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8001 Folsom Blvd. Suite 100, Sacramento, CA 95826

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2-1-1 or 916-498-1000 or 800-500-4931

**STATISTICS SUMMARY**

**March-17**

<b>CALL VOLUME</b>		March	'17		
Month of March		16,268			
Year to date - 2017		51,567			
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>			
Information		1,686		5,862	
Referral		3,940		14,340	
Total I&R calls		5,626		20,202	
Follow-up		1,634		3,043	
Advocacy		0		1	
Crisis		0		1	
Disaster		0		138	
Total Calls with demographic info		7,260		23,385	
Call Back		1,164		2,737	
Silent/Static		401		1,789	
Other		7,443		23,656	
<b>OUTREACH ACTIVITY</b>					
Month of March		1,195			
Year to date - 2017		3,033			

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>		March	'17	<b>% of</b> March	YTD	<b>% of</b> YTD
Less than 18		23		<1%	76	<1%
18-20		74		1.0%	251	1.1%
21-29		463		6.4%	1,722	7.4%
30-39		638		8.8%	2,447	10.5%
40-49		624		8.6%	2,213	9.5%
50-59		916		12.6%	3,071	13.1%
Seniors - age 60+		3,442		47.4%	9,465	40.5%
Caller Declined		65		<1%	222	<1%
Did not Ask		1,015		14.0%	3,918	16.8%
<b>CALLER ETHNICITY</b>		March	'17	<b>% of</b> March	YTD	<b>% of</b> YTD
1	Caucasian	1,949		26.8%	5,556	23.8%
2	African American/Black	1,119		15.4%	4,033	17.2%
3	Hispanic / Latino	886		12.2%	2,613	11.2%
4	Asian	220		3.0%	615	2.6%
5	Multi-ethnic	164		2.3%	614	2.6%
6	Other	82		1.1%	300	1.3%
7	Middle Eastern	62		<1%	200	<1%
8	Pacific Islander / Native Hawaiian	51		<1%	175	<1%
9	Native American	39		<1%	162	<1%
10	Russian / Slavic	16		<1%	77	<1%
11	Caller Declined	290		4.0%	1,073	4.6%
12	Did not Ask	2,382		32.8%	7,967	34.1%



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**STATISTICS SUMMARY**

**March-17**

**CLIENT PROFILE (continued)**

<b>CALLER GENDER</b>		<b>March</b>	<b>'17</b>	<b>% of</b>	<b>March</b>	<b>YTD</b>	<b>% of YTD</b>
Female		5,211		71.8%		16,803	71.9%
Male		2,031		28.0%		6,523	27.9%
Unknown		18		<1%		59	<1%
<b>NUMBER IN HOUSEHOLD</b>		<b>March</b>	<b>'17</b>	<b>% of</b>	<b>March</b>	<b>YTD</b>	<b>% of YTD</b>
1		1,892		26.1%		6,643	28.4%
2		843		11.6%		3,011	12.9%
3		354		4.9%		1,362	5.8%
4		214		2.9%		821	3.5%
5		94		1.3%		423	1.8%
6+		69		1.0%		318	1.4%
Unknown		3,794		52.3%		10,807	46.2%
<b>APPROXIMATE MONTHLY INCOME</b>		<b>March</b>	<b>'17</b>	<b>% of</b>	<b>March</b>	<b>YTD</b>	<b>% of YTD</b>
Less than \$1,000		881		12.1%		3,766	16.1%
\$1,001 - \$1,500		358		4.9%		1,097	4.7%
\$1,501 - \$2,000		224		3.1%		801	3.4%
\$2,001 - \$2,500		206		2.8%		598	2.6%
\$2,501 - \$3,000		102		1.4%		380	1.6%
\$3,001 - \$4,000		124		1.7%		430	1.8%
\$4,001 - \$5,000		58		<1%		186	<1%
More than \$5,000		29		<1%		108	<1%
Unknown		5,278		72.7%		16,019	68.5%
<b>TOP SOURCES OF INCOME</b>		<b>March</b>	<b>'17</b>	<b>% of</b>	<b>March</b>	<b>YTD</b>	<b>% of YTD</b>
1	Job	1,617		22.3%		5,070	21.7%
2	Social Security	1,533		21.1%		4,087	17.5%
3	SSI	834		11.5%		3,046	13.0%
4	Pension	709		9.8%		1,723	7.4%
5	TANF (CalWORKs)	336		4.6%		1,272	5.4%
6	None	228		3.1%		882	3.8%
7	SSD	193		2.7%		658	2.8%
8	Unemployment	73		1.0%		235	1.0%
9	General Assistance	69		<1%		261	1.1%
10	Other	39		<1%		159	<1%
11	Self-Employed	35		<1%		111	<1%
12	Family	19		<1%		72	<1%
13	Alimony	13		<1%		26	<1%
14	Workers Compensation	12		<1%		41	<1%
15	SDI	11		<1%		44	<1%
16	Child Support	10		<1%		40	<1%
17	Student Financial Aid	9		<1%		37	<1%
18	AB 12 Foster Care	4		<1%		11	<1%
19	Insurance	0		0.0%		2	<1%
20	Unknown	1,516		20.9%		5,608	24.0%



