## Statistics Summary

### Call Volume

**Month of January**: 12,817

**Year to date - 2019**: 12,817

### Type of Calls

<table>
<thead>
<tr>
<th>Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information</td>
<td>1,698</td>
</tr>
<tr>
<td>Referral</td>
<td>5,049</td>
</tr>
<tr>
<td>Total I&amp;R calls</td>
<td>6,747</td>
</tr>
<tr>
<td>Follow-up</td>
<td>195</td>
</tr>
<tr>
<td>Advocacy</td>
<td>0</td>
</tr>
<tr>
<td>Crisis</td>
<td>0</td>
</tr>
<tr>
<td>Disaster</td>
<td>1</td>
</tr>
<tr>
<td>Outreach</td>
<td>1</td>
</tr>
<tr>
<td>Total Calls with Demographic Info</td>
<td>6,944</td>
</tr>
<tr>
<td>Call Back</td>
<td>577</td>
</tr>
<tr>
<td>Silent/Static</td>
<td>688</td>
</tr>
<tr>
<td>Other</td>
<td>4,803</td>
</tr>
</tbody>
</table>

### Outreach Activity

**Month of January**: 1,018

**Year to date - 2019**: 1,018

### Client Profile

#### Age Ranges of Callers

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Jan. '19</th>
<th>% of</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 18</td>
<td>27</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>18-20</td>
<td>87</td>
<td>1.3%</td>
</tr>
<tr>
<td>21-29</td>
<td>475</td>
<td>6.8%</td>
</tr>
<tr>
<td>30-39</td>
<td>775</td>
<td>11.2%</td>
</tr>
<tr>
<td>40-49</td>
<td>654</td>
<td>9.4%</td>
</tr>
<tr>
<td>50-59</td>
<td>841</td>
<td>12.1%</td>
</tr>
<tr>
<td>Seniors - age 60+</td>
<td>2,847</td>
<td>41.0%</td>
</tr>
<tr>
<td>Caller Declined</td>
<td>30</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Did not Ask</td>
<td>1,208</td>
<td>17.4%</td>
</tr>
</tbody>
</table>

#### Caller Ethnicity

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Jan. '19</th>
<th>% of</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Caucasian</td>
<td>1,078</td>
<td>15.5%</td>
</tr>
<tr>
<td>2 African American/Black</td>
<td>828</td>
<td>11.9%</td>
</tr>
<tr>
<td>3 Hispanic / Latino</td>
<td>457</td>
<td>6.6%</td>
</tr>
<tr>
<td>4 Multi-ethnic</td>
<td>149</td>
<td>2.1%</td>
</tr>
<tr>
<td>5 Asian</td>
<td>148</td>
<td>2.1%</td>
</tr>
<tr>
<td>6 Pacific Islander / Native Hawaiian</td>
<td>45</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Category</td>
<td>January-19</td>
<td>% of</td>
</tr>
<tr>
<td>-------------------------</td>
<td>------------</td>
<td>----------</td>
</tr>
<tr>
<td>7 Middle Eastern</td>
<td>34</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>8 Other</td>
<td>34</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>9 Native American</td>
<td>25</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>10 Russian / Slavic</td>
<td>9</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>11 Decline to answer</td>
<td>207</td>
<td>3.0%</td>
</tr>
<tr>
<td>12 Did not Ask</td>
<td>3,930</td>
<td>56.6%</td>
</tr>
</tbody>
</table>

**Military/Veterans**

<table>
<thead>
<tr>
<th>Category</th>
<th>January-19</th>
<th>% of</th>
</tr>
</thead>
<tbody>
<tr>
<td>Military/Veterans</td>
<td>508</td>
<td>7.3%</td>
</tr>
</tbody>
</table>

