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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**

**May-17**

<b>CALL VOLUME</b>		<b>May '17</b>						
Month of May		6,659						
Year to date - 2017		67,196						
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>						
Information		2,153			10,270			
Referral		3,048			20,516			
Total I&R calls		5,201			30,786			
Follow-up		344			4,282			
Advocacy		0			1			
Crisis		2			3			
Disaster		0			138			
Total Calls with demographic info		5,547			35,210			
Call Back		239			3,562			
Silent/Static		942			3,421			
Other		514			25,586			
<b>OUTREACH ACTIVITY</b>								
Month of May		1,243						
Year to date - 2017		5,244						

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>		<b>May '17</b>	<b>% of May</b>	<b>YTD</b>	<b>% of YTD</b>
Less than 18		37	<1%	138	<1%
18-20		75	1.4%	405	1.2%
21-29		582	10.5%	2,791	7.9%
30-39		729	13.1%	3,853	10.9%
40-49		573	10.3%	3,380	9.6%
50-59		804	14.5%	4,717	13.4%
Seniors - age 60+		1,246	22.5%	12,751	36.2%
Caller Declined		58	1.0%	367	1.0%
Did not Ask		1,443	26.0%	6,808	19.3%
<b>CALLER ETHNICITY</b>		<b>May '17</b>	<b>% of May</b>	<b>YTD</b>	<b>% of YTD</b>
1	African American/Black	1,199	21.6%	6,437	18.3%
2	Caucasian	1,015	18.3%	7,930	22.5%
3	Hispanic / Latino	440	7.9%	3,615	10.3%
4	Multi-ethnic	165	3.0%	923	2.6%
5	Asian	78	1.4%	825	2.3%
6	Native American	40	<1%	253	<1%
7	Other	37	<1%	380	1.1%
8	Middle Eastern	33	<1%	277	<1%
9	Pacific Islander / Native Hawaiian	30	<1%	245	<1%
10	Russian / Slavic	11	<1%	100	<1%
11	Caller Declined	160	2.9%	1,449	4.1%
12	Did not Ask	2,339	42.2%	12,776	36.3%



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**CLIENT PROFILE (continued)**

<b>CALLER GENDER</b>		<b>May '17</b>	<b>% of May</b>	<b>YTD</b>	<b>% of YTD</b>
Female		4,018	72.4%	25,341	72.0%
Male		1,518	27.4%	9,790	27.8%
Unknown		11	<1%	79	<1%
<b>NUMBER IN HOUSEHOLD</b>		<b>May '17</b>	<b>% of May</b>	<b>YTD</b>	<b>% of YTD</b>
1		1,361	24.5%	9,637	27.4%
2		582	10.5%	4,195	11.9%
3		413	7.4%	2,130	6.0%
4		235	4.2%	1,255	3.6%
5		111	2.0%	622	1.8%
6+		94	1.7%	502	1.4%
Unknown		2,751	49.6%	16,869	47.9%
<b>APPROXIMATE MONTHLY INCOME</b>		<b>May '17</b>	<b>% of May</b>	<b>YTD</b>	<b>% of YTD</b>
Less than \$1,000		1,103	19.9%	6,017	17.1%
\$1,001 - \$1,500		227	4.1%	1,636	4.6%
\$1,501 - \$2,000		141	2.5%	1,085	3.1%
\$2,001 - \$2,500		78	1.4%	779	2.2%
\$2,501 - \$3,000		38	<1%	458	1.3%
\$3,001 - \$4,000		24	<1%	498	1.4%
\$4,001 - \$5,000		12	<1%	216	<1%
More than \$5,000		4	<1%	125	<1%
Unknown		3,920	70.7%	24,396	69.3%
<b>TOP SOURCES OF INCOME</b>		<b>May '17</b>	<b>% of May</b>	<b>YTD</b>	<b>% of YTD</b>
1	SSI	1,097	19.8%	5,163	14.7%
2	Job	738	13.3%	6,824	19.4%
3	TANF (CalWORKs)	555	10.0%	2,289	6.5%
4	Social Security	448	8.1%	5,447	15.5%
5	None	311	5.6%	1,526	4.3%
6	SSD	195	3.5%	1,099	3.1%
7	General Assistance	118	2.1%	482	1.4%
8	Pension	111	2.0%	2,182	6.2%
9	Unemployment	58	1.0%	341	<1%
10	Family	31	<1%	118	<1%
11	Other	29	<1%	214	<1%
12	SDI	29	<1%	86	<1%
13	Self-Employed	16	<1%	156	<1%
14	Child Support	15	<1%	67	<1%
15	Workers Compensation	6	<1%	55	<1%
16	Student Financial Aid	5	<1%	46	<1%
17	AB 12 Foster Care	4	<1%	20	<1%
18	Alimony	2	<1%	30	<1%
19	Insurance	1	<1%	4	<1%
20	Unknown	1,778	32.1%	9,061	25.7%



