CALLS HANDLED</b>		<b>Aug. '15</b>							
Month of Aug.		7,628							
Year to date - 2015		65,378							
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>							
Information		2,612				20,262			
Referral		3,945				33,594			
Total I&R calls		6,557				53,856			
Follow-up		554				6,047			
Advocacy		0				2			
Crisis		2				14			
Disaster		0				20			
Call Back		74				1,321			
Silent/Static		441				4,118			
<b>OUTREACH ACTIVITY</b>									
Month of Aug.		971							
Year to date - 2015		6,873							
<b>CLIENT PROFILE</b>									
<b>AGE RANGES OF CALLERS</b>		<b>Aug. '15</b>	<b>% of Aug.</b>			<b>YTD</b>	<b>% of YTD</b>		
Less than 18		68	<1%			366	<1%		
18-20		98	1.4%			820	1.4%		
21-29		846	11.9%			6,955	11.6%		
30-39		1163	16.4%			9,247	15.4%		
40-49		818	11.5%			6,921	11.5%		
50-59		966	13.6%			8,832	14.7%		
Seniors - age 60+		897	12.6%			14,929	24.9%		
Age Unknown		1709	24.0%			10,800	18.0%		
<b>CALLER ETHNICITY</b>		<b>Aug. '15</b>	<b>% of Aug.</b>			<b>YTD</b>	<b>% of YTD</b>		
1	African American/Black	1,424	20.0%			11,069	18.5%		
2	Caucasian	1,275	17.9%			13,065	21.8%		
3	Hispanic / Latino	461	6.5%			4,985	8.3%		
4	Multi-ethnic	125	1.8%			772	1.3%		
5	Asian	71	<1%			987	1.6%		
6	Native American	39	<1%			339	<1%		
7	Pacific Islander / Native Hawaiian	32	<1%			336	<1%		
8	Middle Eastern	29	<1%			288	<1%		
9	Russian / Slavic	20	<1%			170	<1%		
10	Other	14	<1%			207	<1%		



2-1-1 sacramento  
find help here

**STATISTICS SUMMARY**

**August-15**

**CLIENT PROFILE (continued)**

<b>CALLER GENDER</b>		<b>Aug. '15</b>	<b>% of Aug.</b>	<b>YTD</b>	<b>% of YTD</b>
Female		4,896	68.1%	43,230	70.6%
Male		1,518	21.1%	14,601	23.8%
<b>NUMBER IN HOUSEHOLD</b>		<b>Aug. '15</b>	<b>% of Aug.</b>	<b>YTD</b>	<b>% of YTD</b>
1		1,768	24.9%	15,523	25.9%
2		865	12.2%	7,034	11.7%
3		638	9.0%	4,179	7.0%
4		436	6.1%	2,756	4.6%
5		204	2.9%	1,335	2.2%
6+		159	2.2%	962	1.6%
<b>APPROXIMATE MONTHLY INCOME</b>		<b>Aug. '15</b>	<b>% of Aug.</b>	<b>YTD</b>	<b>% of YTD</b>
Less than \$1,000		2397	33.7%	14,345	23.9%
\$1,001 - \$1,500		355	5.0%	3,231	5.4%
\$1,501 - \$2,000		144	2.0%	1,463	2.4%
\$2,001 - \$2,500		43	<1%	754	1.3%
\$2,501 - \$3,000		25	<1%	374	<1%
\$3,001 - \$4,000		17	<1%	379	<1%
\$4,001 - \$5,000		6	<1%	165	<1%
More than \$5,000		2	<1%	100	<1%
<b>TOP SOURCES OF INCOME</b>		<b>Aug. '15</b>	<b>% of Aug.</b>	<b>YTD</b>	<b>% of YTD</b>
1	SSI	1,344	18.9%	10,074	16.8%
2	TANF	986	13.9%	6,346	10.6%
3	Job	888	12.5%	9,867	16.5%
4	None	588	8.3%	3,517	5.9%
5	Social Security	354	5.0%	6,301	10.5%
6	SSD	115	1.6%	1,326	2.2%
7	General Assistance	113	1.6%	856	1.4%
8	Unemployment	100	1.4%	788	1.3%
9	Pension	76	1.1%	2,584	4.3%
10	Family	39	<1%	335	<1%
11	Self-Employed	29	<1%	246	<1%
12	Student Financial Aid	24	<1%	189	<1%
13	SDI	23	<1%	288	<1%
14	Child Support	22	<1%	162	<1%
15	Workers Compensation	7	<1%	77	<1%
16	Other	7	<1%	142	<1%
17	Alimony	4	<1%	59	<1%
18	AB 12 Foster Care	3	<1%	19	<1%
19	Insurance	2	<1%	26	<1%