**First 5 Families/Children 0-5**

<table>
<thead>
<tr>
<th>Category</th>
<th>January-19</th>
<th>% of</th>
</tr>
</thead>
<tbody>
<tr>
<td>First 5 Families/Children 0-5</td>
<td>671</td>
<td>9.7%</td>
</tr>
</tbody>
</table>

**Caller Gender**

<table>
<thead>
<tr>
<th>Gender</th>
<th>January-19</th>
<th>% of</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>4,985</td>
<td>71.8%</td>
</tr>
<tr>
<td>Male</td>
<td>1,948</td>
<td>28.1%</td>
</tr>
<tr>
<td>Unknown</td>
<td>11</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>

**Number in Household**

<table>
<thead>
<tr>
<th>Household Size</th>
<th>January-19</th>
<th>% of</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3,035</td>
<td>43.7%</td>
</tr>
<tr>
<td>2</td>
<td>1,178</td>
<td>17.0%</td>
</tr>
<tr>
<td>3</td>
<td>474</td>
<td>6.8%</td>
</tr>
<tr>
<td>4</td>
<td>259</td>
<td>3.7%</td>
</tr>
<tr>
<td>5</td>
<td>134</td>
<td>1.9%</td>
</tr>
<tr>
<td>6+</td>
<td>113</td>
<td>1.6%</td>
</tr>
<tr>
<td>Unknown</td>
<td>1,751</td>
<td>25.2%</td>
</tr>
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</table>

**Approximate Monthly Income**

<table>
<thead>
<tr>
<th>Income Range</th>
<th>January-19</th>
<th>% of</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $1,000</td>
<td>1,112</td>
<td>16.0%</td>
</tr>
<tr>
<td>$1,001 - $1,500</td>
<td>422</td>
<td>6.1%</td>
</tr>
<tr>
<td>$1,501 - $2,000</td>
<td>409</td>
<td>5.9%</td>
</tr>
<tr>
<td>$2,001 - $2,500</td>
<td>350</td>
<td>5.0%</td>
</tr>
<tr>
<td>$2,501 - $3,000</td>
<td>291</td>
<td>4.2%</td>
</tr>
<tr>
<td>$3,001 - $4,000</td>
<td>260</td>
<td>3.7%</td>
</tr>
<tr>
<td>$4,001 - $5,000</td>
<td>127</td>
<td>1.8%</td>
</tr>
<tr>
<td>More than $5,000</td>
<td>85</td>
<td>1.2%</td>
</tr>
<tr>
<td>Unknown</td>
<td>3,888</td>
<td>56.0%</td>
</tr>
</tbody>
</table>

**Top Sources of Income**

<table>
<thead>
<tr>
<th>Source</th>
<th>January-19</th>
<th>% of</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job</td>
<td>1,357</td>
<td>19.5%</td>
</tr>
<tr>
<td>SS</td>
<td>1,120</td>
<td>16.1%</td>
</tr>
<tr>
<td>SSI</td>
<td>757</td>
<td>10.9%</td>
</tr>
<tr>
<td>Pension</td>
<td>585</td>
<td>8.4%</td>
</tr>
<tr>
<td>None</td>
<td>298</td>
<td>4.3%</td>
</tr>
</tbody>
</table>
### STATISTICS SUMMARY

**January-19**

<table>
<thead>
<tr>
<th>#</th>
<th>Service Type</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>TANF (CalWORKs)</td>
<td>273</td>
<td>3.9%</td>
</tr>
<tr>
<td>7</td>
<td>SSD (SSDI)</td>
<td>247</td>
<td>3.6%</td>
</tr>
<tr>
<td>8</td>
<td>General Assistance</td>
<td>74</td>
<td>1.1%</td>
</tr>
<tr>
<td>9</td>
<td>Other</td>
<td>58</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>10</td>
<td>Self-Employed</td>
<td>52</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>11</td>
<td>Unemployment</td>
<td>46</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>12</td>
<td>Family</td>
<td>27</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>13</td>
<td>SDI</td>
<td>19</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>14</td>
<td>Child Support</td>
<td>14</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>15</td>
<td>Alimony</td>
<td>7</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>16</td>
<td>Student Financial Aid</td>
<td>6</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>17</td>
<td>Workers Comp</td>
<td>5</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>18</td>
<td>AB 12 Foster Care</td>
<td>3</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>19</td>
<td>Insurance</td>
<td>2</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>20</td>
<td>Unknown</td>
<td>1,994</td>
<td>28.7%</td>
</tr>
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</table>