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TOP ZIP CODES (May '17)				# of CALLS		TOP ZIP CODES (YTD)				# of CALLS	
1	95823	Sacramento	500			1	95823	Sacramento	2,695		
2	95815	Sacramento	275			2	95821	Sacramento	1,600		
3	95821	Sacramento	258			3	95815	Sacramento	1,488		
4	95838	Sacramento	218			4	95608	Carmichael	1,460		
5	95828	Sacramento	217			5	95828	Sacramento	1,334		
6	95822	Sacramento	216			6	95670	Rancho Cordova	1,314		
7	95820	Sacramento	211			7	95820	Sacramento	1,233		
8	95608	Carmichael	205			8	95838	Sacramento	1,219		
9	95825	Sacramento	195			9	95822	Sacramento	1,206		
10	95814	Sacramento	190			10	95825	Sacramento	1,118		

**NEEDS AND RESOURCES**

TOP NEEDS EXPRESSED						May '17	% of May
1	<b>Housing</b>					<b>3,491</b>	<b>62.9%</b>
	Emergency Shelter/Transitional Housing					1,135	20.5%
	Housing Search Assistance					769	13.9%
	Low Income/Subsidized Housing					627	11.3%
	Rent Payment/Rent Deposit Assistance					407	7.3%
	Landlord/Tenant Assistance					361	6.5%
	Supportive Housing					94	1.7%
2	<b>Legal, Consumer, and Public Safety Services</b>					<b>1,425</b>	<b>25.7%</b>
	Legal Counseling and Representation					312	5.6%
	Specialized Legal Services					167	3.0%
	Legal Education and Information					163	2.9%
	Family Law					148	2.7%
	Law Enforcement Services					124	2.2%
	Lawyer Referral Services					96	1.7%
	Records/Licenses/Permits					88	1.6%
	Consumer Complaints					74	1.3%
	Advocacy					69	1.2%
3	<b>Information Services</b>					<b>590</b>	<b>10.6%</b>
	Information & Referral					464	8.4%
	Libraries/Printed Materials					77	1.4%
	Electronic Information Resources					45	<1%
4	<b>Health Care</b>					<b>469</b>	<b>8.5%</b>
	Health Insurance Information/Counseling					70	1.3%
	Dental Care					66	1.2%
	Medi-Cal/Public Medical Assistance Programs					53	<1%
	Community Clinics					45	<1%
	Health Care Referrals					32	<1%
	Assistive Technology Equipment					31	<1%
	Hospitals					19	<1%
	Health Education					18	<1%
	Emergency Room Care/General Medical Care					17	<1%
	Mother and Infant Care					17	<1%



