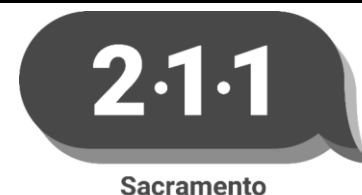


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STATISTICS SUMMARY

October-25

CALL VOLUME

Oct '25

Month of Oct	22,709
Year to date - 2025	205,209

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	787	9,501
Referral	9,965	105,705
Total I&R calls	10,752	115,206
Follow-up	360	4,338
Advocacy	0	6
Crisis	0	2
Disaster	0	5
Outreach	1	23
Total Calls with Demographic Info	11,113	119,580
Call Back	2,597	17,912
Silent/Static	1,077	7,708
Voicemail	691	3,716
Other	7,231	56,293

COURT OUTREACH ACTIVITY

Month of Oct	803
Year to date - 2025	10,034

CLIENT PROFILE

AGE RANGES OF CALLERS

Oct '25

% of

YTD

% of YTD

1	Less than 18	24	<1%	168	<1%
2	18-20	239	2.2%	2,319	1.9%
3	21-29	1,306	11.8%	13,754	11.5%
4	30-39	1,960	17.6%	21,208	17.7%
5	40-49	1,536	13.8%	17,388	14.5%
6	50-59	1,625	14.6%	15,819	13.2%
7	Seniors - age 60+	1,474	13.3%	17,827	14.9%
8	Caller Declined	1,760	15.8%	18,371	15.4%
9	Did not Ask	1,189	10.7%	12,726	10.6%

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STATISTICS SUMMARY

October-25

<u>CALLER ETHNICITY</u>	<u>Oct '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American/Black	3,047	27.4%	33,278	27.8%
2 Caucasian	1,598	14.4%	17,308	14.5%
3 Hispanic / Latino	1,021	9.2%	10,873	9.1%
4 Multi-ethnic	422	3.8%	3,942	3.3%
5 Asian	163	1.5%	1,837	1.5%
6 Native American	148	1.3%	1,066	<1%
7 Other	87	<1%	800	<1%
8 Pacific Islander / Native Hawaiian	75	<1%	954	<1%
9 Middle Eastern	64	<1%	660	<1%
10 Russian / Slavic	39	<1%	249	<1%
11 Caller declined to answer	2,371	21.3%	26,930	22.5%
12 Did not ask	2,078	18.7%	21,683	18.1%
<u>Military/Veterans</u>	129	1.2%	1,620	1.4%
<u>First 5 Families/Children 0-5</u>	1,796	16.2%	17,804	14.9%

<u>CALLER GENDER</u>	<u>Oct '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Female	6,393	57.5%	68,303	57.1%
2 Male	3,326	29.9%	35,373	29.6%
3 Trans Female	16	<1%	139	<1%
4 Non-binary	12	<1%	160	<1%
5 Trans Male	6	<1%	70	<1%
6 Intersex	1	<1%	31	<1%
7 Unknown	35	<1%	358	<1%
8 Client declined	610	5.5%	8,360	7.0%
9 Did not ask	714	6.4%	6,786	5.7%

<u>NUMBER IN HOUSEHOLD</u>	<u>Oct '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 1	5,818	52.4%	63,244	52.9%
2 2	1,861	16.7%	20,755	17.4%
3 3	1,127	10.1%	11,835	9.9%
4 4	738	6.6%	7,007	5.9%
5 5	407	3.7%	3,737	3.1%
6 6+	286	2.6%	2,954	2.5%
7 Unknown	876	7.9%	10,048	8.4%

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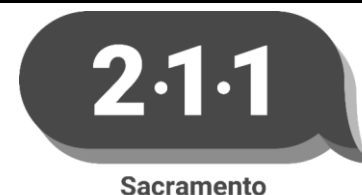


STATISTICS SUMMARY
October-25

<u>APPROXIMATE MONTHLY INCOME</u>	<u>Oct '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No Income	2,401	21.6%	23,384	19.6%
2 Less than \$1,000	1,127	10.1%	11,994	10.0%
3 \$1,001 - \$1,500	1,560	14.0%	16,137	13.5%
4 \$1,501 - \$2,000	656	5.9%	7,197	6.0%
5 \$2,001 - \$2,500	428	3.9%	4,931	4.1%
6 \$2,501 - \$3,000	328	3.0%	4,039	3.4%
7 \$3,001 - \$4,000	428	3.9%	5,163	4.3%
8 \$4,001 - \$5,000	151	1.4%	2,307	1.9%
9 More than \$5,000	100	<1%	1,503	1.3%
10 Unknown	3,934	35.4%	42,925	35.9%

