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**Annual Statistical Report
January - December 2019**

<u>CALLS RECEIVED ANNUALLY (Calls Presented)</u>		<u>% increase/decrease</u>	
2019	111,672	12.1%	from 2018
2018	99,637	-14.5%	from 2017
2017	114,079	9.3%	from 2016
2016	103,387	-5.0%	from 2015
2015	108,809	-6.4%	from 2014

2019 CALL TYPES

Information	11,896		
Referral	41,496		
Total I&R calls	53,392		
Follow-up	6,308	11.8%	% of I&R calls followed-up
Voicemail	122		
Advocacy	106		
Crisis	17		
Outreach	19		
Disaster	3		
Total Calls with demographic info	59,967		
Silent/Static	3,816		
Call Back - Unreachable	8,381		
Other	39,508		

COURT OUTREACH ACTIVITY

2019	11,523
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PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE ON WEBSITE

	<u>2019</u>	<u>2018</u>	<u>% increase/decrease</u>
Unique Visitors	101,598	105,315	-3.5%
Directory Searches	202,164	236,452	-14.5%
Resource Page Views	408,412	388,421	5.1%
Total Page Views	610,576	624,873	-2.3%



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CLIENT PROFILE

<u>TOP AGE RANGES OF CALLERS</u>	<u>2019</u>	<u>% OF CALLS</u>
Less than 18	298	<1%
18-20	757	1.3%
21-29	5,171	8.6%
30-39	7,107	11.9%
40-49	5,670	9.5%
50-59	7,452	12.5%
Seniors - age 60+	20,834	34.8%
Caller Declined	393	<1%
Did not Ask	12,285	20.5%

<u>Military/Veterans</u>	3,395	5.7%
<u>First 5 Families/Children 0-5</u>	7,130	11.9%

GENDER

Female	41,703	69.7%
Male	16,334	27.3%
Non-binary	15	<1%
Unknown	209	<1%
Client Declined	122	<1%
Did not Ask	1584	2.6%

CLIENT PROFILE (continued)

<u>CALLER ETHNICITY</u>	<u>2019</u>	<u>% OF CALLS</u>
1 African American/Black	9,436	15.8%
2 Caucasian	9,070	15.2%
3 Hispanic/Latino	4,747	7.9%
4 Multi-ethnic	1,639	2.7%
5 Asian	1,024	1.7%
6 Other	596	<1%
7 Native American	365	<1%
8 Pacific Islander/Native Hawaiian	362	<1%



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9 Middle Eastern	311	<1%
10 Russian/Slavic	105	<1%
11 Caller Declined	1,159	1.9%
12 Did not Ask	31,153	52.1%

TOP SOURCES OF INCOME

2019

% OF CALLS

1 Job	10,756	18.0%
2 SS	8,089	13.5%
3 SSI	7,845	13.1%
4 None	3,277	5.5%
5 Pension	3,271	5.5%
6 TANF (CalWORKs)	3,109	5.2%
7 SSD (SSDI)	1,988	3.3%
8 General Assistance	711	1.2%
9 Unemployment	597	<1%
10 Other	452	<1%
11 Self-Employed	343	<1%
12 SDI	297	<1%
13 Child Support	159	<1%
14 Family	150	<1%
15 Student Financial Aid	67	<1%
16 Workers Comp	66	<1%
17 Alimony	46	<1%
18 AB 12 Foster Care	23	<1%
19 Insurance	10	<1%
20 Unknown	18,711	31.3%

NUMBER IN HOUSEHOLD

2019

% OF CALLS

1	22,274	37.2%
2	8,760	14.6%
3	4,202	7.0%
4	2,773	4.6%
5	1,536	2.6%
6+	1,221	2.0%



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Unknown	19,201	32.1%
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APPROXIMATE MONTHLY INCOME

2019

% OF CALLS

Less than \$1,000		#VALUE!
\$1,001 - \$1,500	4,067	6.8%
\$1,501 - \$2,000	3,026	5.1%
\$2,001 - \$2,500	2,018	3.4%
\$2,501 - \$3,000	1,423	2.4%
\$3,001 - \$4,000	1,389	2.3%
\$4,001 - \$5,000	569	<1%
More than \$5,000	397	<1%
Unknown	35,021	58.5%

TOP ZIP CODES

of CALLS

TOP ZIP CODES

of CALLS

1	95823	Sacramento	4,403	6	95828	Sacramento	1,899
2	95815	Sacramento	2,158	7	95822	Sacramento	1,810
3	95821	Sacramento	2,130	8	95820	Sacramento	1,694
4	95608	Carmichael	2,001	9	95670	Rancho Cordova	1,680
5	95825	Sacramento	1,963	10	95838	Sacramento	1,671

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹

2019

% OF CALLS³

1 Housing & Shelter²	22,053	36.9%
Low-Cost Housing	7,851	13.1%
Shelters	6,002	10.0%
Rent Assistance	5,214	8.7%
Landlord/Tenant Issues	1,438	2.4%
Contacts for Housing and Shelter Organizations	890	1.5%
Home Repair/Maintenance	521	<1%
2 Employment & Income	11,820	19.8%
Tax Preparation	10,453	17.5%
Job Search	709	1.2%
Financial Assistance	407	<1%
Money Management	119	<1%