#### TOP ZIP CODES (Jan '19)

<table>
<thead>
<tr>
<th>#</th>
<th>Zip Code</th>
<th>City</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>95823</td>
<td>Sacramento</td>
<td>482</td>
</tr>
<tr>
<td>2</td>
<td>95608</td>
<td>Carmichael</td>
<td>323</td>
</tr>
<tr>
<td>3</td>
<td>95821</td>
<td>Sacramento</td>
<td>309</td>
</tr>
<tr>
<td>4</td>
<td>95660</td>
<td>North Highlands</td>
<td>235</td>
</tr>
<tr>
<td>5</td>
<td>95621</td>
<td>Citrus Heights</td>
<td>232</td>
</tr>
<tr>
<td>6</td>
<td>95825</td>
<td>Sacramento</td>
<td>231</td>
</tr>
<tr>
<td>7</td>
<td>95822</td>
<td>Sacramento</td>
<td>214</td>
</tr>
<tr>
<td>8</td>
<td>95815</td>
<td>Sacramento</td>
<td>213</td>
</tr>
<tr>
<td>9</td>
<td>95610</td>
<td>Citrus Heights</td>
<td>203</td>
</tr>
<tr>
<td>10</td>
<td>95630</td>
<td>Folsom</td>
<td>189</td>
</tr>
</tbody>
</table>

### NEEDS AND RESOURCES

#### TOP NEEDS EXPRESSED¹

<table>
<thead>
<tr>
<th>#</th>
<th>Need Type</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Housing &amp; Shelter²</td>
<td>2,712</td>
<td>39.1%</td>
</tr>
<tr>
<td></td>
<td>Low-Cost Housing/Moving Assistance</td>
<td>1,026</td>
<td>14.8%</td>
</tr>
<tr>
<td></td>
<td>Shelters</td>
<td>712</td>
<td>10.3%</td>
</tr>
<tr>
<td></td>
<td>Rent Assistance/Motel Vouchers</td>
<td>534</td>
<td>7.7%</td>
</tr>
<tr>
<td></td>
<td>Landlord /Tenant Issues</td>
<td>200</td>
<td>2.9%</td>
</tr>
<tr>
<td></td>
<td>Contact Information for Housing and Shelter Organizations</td>
<td>145</td>
<td>2.1%</td>
</tr>
<tr>
<td></td>
<td>Home Repair/Maintenance</td>
<td>77</td>
<td>1.1%</td>
</tr>
<tr>
<td>2</td>
<td>Employment &amp; Income²</td>
<td>2,545</td>
<td>36.7%</td>
</tr>
<tr>
<td></td>
<td>Tax Preparation</td>
<td>2359</td>
<td>34.0%</td>
</tr>
<tr>
<td></td>
<td>Job Search Assistance</td>
<td>76</td>
<td>1.1%</td>
</tr>
<tr>
<td></td>
<td>Financial Assistance - Government &amp; Other Assistance Programs</td>
<td>63</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>
## Statistics Summary