<u>TOP SOURCES OF INCOME</u>	<u>Oct '25</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 No current source of income	2,237	20.1%	22,704	19.0%
2 Job	1,895	17.1%	22,786	19.1%
3 TANF (CalWORKs)	1,120	10.1%	10,590	8.9%
4 SSI	1,103	9.9%	11,682	9.8%
5 SS	613	5.5%	7,815	6.5%
6 SSD (SSDI)	379	3.4%	4,038	3.4%
7 Unemployment	160	1.4%	1,378	1.2%
8 General Assistance	158	1.4%	1,460	1.2%
9 Other	116	1.0%	1,948	1.6%
10 SDI	74	<1%	916	<1%
11 Self-Employed	72	<1%	815	<1%
12 Pension	68	<1%	1,550	1.3%
13 Child Support	39	<1%	292	<1%
14 Family	33	<1%	246	<1%
15 Workers Comp	29	<1%	160	<1%
16 Student Financial Aid	10	<1%	146	<1%
16 AB 12 Foster Care	10	<1%	65	<1%
18 Alimony	8	<1%	45	<1%
19 Insurance	2	<1%	33	<1%
20 Unknown (caller declined + did not ask)	2,987	26.9%	30,911	25.8%

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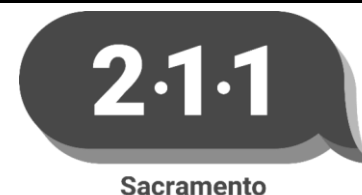
STATISTICS SUMMARY

October-25

TOP ZIP CODES (Oct '25)				# of CALLS	TOP ZIP CODES (YTD)				# of CALLS
1	95823	Sacramento		919	1	95823	Sacramento		9,880
2	95811	Sacramento		826	2	95811	Sacramento		7,956
3	95815	Sacramento		463	3	95815	Sacramento		4,535
4	95825	Sacramento		421	4	95828	Sacramento		4,335
5	95821	Sacramento		417	5	95825	Sacramento		4,157
6	95828	Sacramento		409	6	95820	Sacramento		4,049
7	95838	Sacramento		406	7	95838	Sacramento		3,977
8	95670	Gold River/Rancho C		357	8	95821	Sacramento		3,705
9	95820	Sacramento		353	9	95670	Gold River/Rancho Cr		3,675
10	95833	Sacramento		313	10	95833	Sacramento		3,648

NEEDS AND RESOURCES

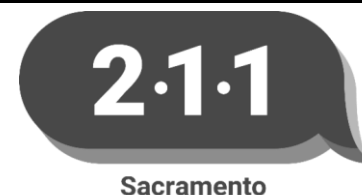
TOP NEEDS EXPRESSED ¹		Oct '25	% of ³
1 Housing²		7,718	69.5%
	Housing Expense Assistance	1,820	16.4%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,216	10.9%
	Housing Search and Information	1,188	10.7%
	At Risk/Homeless Housing Related Assistance Programs	1,123	10.1%
	Emergency Shelter (including Homeless Motel Vouchers)	913	8.2%
2 Individual, Family, and Community Support²		2,082	18.7%
	Holiday Programs	795	7.2%
	Case/Care Management	634	5.7%
	Veterinary Services	61	<1%
	Street Outreach Programs	57	<1%
	Community Action/Social Advocacy Groups	56	<1%
3 Legal, Consumer, and Public Safety Services²		2,031	18.3%
	Family Law	547	4.9%
	Certificates/Forms Assistance	194	1.7%
	Community Legal Clinics	110	<1%
	State Trial Courts	106	<1%
	Legal Counseling	92	<1%
4 Utility Assistance²		1,977	17.8%
	Utility Assistance (including Utility Service Payment Assistance)	1,965	17.7%
	Utility Service Providers	10	<1%