2-1-1 sacramento  
find help here

## STATISTICS SUMMARY

August-15

<b>TOP ZIP CODES</b>			<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>			<b># of CALLS</b>
1	95823	Sacramento	568	1	95823	Sacramento	4,645
2	95815	Sacramento	467	2	95815	Sacramento	3,220
3	95825	Sacramento	330	3	95821	Sacramento	2,663
4	95821	Sacramento	298	4	95825	Sacramento	2,417
5	95838	Sacramento	271	5	95608	Carmichael	2,254
6	95820	Sacramento	264	6	95838	Sacramento	2,178
7	95608	Carmichael	250	7	95828	Sacramento	2,074
8	95670	Rancho Cordova	245	8	95820	Sacramento	2,036
9	95828	Sacramento	236	9	95670	Rancho Cordova	1,914
10	95822	Sacramento	226	10	95822	Sacramento	1,897

## NEEDS AND RESOURCES

<b>TOP NEEDS EXPRESSED</b>			<b>Aug. '15</b>	<b>% of Aug.</b>
<b>1</b>	<b>Housing</b>		<b>3,589</b>	<b>50.5%</b>
	Emergency Shelter/Transitional Housing		1,147	16.1%
	Low Income/Subsidized Housing		761	10.7%
	Rent Payment/Rent Deposit Assistance		658	9.3%
	Housing Search Assistance		498	7.0%
	Landlord/Tenant Assistance		416	5.8%
<b>2</b>	<b>Legal, Consumer, and Public Safety Services</b>		<b>1,223</b>	<b>17.2%</b>
	Legal Counseling and Representation		206	2.9%
	Family Law		198	2.8%
	Legal Education and Information		117	1.6%
	Records/Licenses/Permits		116	1.6%
	Law Enforcement Services		115	1.6%
	Consumer Complaints		65	<1%
	Lawyer Referral Services		48	<1%
<b>3</b>	<b>Information Services</b>		<b>808</b>	<b>11.4%</b>
	Information & Referral		374	5.3%
	Libraries/Printed Materials		230	3.2%
<b>4</b>	<b>Utility Assistance</b>		<b>696</b>	<b>9.8%</b>
	Utility Services Payment Assistance		665	9.3%
<b>5</b>	<b>Food/Meals</b>		<b>690</b>	<b>9.7%</b>
	Food Pantries		483	6.8%
	CalFresh and WIC		103	1.4%
	Meals		50	<1%
<b>6</b>	<b>Individual, Family, and Community Support</b>		<b>592</b>	<b>8.3%</b>
	Family Support Centers		123	1.7%
	Domestic Animal Services		83	1.2%
	In Home Assistance		82	1.2%
	Parenting Education		54	<1%
	Case/Care Management		46	<1%
	Protective Services		46	<1%
<b>7</b>	<b>Health Care</b>		<b>586</b>	<b>8.2%</b>
	Health Care Referrals		94	1.3%
	Community Clinics		74	1.0%