### January-19

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other Employment &amp; Income</td>
<td>24</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Money Management</td>
<td>7</td>
<td>&lt;1%</td>
</tr>
<tr>
<td><strong>Government &amp; Legal²</strong></td>
<td>741</td>
<td>10.7%</td>
</tr>
<tr>
<td>Legal Assistance - Counseling, Aid and/or Representation</td>
<td>240</td>
<td>3.5%</td>
</tr>
<tr>
<td>Child &amp; Family Law</td>
<td>190</td>
<td>2.7%</td>
</tr>
<tr>
<td>Government/Law Enforcement/Judicial Services</td>
<td>158</td>
<td>2.3%</td>
</tr>
<tr>
<td>Contact Information for Government &amp; Legal Organizations</td>
<td>147</td>
<td>2.1%</td>
</tr>
<tr>
<td><strong>Healthcare²</strong></td>
<td>448</td>
<td>6.5%</td>
</tr>
<tr>
<td>Health Insurance</td>
<td>116</td>
<td>1.7%</td>
</tr>
<tr>
<td>Nursing Homes &amp; Adult Care</td>
<td>100</td>
<td>1.4%</td>
</tr>
<tr>
<td>Medical Providers</td>
<td>69</td>
<td>1.0%</td>
</tr>
<tr>
<td>Health Services - Screening, Testing, Immunizations</td>
<td>46</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Dental Care</td>
<td>39</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Medical Equipment</td>
<td>37</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Eye Care</td>
<td>13</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Funeral/Burial Assistance</td>
<td>11</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Contact Information for Healthcare Organizations</td>
<td>8</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Prescription Assistance</td>
<td>5</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Reproductive Health</td>
<td>3</td>
<td>&lt;1%</td>
</tr>
<tr>
<td><strong>Mental Health &amp; Addictions²</strong></td>
<td>317</td>
<td>4.6%</td>
</tr>
<tr>
<td>Mental Health Services - Assessment, Screening, Testing, Counseling</td>
<td>151</td>
<td>2.2%</td>
</tr>
<tr>
<td>Substance Abuse &amp; Addictions</td>
<td>88</td>
<td>1.3%</td>
</tr>
<tr>
<td>Crisis Intervention &amp; Suicide</td>
<td>42</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Mental Health Facilities</td>
<td>33</td>
<td>&lt;1%</td>
</tr>
<tr>
<td><strong>Utilities²</strong></td>
<td>308</td>
<td>4.4%</td>
</tr>
<tr>
<td>Utility Payment Assistance</td>
<td>255</td>
<td>3.7%</td>
</tr>
<tr>
<td>Phone Payment Assistance</td>
<td>22</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Water and Sewer Payments or Discounts</td>
<td>13</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Contact Information for Utility Organizations</td>
<td>11</td>
<td>&lt;1%</td>
</tr>
<tr>
<td><strong>Food/Meals²</strong></td>
<td>306</td>
<td>4.4%</td>
</tr>
<tr>
<td>Food Pantries</td>
<td>175</td>
<td>2.5%</td>
</tr>
<tr>
<td>CalFresh and WIC</td>
<td>102</td>
<td>1.5%</td>
</tr>
<tr>
<td>Meals - Soup Kitchens/Congregate Meals</td>
<td>21</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Home-Delivered Meals</td>
<td>8</td>
<td>&lt;1%</td>
</tr>
<tr>
<td><strong>Clothing/Personal/Household Needs²</strong></td>
<td>168</td>
<td>2.4%</td>
</tr>
<tr>
<td>Furniture</td>
<td>59</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Clothing</td>
<td>58</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Personal/Grooming</td>
<td>30</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Appliances</td>
<td>18</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>
## Statistics Summary
### January-19

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 Transportation Assistance²</td>
<td>131</td>
<td>1.9%</td>
</tr>
<tr>
<td>Public Transportation</td>
<td>56</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Medical Transportation</td>
<td>56</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Automobile Assistance</td>
<td>13</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Emergency Out-of-Town Travel</td>
<td>6</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>10 Child Care &amp; Parenting²</td>
<td>84</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Parenting Education</td>
<td>43</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Child Care</td>
<td>41</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>11 Disaster</td>
<td>30</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>12 Education</td>
<td>24</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>

