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STATISTICS SUMMARY
September-26

CALL VOLUME	Sep '26	
Month of Sep	19,819	
Year to date - 2026	188,111	
TYPE OF CALLS		**YEAR TO DATE (YTD)**
Information	1,278	10,262
Referral	8,249	81,223
Total I&R calls	9,527	91,485
Follow-up	321	3,458
Advocacy	1	9
Crisis	1	2
Disaster	0	1
Outreach	0	3
Total Calls with Demographic Info	9,850	94,958
Call Back	3,009	26,470
Silent/Static	952	10,054
Voicemail	707	7,265
Other	5,301	49,364

COURT OUTREACH ACTIVITY	
Month of Sep	727
Year to date - 2026	7,533

CLIENT PROFILE

	AGE RANGES OF CALLERS	Sep '26	% of	YTD	% of YTD
1	Less than 18	18	<1%	155	<1%
2	18-20	188	1.9%	2,072	2.2%
3	21-29	1,282	13.0%	11,554	12.2%
4	30-39	1,745	17.7%	16,589	17.5%
5	40-49	1,486	15.1%	14,390	15.2%
6	50-59	1,232	12.5%	12,458	13.1%
7	Seniors - age 60+	1,198	12.2%	14,190	14.9%
8	Caller declined	1,442	14.6%	13,135	13.8%
9	Did not Ask	1,259	12.8%	10,415	11.0%

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CALLER ETHNICITY		Sep '26	% of	YTD	% of YTD
1	African American/ Black	2,815	28.6%	24,768	26.1%
2	White	1,609	16.3%	15,165	16.0%
3	Hispanic/ Latino	886	9.0%	8,718	9.2%
4	Multi-Ethnic	295	3.0%	2,634	2.8%
5	Asian	147	1.5%	1,512	1.6%
6	American Indian/ Alaskan Native	86	<1%	803	<1%
7	Pacific Islander/ Native Hawaiian	62	<1%	517	<1%
8	Other	48	<1%	300	<1%
9	Caller declined to answer	2,144	21.8%	17,308	18.2%
10	Did not ask	1,758	17.8%	23,233	24.5%
Military/Veterans		105	1.1%	1,194	1.3%
First 5 Families/Children 0-5		1,444	14.7%	12,480	13.1%

CALLER GENDER		Sep '26	% of	YTD	% of YTD
1	Female	5,453	55.4%	49,455	52.1%
2	Male	2,888	29.3%	27,488	28.9%
3	Trans Male	27	<1%	90	<1%
4	Trans Female	9	<1%	138	<1%
5	Genderqueer/Gender Non-Binary	7	<1%	88	<1%
6	Other	3	<1%	26	<1%
7	Intersex	0	0.0%	10	<1%
8	Unknown	6	<1%	107	<1%
9	Client declined	632	6.4%	6,641	7.0%
10	Did not ask	825	8.4%	10,915	11.5%

NUMBER IN HOUSEHOLD		Sep '26	% of	YTD	% of YTD
1	1	5,573	56.6%	55,311	58.2%
2	2	1,608	16.3%	15,401	16.2%
3	3	838	8.5%	7,934	8.4%
4	4	598	6.1%	4,481	4.7%
5	5	286	2.9%	2,286	2.4%
6	6+	186	1.9%	1,849	1.9%
7	Unknown	761	7.7%	7,696	8.1%

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APPROXIMATE MONTHLY INCOME		Sep '26	% of	YTD	% of YTD
1	No Income	2,145	21.8%	21,355	22.5%
2	Less than $1,000	892	9.1%	9,085	9.6%
3	$1,001 - $1,500	1,199	12.2%	11,474	12.1%
4	$1,501 - $2,000	465	4.7%	4,325	4.6%
5	$2,001 - $2,500	302	3.1%	2,859	3.0%
6	$2,501 - $3,000	295	3.0%	2,266	2.4%
7	$3,001 - $4,000	338	3.4%	2,690	2.8%
8	$4,001 - $5,000	131	1.3%	1,119	1.2%
9	More than $5,000	115	1.2%	889	<1%
10	Unknown	3,968	40.3%	38,896	41.0%