2-1-1 sacramento  
find help here

## STATISTICS SUMMARY

August-15

	Medicaid/Public Medical Assistance Programs					60	<1%
	Assistive Technology Equipment					46	<1%
	Disease/Disability Specific Screening/Diagnosis					46	<1%
	Health Insurance Information/Counseling					44	<1%
	Dental Care					44	<1%
<b>8</b>	<b>Clothing/Personal/Household Needs</b>					<b>415</b>	<b>5.8%</b>
	Clothing					183	2.6%
	Furniture					119	1.7%
	Household Goods					62	<1%
<b>9</b>	<b>Mental Health/Addictions</b>					<b>364</b>	<b>5.1%</b>
	Counseling Services					143	2.0%
	Substance Abuse Services					112	1.6%
	Mental Health Evaluation and Treatment					40	<1%
<b>10</b>	<b>Income Support/Assistance</b>					<b>305</b>	<b>4.3%</b>
	General Relief/SSI/TANF					176	2.5%
	Household Related Public Assistance Programs					60	<1%
<b>11</b>	<b>Other Government/Economic Services</b>					<b>161</b>	<b>2.3%</b>
<b>12</b>	<b>Education</b>					<b>157</b>	<b>2.2%</b>
<b>13</b>	<b>Transportation</b>					<b>139</b>	<b>2.0%</b>
<b>14</b>	<b>Employment</b>					<b>134</b>	<b>1.9%</b>
<b>TOP UNMET NEEDS</b>						<b>Aug. '15</b>	
<b>1</b>	Rental Deposit Assistance					75	
<b>2</b>	Homeless Shelter					35	
<b>3</b>	Utility Service Payment Assistance					30	
<b>4</b>	Rent Payment Assistance					29	
<b>5</b>	Food Pantries					22	
<b>6</b>	Transportation					20	
<b>7</b>	Homeless Financial Assistance Programs					12	
<b>8</b>	School Supplies					11	
<b>9</b>	Homeless Motel Vouchers					11	
<b>Most Frequently Referred Programs</b>						<b>Aug. '15</b>	<b>% of Aug.</b>
<b>1</b>	Travelers Aid Emergency Assistance Agency					1,146	16.1%
<b>2</b>	Family Assistance - Saint Vincent de Paul Society					569	8.0%
<b>3</b>	Sacramento Self Help Housing					507	7.1%
<b>4</b>	Utility Assistance - The Salvation Army					478	6.7%
<b>5</b>	Home Energy Assistance Program (HEAP)					415	5.8%
<b>6</b>	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing					343	4.8%
<b>7</b>	Francis House					259	3.6%
<b>8</b>	Legal Services of Northern California					252	3.5%
<b>9</b>	Mercy Housing California					226	3.2%
<b>10</b>	Shelter Services - The Salvation Army					205	2.9%
<b>11</b>	Mutual Housing California					203	2.9%
<b>12</b>	Family Shelter - Next Move					181	2.5%
<b>13</b>	Food - Sacramento Food Bank & Family Services					177	2.5%
<b>14</b>	Residential Family Shelter - Volunteers of America					169	2.4%
<b>15</b>	Love INC Sacramento					159	2.2%



2-1-1 sacramento  
find help here

### STATISTICS SUMMARY

August-15

16	Food Aid - River City Food Bank						158		2.2%	
17	Voluntary Legal Services Program						106		1.5%	
18	CalWORKS Housing Support Program						100		1.4%	
19	CalFresh						99		1.4%	
20	Medi-Cal						95		1.3%	
21	Conventional and Public Housing Program - SHRA						91		1.3%	
22	Resources for Independent Living						88		1.2%	
23	Food Closet - The Salvation Army						86		1.2%	
24	Saint John's Program for Real Change						86		1.2%	
25	Men's Shelter - Union Gospel Mission Sacramento						85		1.2%	
26	WEAVE						83		1.2%	
27	Superior Court of California - Family Law Facilitator / Self Help Center						83		1.2%	
	<b><u>PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE</u></b>									
	Number of Online Searches						7,748			