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<b>TOP ZIP CODES (March '17)</b>				<b>TOP ZIP CODES (YTD)</b>			
<b># of CALLS</b>				<b># of CALLS</b>			
1	95823	Sacramento	486	1	95823	Sacramento	1,721
2	95608	Carmichael	330	2	95821	Sacramento	1,040
3	95670	Rancho Cordova	325	3	95608	Carmichael	1,027
4	95821	Sacramento	317	4	95670	Rancho Cordova	971
5	95828	Sacramento	277	5	95815	Sacramento	915
6	95815	Sacramento	261	6	95828	Sacramento	863
7	95820	Sacramento	258	7	95820	Sacramento	791
8	95822	Sacramento	250	8	95822	Sacramento	771
9	95621	Citrus Heights	243	9	95838	Sacramento	761
10	95838	Sacramento	211	10	95825	Sacramento	730

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>				<b>March '17</b>		<b>% of March</b>
<b>1</b>	<b>Income Support/Assistance</b>			<b>2,319</b>		<b>31.9%</b>
	Tax Information/Assistance Programs			2,180		30.0%
	General Relief/SSI/TANF			49		<1%
	Household Related Public Assistance Programs			48		<1%
	Social Insurance Programs			20		<1%
<b>2</b>	<b>Housing</b>			<b>2,134</b>		<b>29.4%</b>
	Emergency Shelter/Transitional Housing			654		9.0%
	Housing Search Assistance			536		7.4%
	Low Income/Subsidized Housing			447		6.2%
	Landlord/Tenant Assistance			194		2.7%
	Rent Payment/Rent Deposit Assistance			178		2.5%
	Supportive Housing			78		1.1%
<b>3</b>	<b>Legal, Consumer, and Public Safety Services</b>			<b>1,000</b>		<b>13.8%</b>
	Legal Counseling and Representation			204		2.8%
	Specialized Legal Services			153		2.1%
	Legal Education and Information			133		1.8%
	Family Law			127		1.7%
	Lawyer Referral Services			88		1.2%
	Law Enforcement Services			80		1.1%
	Consumer Complaints			39		<1%
	Advocacy			36		<1%
	Records/Licenses/Permits			35		<1%
<b>4</b>	<b>Information Services</b>			<b>373</b>		<b>5.1%</b>
	Information & Referral			304		4.2%
	Libraries/Printed Materials			37		<1%
	Electronic Information Resources			31		<1%
<b>5</b>	<b>Individual, Family, and Community Support</b>			<b>369</b>		<b>5.1%</b>
	Family Support Centers			60		<1%
	In Home Assistance			47		<1%
	Domestic Animal Services			45		<1%
	Case/Care Management			30		<1%
	Parenting Education			30		<1%
	Protective Services			29		<1%
	Support Groups			24		<1%