TOP SOURCES OF INCOME		Sep '26	% of	YTD	% of YTD
1	No current source of income	2,238	22.7%	21,181	22.3%
2	Job	1,570	15.9%	13,605	14.3%
3	SSI	872	8.9%	8,290	8.7%
4	TANF (CalWORKs)	802	8.1%	7,639	8.0%
5	SS	511	5.2%	5,822	6.1%
6	SSD (SSDI)	343	3.5%	3,180	3.3%
7	General Assistance	117	1.2%	1,100	1.2%
8	Unemployment	74	<1%	910	<1%
9	Other	69	<1%	756	<1%
10	Self-Employed	60	<1%	598	<1%
11	SDI	49	<1%	515	<1%
12	Pension	48	<1%	982	1.0%
13	Student Financial Aid	24	<1%	180	<1%
14	Workers Comp	18	<1%	154	<1%
15	Child Support	15	<1%	183	<1%
16	Family	9	<1%	194	<1%
17	AB 12 Foster Care	5	<1%	57	<1%
18	Insurance	3	<1%	24	<1%
19	Alimony	1	<1%	42	<1%
20	Unknown (caller declined + did not ask)	3,022	30.7%	29,546	31.1%

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	TOP ZIP CODES (Sep '26)		# of CALLS		TOP ZIP CODES (YTD)		# of CALLS
1	95823	Sacramento	755	1	95823	Sacramento	7,174
2	95811	Sacramento	565	2	95811	Sacramento	6,621
3	95815	Sacramento	366	3	95815	Sacramento	3,443
4	95828	Sacramento	327	4	95828	Sacramento	3,142
5	95825	Sacramento	316	5	95825	Sacramento	2,882
6	95838	Sacramento	286	6	95838	Sacramento	2,769
7	95670	Gold River/Rancho C	284	7	95670	Gold River/Rancho Cc	2,668
8	95820	Sacramento	267	8	95821	Sacramento	2,609
9	95821	Sacramento	257	9	95820	Sacramento	2,494
10	95833	Sacramento	250	10	95833	Sacramento	2,351

NEEDS AND RESOURCES

	TOP NEEDS EXPRESSED[1]	Sep '26	% of [3]
1	**Housing[2]**	**7,464**	**75.8%**
	At Risk/Homeless Housing Related Assistance Programs	1,703	17.3%
	Housing Expense Assistance	1,157	11.7%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,113	11.3%
	Emergency Shelter (including Homeless Motel Vouchers)	1,104	11.2%
	Housing Search and Information	1,045	10.6%
2	**Individual, Family, and Community Support[2]**	**1,648**	**16.7%**
	Case/Care Management	814	8.3%
	Street Outreach Programs	181	1.8%
	Parenting Education	78	<1%
	Support Groups	57	<1%
	Veterinary Services	56	<1%
3	**Utility Assistance[2]**	**1,544**	**15.7%**
	Utility Assistance (including Utility Service Payment Assistance)	1,524	15.5%
	Utility Service Providers	12	<1%
4	**Legal, Consumer, and Public Safety Services[2]**	**1,500**	**15.2%**
	Family Law	374	3.8%
	Certificates/Forms Assistance	183	1.9%
	Lawyer Referral Services	87	<1%
	Protective/Restraining Orders	67	<1%
	Community Legal Clinics	66	<1%