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<b>5</b>	<b>Individual, Family, and Community Support</b>				<b>459</b>		<b>8.3%</b>	
	In Home Assistance				79		1.4%	
	Domestic Animal Services				78		1.4%	
	Family Support Centers				61		1.1%	
	Case/Care Management				48		<1%	
	Protective Services				39		<1%	
	Parenting Education				25		<1%	
	Community Action/Social Advocacy Groups				23		<1%	
<b>6</b>	<b>Food/Meals</b>				<b>429</b>		<b>7.7%</b>	
	Emergency Food/Food Pantries				240		4.3%	
	CalFresh and WIC				140		2.5%	
	Meals (Home Delivered/Soup Kitchens/Congregate Meals)				43		<1%	
<b>7</b>	<b>Utility Assistance</b>				<b>399</b>		<b>7.2%</b>	
	Utility Services Payment Assistance				376		6.8%	
<b>8</b>	<b>Mental Health/Addictions</b>				<b>367</b>		<b>6.6%</b>	
	Counseling Services				134		2.4%	
	Substance Abuse Services				119		2.1%	
	Inpatient/Outpatient Mental Health Facilities				37		<1%	
	Mental Health Evaluation and Treatment				34		<1%	
<b>9</b>	<b>Income Support/Assistance</b>				<b>355</b>		<b>6.4%</b>	
	Tax Information/Assistance Programs				120		2.2%	
	General Relief/SSI/TANF				88		1.6%	
	Household Related Public Assistance Programs				73		1.3%	
	Social Insurance Programs				35		<1%	
<b>10</b>	<b>Clothing/Personal/Household Needs</b>				<b>238</b>		<b>4.3%</b>	
	Clothing				89		1.6%	
	Furniture				78		1.4%	
	Household Goods				39		<1%	
<b>11</b>	<b>Other Government/Economic Services</b>				<b>213</b>		<b>3.8%</b>	
<b>12</b>	<b>Transportation</b>				<b>134</b>		<b>2.4%</b>	
<b>13</b>	<b>Employment</b>				<b>105</b>		<b>1.9%</b>	
<b>TOP UNMET NEEDS</b>					<b>May '17</b>			
<b>1</b>	Transportation				11			
<b>2</b>	Utility Service Payment Assistance				9			
<b>3</b>	Rental Deposit Assistance				8			
<b>4</b>	Tax Assistance				7			
<b>5</b>	Homeless Motel Vouchers				6			
<b>6</b>	Homeless Shelter				4			
<b>7</b>	Rent Payment Assistance				4			
<b>8</b>	Substance Use Disorder Services				3			



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**May-17**

<b>Most Frequently Referred Programs</b>		<b>May '17</b>	<b>% of May</b>
1	Rental Assistance and Motel Vouchers - The Salvation Army	570	10.3%
2	Travelers Aid Emergency Assistance Agency	521	9.4%
3	Sacramento Self Help Housing	451	8.1%
4	Mercy Housing California	259	4.7%
5	Mutual Housing California	249	4.5%
6	Family Assistance - Saint Vincent de Paul Society	245	4.4%
7	Utility Assistance - The Salvation Army	237	4.3%
8	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing	237	4.3%
9	Legal Services of Northern California	227	4.1%
10	Shelter Services - The Salvation Army	204	3.7%
11	Home Energy Assistance Program (HEAP)	194	3.5%
12	Francis House - A Program of Next Move	172	3.1%
13	Residential Family Shelter - Volunteers of America	116	2.1%
14	Family Shelter - Next Move	113	2.0%
15	Resources for Independent Living	113	2.0%
16	Community Housing Opportunities Corporation	104	1.9%
17	Medi-Cal	97	1.7%
18	Men's Shelter - Volunteers of America	95	1.7%
19	Men's Shelter, Clothing and Showers - Union Gospel Mission	87	1.6%
20	Lawyer Referral and Information Service	87	1.6%
21	CalFresh Application Assistance - 2-1-1 Sacramento	86	1.6%
22	Senior Legal Hotline	81	1.5%
23	Love in the Name of Christ	80	1.4%
24	Internal Revenue Service - Volunteer Income Tax Assistance Program (VITA)	79	1.4%
25	City of Sacramento 311	76	1.4%
26	Lawyers in the Library - Sacramento County Public Law Library	76	1.4%
27	In-Home Supportive Services (IHSS)	71	1.3%
28	CalFresh	69	1.2%

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b>May '17</b>	<b>YTD</b>
Number of Online Searches	14,447	69,252
Visits from Unique IP Addresses	15,604	55,478