STATISTICS SUMMARY
October-25

5 Mental Health/Addictions²	1,298	11.7%
Crisis Intervention	393	3.5%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessation)	188	1.7%
Outpatient Mental Health Facilities	150	1.3%
Mental Health Evaluation	135	1.2%
Psychiatric Services	112	1.0%
6 Food/Meals²	1,294	11.6%
Emergency Food (including Food Pantries)	900	8.1%
Meals	213	1.9%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	156	1.4%
Food Outlets	25	<1%
7 Healthcare²	843	7.6%
Health Supportive Services	324	2.9%
Disease/Disability Specific Screening/Diagnosis	76	<1%
Health Insurance Information/Counseling	69	<1%
Medical Public Assistance Programs	43	<1%
Health Care Referrals	40	<1%
8 Information Services²	814	7.3%
Information Sources	401	3.6%
Information and Referral	369	3.3%
Public Awareness/Education	25	<1%
Electronic Information Resources	12	<1%
9 Clothing/Personal/Household Needs²	726	6.5%
Personal Goods/Services	537	4.8%
Household Goods	154	1.4%
Repair Services	12	<1%
Mobile Devices	10	<1%
10 Employment²	516	4.6%
11 Income Support/Assistance²	205	1.8%
12 Transportation²	201	1.8%
13 Other Government/Economic Services²	136	1.2%
14 Disaster Services²	100	<1%
15 Education²	91	<1%
16 Volunteers/Donations²	32	<1%
17 Arts, Culture, and Recreation²	29	<1%

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STATISTICS SUMMARY
October-25

TOP UNMET NEEDS

Oct '25

1	Housing Expense Assistance	716
2	At Risk/Homeless Housing Related Assistance Programs	488
3	Landlord/Tenant Assistance (including Eviction Prevention Assistance)	307
4	Emergency Shelter (including Homeless Motel Vouchers)	262
5	Utility Assistance	116

Most Frequently Referred Programs

Oct '25

% of

1	LEAP Homelessness Prevention Program	891	8.0%
2	Problem Solving Access Points (PSAP)	723	6.5%
3	Rental Assistance - The Salvation Army	664	6.0%
4	Saint Vincent de Paul Society	634	5.7%
5	Utility Assistance - The Salvation Army	561	5.0%
6	Home Energy Assistance Program	479	4.3%
7	Francis House Center - Diversion Program - Next Move Homeless Services, Inc.	374	3.4%
8	Low-Cost Housing Communities - Mutual Housing California	364	3.3%
9	Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	304	2.7%
10	California Department of Health Care Services - CalAIM - Community Supports	282	2.5%
11	Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	259	2.3%
12	Property Listing - Mercy Housing California	244	2.2%
13	Community Housing Opportunities Corporation	213	1.9%
14	Renters Helpline - Community Link Capital Region	184	1.7%
15	Angel Tree Christmas Assistance Program - The Salvation Army	176	1.6%
16	Angelic Housing - Angelic Housing Resources Foundation Inc.	167	1.5%
16	Sacramento County Behavioral Health Services - Access Team	167	1.5%
18	Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	161	1.4%
19	Family Support Services - Family Promise of Sacramento	156	1.4%
20	CalFresh Application Assistance - 2-1-1 Sacramento	151	1.4%
21	Anti-Displacement Program - The Salvation Army	132	1.2%
22	Holiday Adopt-A-Family - Single Mom Strong Inc.	127	1.1%
23	Mental Health Crisis Respite Center - Hope Cooperative	121	1.1%
23	Superior Court of California - Family Law Facilitator/Self Help Center	121	1.1%
25	Support Services - My Sister's House	104	<1%
26	California Tobacco Control Project - Gift Card Incentive Program	96	<1%
27	311 Customer Service Center - City of Sacramento 311	92	<1%
28	Family Law - Capital Pro Bono	89	<1%
28	Housing Navigation Services - United Way California Capital Region	89	<1%
30	Transitional Housing - EveryONE Matters Ministries	84	<1%
	All Other Referrals	8,295	
	Total Referrals	16,504	

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STATISTICS SUMMARY
October-25

RESOURCE DIRECTORY - DATABASE

	<u>Oct '25</u>	<u>YTD</u>
Resources Updated	516	4,031
Resources Verified	263	2,443

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Oct '25</u>	<u>YTD</u>
Unique Visitors	18,173	85,003
Directory Searches	14,927	87,291
Resource Page Views	48,695	337,722
Total Page Views	63,622	425,013

¹Data categories realigned to AIRS Taxonomy 01/01/2021

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%.