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<b>6</b>	<b>Food/Meals</b>						<b>365</b>		<b>5.0%</b>	
	Emergency Food/Food Pantries						171		2.4%	
	CalFresh and WIC						163		2.2%	
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)						30		<1%	
<b>7</b>	<b>Health Care</b>						<b>276</b>		<b>3.8%</b>	
	Dental Care						46		<1%	
	Health Insurance Information/Counseling						36		<1%	
	Medi-Cal/Public Medical Assistance Programs						31		<1%	
	Community Clinics						25		<1%	
	Health Education						17		<1%	
	Emergency Room Care/General Medical Care						16		<1%	
	Hospitals						16		<1%	
	Disease/Disability Specific Screening/Diagnosis						13		<1%	
<b>8</b>	<b>Utility Assistance</b>						<b>275</b>		<b>3.8%</b>	
	Utility Services Payment Assistance						263		3.6%	
<b>9</b>	<b>Mental Health/Addictions</b>						<b>251</b>		<b>3.5%</b>	
	Counseling Services						118		1.6%	
	Substance Abuse Services						72		<1%	
	Inpatient/Outpatient Mental Health Facilities						19		<1%	
	Mental Health Evaluation and Treatment						18		<1%	
<b>10</b>	<b>Clothing/Personal/Household Needs</b>						<b>179</b>		<b>2.5%</b>	
	Furniture						58		<1%	
	Clothing						57		<1%	
	Household Goods						37		<1%	
<b>11</b>	<b>Other Government/Economic Services</b>						<b>107</b>		<b>1.5%</b>	
<b>12</b>	<b>Employment</b>						<b>89</b>		<b>1.2%</b>	
<b>13</b>	<b>Disaster Services</b>						<b>85</b>		<b>1.2%</b>	
<b>14</b>	<b>Transportation</b>						<b>56</b>		<b>&lt;1%</b>	
<b>TOP UNMET NEEDS</b>							<b>March '17</b>			
<b>1</b>	Tax Assistance						16			
<b>2</b>	Rental Deposit Assistance						8			
<b>3</b>	Transportation						5			
<b>4</b>	Utility Service Payment Assistance						3			



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**March-17**

<b>Most Frequently Referred Programs</b>		<b>March '17</b>	<b>% of March</b>
1	Volunteer Income Tax Assistance Program (VITA)	1,386	19.1%
2	Tax -Aide - AARP	639	8.8%
3	Sacramento Self Help Housing	331	4.6%
4	Travelers Aid Emergency Assistance Agency	306	4.2%
5	Rental Assistance and Motel Vouchers - The Salvation Army	297	4.1%
6	Mercy Housing California	186	2.6%
7	Utility Assistance - The Salvation Army	175	2.4%
8	Home Energy Assistance Program (HEAP)	160	2.2%
9	Mutual Housing California	160	2.2%
10	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing	135	1.9%
11	Family Assistance - Saint Vincent de Paul Society	131	1.8%
12	CalFresh Application Assistance - 2-1-1 Sacramento	127	1.7%
13	Legal Services of Northern California	121	1.7%
14	Francis House - A Program of Next Move	98	1.3%
15	Resources for Independent Living	89	1.2%
16	Shelter Services - The Salvation Army	87	1.2%
17	Residential Family Shelter - Volunteers of America	83	1.1%
18	Housing Choice Voucher Program - SHRA	82	1.1%
19	Family Shelter - Next Move	75	1.0%
20	Senior Legal Hotline	69	<1%
21	Lawyer Referral and Information Service	68	<1%
22	Superior Court of California - Family Law Facilitator / Self Help Center	62	<1%
23	Medi-Cal	53	<1%
24	Love in the Name of Christ	52	<1%
25	United States Internal Revenue Service - Taxpayer Assistance Center	52	<1%
26	CalFresh	52	<1%
27	Produce For All - Sacramento Food Bank & Family Services	51	<1%

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b>March '17</b>	<b>YTD</b>
Number of Online Searches	14,362	42,122
Visits from Unique IP Addresses	16,230	36,666