### Top Unmet Needs

<table>
<thead>
<tr>
<th>Need</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Tax Preparation Assistance</td>
<td>46</td>
<td></td>
</tr>
<tr>
<td>2 Homeless Motel Vouchers</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>3 Homeless Shelter</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>4 Rent Payment Assistance</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>5 Rent Deposit Assistance</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>6 Utility Service Payment Assistance</td>
<td>13</td>
<td></td>
</tr>
</tbody>
</table>

### Most Frequently Referred Programs

<table>
<thead>
<tr>
<th>Program</th>
<th>Count</th>
<th>% of</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Tax-Aide - AARP</td>
<td>1,314</td>
<td>18.9%</td>
</tr>
<tr>
<td>2 2-1-1 Appointments - Volunteer Income Tax Assistance Program</td>
<td>743</td>
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<tr>
<td>3 Sacramento Self Help Housing</td>
<td>405</td>
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<tr>
<td>4 Family Assistance - Saint Vincent de Paul Society</td>
<td>257</td>
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</tr>
<tr>
<td>5 Rent Payment Assistance - Travelers Aid</td>
<td>203</td>
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</tr>
<tr>
<td>6 Rental Assistance - The Salvation Army</td>
<td>190</td>
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</tr>
<tr>
<td>7 Mercy Housing California</td>
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<tr>
<td>8 Mutual Housing California</td>
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<tr>
<td>9 Community Housing Opportunities Corporation</td>
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</tr>
<tr>
<td>10 Landlord Tenant Dispute Resolution (Renters Helpline)</td>
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<tr>
<td>11 Utility Assistance - The Salvation Army</td>
<td>129</td>
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</tr>
<tr>
<td>12 Home Energy Assistance Program (HEAP) - Community Resource Project</td>
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</tr>
<tr>
<td>13 Winter Sanctuary Program</td>
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<tr>
<td>14 Utility Bill Assistance - Travelers Aid</td>
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<td>15 Legal Services of Northern California</td>
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<tr>
<td>16 Core Services - Resources for Independent Living</td>
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<td>17 Shelter Services - The Salvation Army</td>
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<tr>
<td>18 Medi-Cal</td>
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<tr>
<td>19 Housing Resource Access Points - Sacramento Steps Forward</td>
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</tr>
<tr>
<td>20 Motel Vouchers - Travelers Aid</td>
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<tr>
<td>21 Residential Family Shelter - Volunteers of America</td>
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<td>1.2%</td>
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</table>
# STATISTICS SUMMARY

## January-19

<table>
<thead>
<tr>
<th>#</th>
<th>Service Description</th>
<th>Visits</th>
<th>Need %</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>CalFresh Application Assistance - 2-1-1 Sacramento</td>
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<tr>
<td>23</td>
<td>Emergency Motel Vouchers - Francis House - A Program of Next Move</td>
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<td>1.1%</td>
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<tr>
<td>24</td>
<td>Family Shelter - Next Move</td>
<td>66</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>25</td>
<td>Men's Shelter Clothing and Showers - Union Gospel Mission Sacramento</td>
<td>66</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>26</td>
<td>Warming Center - Union Gospel Mission</td>
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<td>27</td>
<td>Energy Crisis Intervention Program - Community Resource Project</td>
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<td>28</td>
<td>Men's Shelter - Volunteers of America</td>
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<td>&lt;1%</td>
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<td>29</td>
<td>Family Promise of Sacramento</td>
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<tr>
<td>30</td>
<td>3-1-1 Connect - Sacramento County</td>
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<td>&lt;1%</td>
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</table>

## PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

<table>
<thead>
<tr>
<th>Jan. '19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directory Searches</td>
</tr>
<tr>
<td>Unique Visitors</td>
</tr>
<tr>
<td>Resource Page Views</td>
</tr>
<tr>
<td>Total Page Views</td>
</tr>
</tbody>
</table>

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%.