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5	**Mental Health/Addictions²**	**1,077**	**10.9%**
	Crisis Intervention	324	3.3%
	Mental Health Evaluation	145	1.5%
	Substance Use Disorder Treatment Programs	135	1.4%
	Counseling Services	118	1.2%
	Psychiatric Services	86	<1%
6	**Information Services²**	**871**	**8.8%**
	Information and Referral	426	4.3%
	Information Sources	342	3.5%
	Public Awareness/Education	71	<1%
	Electronic Information Resources	17	<1%
7	**Healthcare²**	**821**	**8.3%**
	Health Supportive Services	269	2.7%
	Health Insurance Information/Counseling	109	1.1%
	Health Care Referrals	71	<1%
	Disease/Disability Specific Screening/Diagnosis	54	<1%
	Medical Public Assistance Programs	54	<1%
8	**Clothing/Personal/Household Needs²**	**767**	**7.8%**
	Personal Goods/Services	565	5.7%
	Household Goods	163	1.7%
	Mobile Devices	13	<1%
9	**Food/Meals²**	**662**	**6.7%**
	Emergency Food (including Food Pantries)	391	4.0%
	Meals	149	1.5%
	Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	105	1.1%
	Food Outlets	13	<1%
10	**Employment²**	**371**	**3.8%**
11	**Transportation²**	**193**	**2.0%**
12	**Income Support/Assistance²**	**153**	**1.6%**
13	**Other Government/Economic Services²**	**132**	**1.3%**
14	**Disaster Services²**	**53**	**<1%**
15	**Arts, Culture, and Recreation²**	**47**	**<1%**
16	**Volunteers/Donations²**	**39**	**<1%**
17	**Education²**	**20**	**<1%**

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TOP UNMET NEEDS		Sep '26
1	Housing Expense Assistance	593
2	At Risk/Homeless Housing Related Assistance Programs	512
3	Emergency Shelter (including Homeless Motel Vouchers)	214
4	Landlord/Tenant Assistance	142
5	Transitional Housing/Shelter	80

Most Frequently Referred Programs		Sep '26	% of
1	Problem Solving Access Points (PSAP)	717	7.3%
2	Utility Assistance - The Salvation Army	528	5.4%
3	Saint Vincent de Paul Society	466	4.7%
4	Home Energy Assistance Program (HEAP)	407	4.1%
5	Low-Cost Housing Communities - Mutual Housing California	288	2.9%
6	Sacramento Housing and Redevelopment Agency - Affordable Housing Options	272	2.8%
7	California Property List - Mercy Housing California	247	2.5%
8	California Department of Health Care Services - CalAIM - Community Supports	212	2.2%
9	Affordable Housing - Angelic Housing Resources Foundation Inc.	163	1.7%
10	Renters Helpline - Community Link Capital Region	153	1.6%
11	Sacramento County Department of Behavioral Health Services - Access Team	144	1.5%
12	Enhanced Care Management - Pair Team	135	1.4%
13	Crisis Receiving for Behavioral Health - WellSpace Health	134	1.4%
14	Men's Shelter, Clothing, and Showers - Union Gospel Mission Sacramento	130	1.3%
15	Support Services - My Sister's House	127	1.3%
16	Housing Navigation Services - United Way California Capital Region	122	1.2%
17	Domestic Violence Shelter - Lao Family Community Development, Inc.	121	1.2%
18	Community Housing Opportunities Corporation	113	1.1%
19	Transitional Housing - EveryONE Matters Ministries	110	1.1%
20	Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	104	1.1%
21	Family Support Services - Family Promise of Sacramento	101	1.0%
22	Safe House - WEAVE	98	<1%
23	Superior Court of California - Family Law Facilitator/Self Help Center	85	<1%
24	City of Sacramento Department of Community Response - Homeless Outreach and Ass	84	<1%
25	CalFresh Application Assistance - 2-1-1 Sacramento	82	<1%
26	Health Navigation - Community HealthWorks	81	<1%
27	Wind Youth Drop-In Center - Wind Youth Services	80	<1%
28	Prevention and Intervention - Waking the Village	79	<1%
29	311 Customer Service Center - City of Sacramento 311	78	<1%
30	Care Residences - Helping Hearts Foundation, Inc.	71	<1%
	All Other Referrals	5,945	
	Total Referrals	11,477	

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RESOURCE DIRECTORY - DATABASE

	Sep '26	YTD
Resources Updated	370	3,039
Resources Verified	260	2,238

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

Note: software is unable to produce May data. Unique Visitors YTD will be updated as soon as software is fixed.

	Sep '26	YTD
Unique Visitors	27,486	
Directory Searches	11,621	86,413
Resource Page Views	56,353	474,459
Total Page Views	67,974	560,872

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

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

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