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3 Government & Legal	6,824	11.4%	
Contacts for Government & Legal Organizations	1,970		3.3%
Legal Assistance	1,671		2.8%
Child & Family Law	1,666		2.8%
Government	1,460		2.4%
Immigration Assistance	57		<1%
4 FOOD/MEALS²	4,051	6.8%	
Food Pantries	1,679		2.8%
CalFresh and WIC	1,049		1.8%
Holiday Meals	1,005		1.7%
Soup Kitchens	174		<1%
Home-delivered Meals	110		<1%
5 HEALTH CARE²	3,222	5.4%	
Nursing Homes & Adult Care	858		1.4%
Health Insurance	667		1.1%
Medical Providers	486		<1%
Other Health Services	388		<1%
Dental Care	301		<1%
Medical Equipment	186		<1%
Eye Care	93		<1%
Contacts for Healthcare Organizations	77		<1%
Prescription Assistance	55		<1%
Funeral & Burial Assistance	52		<1%
Reproductive Health	50		<1%
6 UTILITY ASSISTANCE²	2,705	4.5%	
Utility Payment Assistance	2,395		4.0%
Phone Payment Assistance	118		<1%
Contacts for Utility Organizations	91		<1%
Water and Sewer Payment Assistance	41		<1%
Trash Payment Assistance	33		<1%
7 MENTAL HEALTH & ADDICTIONS²	2,469	4.1%	
Mental Health Services	988		1.7%
Substance Abuse & Addictions	710		1.2%
Crisis Intervention & Suicide	457		<1%



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Mental Health Facilities	268		<1%
8 CLOTHING/PERSONAL/HOUSEHOLD²	1,831	3.1%	
Clothing	544		1.0%
Home Furnishing	462		<1%
Seasonal/Holiday	341		<1%
Personal Hygiene Products	249		<1%
Appliances	165		<1%
9 Transportation Assistance	1,049	1.8%	
Public Transportation	528		<1%
Medical Transportation	380		<1%
Automobile Assistance	88		<1%
Emergency/Out of Town Travel	53		<1%
10 Child Care & Parenting	531	<1%	
Childcare	304		<1%
Parenting	227		<1%
11 Education	175	<1%	
Early Childhood Education	43		<1%
Traditional and Specialized Educational Programs	42		<1%
Adult Education	32		<1%
ESL/Citizenship	21		<1%
Scholarships & Aid	18		<1%
Tutoring	9		<1%
12 Disaster	112	<1%	
Other Disaster	63		<1%
Housing/Shelter	26		<1%
Contacts for Disaster Support Organization	12		<1%
<u>Top Unmet Needs</u>		<u>2019</u>	<u>% OF CALLS</u>
1 Homeless Motel Vouchers		133	<1%
2 Tax Preparation Assistance		91	<1%



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3	Rent Payment Assistance	90	<1%
4	Utility Service Payment	55	<1%
5	Rental Deposit Assistance	51	<1%
6	Holiday Programs	50	<1%
7	Homeless Shelter	48	<1%
8	Water Service Payment	44	<1%
9	Gas Money	36	<1%
10	Bus Fare	30	<1%

Most Frequently Referred Programs

2019 **% OF CALLS**

1	2-1-1 Appointments - Volunteer Income Tax Assistance	4,607	7.7%
2	AARP Tax Aide	4,516	7.5%
3	Housing Assistance - Sacramento Self Help Housing	3,576	6.0%
4	Diversion Eligibility Assessment - Francis House Center	3,567	6.0%
5	Family Assistance - Saint Vincent de Paul	3,345	5.6%
6	Rental Assistance - The Salvation Army	3,160	5.3%
7	Rent Payment Assistance - Travelers Aid	2,356	3.9%
8	Mutual Housing California	1,856	3.1%
9	Mercy Housing California	1,639	2.7%
10	Utility Assistance - The Salvation Army	1,565	2.6%
11	Utility Assistance - Travelers Aid	1,508	2.5%
12	Home Energy Assistance Program- Community Resource Project	1,433	2.4%
13	Core Services - Resources for Independent Living	1,304	2.2%
14	Renters Helpline - Sacramento Self Help Housing	1,241	2.1%
15	Community Housing Opportunities	1,171	2.0%
16	Legal Services of Northern California	1,075	1.8%
17	CalFresh Application Assistance - 2-1-1 Sacramento	1,020	1.7%
18	Motel Vouchers - Travelers Aid	989	1.7%
19	Housing Resource Access Points - Sacramento Steps Forward	987	1.6%
20	Emergency Motel Vouchers - Francis House	967	1.6%
21	Shelter Services - The Salvation Army	930	1.6%
22	CalFresh	781	1.3%
23	Men's Shelter Clothing and Showers-Union Gospel Mission Sacramento	712	1.2%
24	Housing Choice Voucher Program - SHRA	688	1.2%



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25 Family Promise of Sacramento	678	1.1%
26 Energy Crisis Intervention Program - Community Resource Project	660	1.1%
27 City of Sacramento 311	653	1.1%
28 Medi-Cal	627	1.0%
29 3-1-1 Connect - Sacramento County	604	1.0%
30 Motel Vouchers - The Salvation Army	603	1.0%
Other Referrals	49,593	
Total Referrals	98,411	

¹Data sub-categories realigned 04/01/18

²Primary category may be greater than subtotals as low volume need categories may not be included.

³Need % reflects calls with stated presenting need, not the % of overall needs. As such, total % will exceed 100%.