



STATISTICS SUMMARY

July 2010 (REVISED)

CALLS RECEIVED

Month of July	10,655
Year to date - 2010	74,980

OUTREACH ACTIVITY

Month of July	983
Year to date - 2010	8,871

CLIENT PROFILE

TOP 3 AGE RANGES OF CALLERS

	<u>July</u>	<u>% of July</u>	<u>YTD</u>	<u>% of YTD</u>
Less than 22	673	6%	4,610	6%
22-24	645	6%	4,670	6%
25-34	2,222	21%	16,819	22%
35-44	1,743	16%	12,814	17%
45-54	1,393	13%	11,447	15%
55-59	440	4%	4,070	5%
Seniors - age 60+	807	8%	8,360	11%
Age Unknown	2,732	26%	12,190	16%

CALLER ETHNICITY

	<u>July</u>	<u>% of July</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American	2,424	23%	20,643	28%
2 Caucasian	2,038	19%	18,939	25%
3 Hispanic	620	6%	7,390	10%
4 Asian/Pacific Island	159	1%	1,815	2%
5 Multi-Ethnic	44	0%	570	1%
6 Middle Eastern	19	0%	289	0%
7 Native American	14	0%	259	0%
8 Russian/Slavic	9	0%	156	0%

TOP SOURCES OF INCOME

	<u>July</u>	<u>% of July</u>	<u>YTD</u>	<u>% of YTD</u>
1 TANF; TANF & Job; GA; SSI & TANF	2,374	22%	14,558	19%
2 Full-time Job; Part-Time job; Self-Employment	1,334	13%	13,317	18%
3 SSI; SSI & TANF; SSI & SS	1,310	12%	9,662	13%
4 None	733	7%	4,715	6%
5 Unemployment	456	4%	3,439	5%
6 Child Support, Family, Spouse	296	3%	1,952	3%
7 Social Security	267	3%	2,802	4%
8 Pension, Pension & SS	87	1%	1,910	3%



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<u>TOP ZIP CODES (July)</u>				<u>TOP ZIP CODES (YTD)</u>			
1	95823	6	95820	1	95823	6	95820
2	95815	7	95825	2	95821	7	95670
3	95838	8	95670	3	95608	8	95825
4	95608	9	95828	4	95815	9	95828
5	95821	10	95822	5	95838	10	95822

NEEDS AND RESOURCES

<u>TOP NEEDS EXPRESSED (July)</u>		<u>July</u>	<u>% of July</u>
1	HOUSING/SHELTER	4,594	43.12%
2	FINANCIAL ASSISTANCE & SUPPORT	3,965	37.21%
	Financial Aid, Rent	1,848	17.34%
	Financial Aid, Utilities	1,430	13.42%
	Financial Aid, Welfare	164	1.54%
	Financial Aid, Foreclosure	32	0.30%
3	FOOD	644	6.04%
4	LEGAL	475	4.46%
5	HEALTH/MEDICAL	292	2.74%
6	EMPLOYMENT & TRAINING	180	1.69%
7	FAMILY SUPPORT	172	1.61%
8	FURNITURE	117	1.10%
9	BABY SERVICES	116	1.09%
10	COUNSELING	114	1.07%
11	TRANSPORTATION	90	0.84%
12	INSURANCE	88	0.83%
13	TRANSLATION/INTERPRETING	88	0.83%
14	RECREATION/SOCIAL/CLUBS/ORGAN.	68	0.64%
15	CONSUMER PROTECTION	67	0.63%
16	EDUCATION	67	0.63%
17	IN HOME CARE/SUPPORT	66	0.62%
18	CLOTHING	52	0.49%
19	MENTAL HEALTH	51	0.48%
20	ANIMALS	48	0.45%



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TOP NEEDS EXPRESSED (YTD)		YTD		% of YTD
1	HOUSING/SHELTER	29,995		40.00%
2	FINANCIAL ASSISTANCE & SUPPORT	24,927		33.24%
	Financial Aid, Rent		10,001	13.34%
	Financial Aid, Utilities		8,635	11.52%
	Financial Aid, Welfare		1,063	1.42%
	Financial Aid, Foreclosure		283	0.38%
3	TAXES	7,340		9.79%
4	FOOD	4,221		5.52%
5	LEGAL	4,138		5.63%
6	HEALTH/MEDICAL	2,755		3.67%
7	EMPLOYMENT & TRAINING	1,534		2.05%
8	FAMILY SUPPORT	1,251		1.67%
9	COUNSELING	1,092		1.46%
10	TRANSLATION/INTERPRETING	920		1.23%
11	INSURANCE	786		1.05%
12	BABY SERVICES	773		1.03%
13	FURNITURE	674		0.89%
14	TRANSPORTATION	667		0.90%
15	EDUCATION	573		0.76%
16	CONSUMER PROTECTION	552		0.74%
17	IN HOME CARE/SUPPORT	501		0.67%
18	LAW ENFORCEMENT	460		0.61%
19	MENTAL HEALTH	433		0.58%
20	RECREATION/SOCIAL/CLUBS/ORGAN.	427		0.57%
TOP UNMET NEEDS		July		YTD
	Financial Assistance (all)	1	23	1 564
	Food	2	8	4 34
	Transportation	3	7	5 30
	Housing	4	6	2 354
	Childcare/Baby Svs	5	3	9 6
	Legal	6	2	7 16
	Health	7	1	6 17
	Taxes	8	0	3 36
	Counseling	9	0	8 8
	Employment & Training	10	0	10 6



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Most Frequently Referred Programs

					July		
1	Salvation Army - Family Services				1995		
2	Home Energy Assistance Prg (HEAP) - Community Resource Project				1066		
3	Travelers Aid Emergency Assistance Agency				882		
4	Centro Guadalupe - Catholic Charities				443		
5	Sacramento Self Help Housing				363		
6	River City Food Bank				300		
7	Public Housing & Rental Assistance Program Office - SHRA				176		
8	St. John's Shelter Program for Women and Children				159		
9	Francis House				153		
10	Sacramento Area Emergency Housing Center - Family Shelter				142		
11	Central Downtown Food Basket				135		
12	Legal Services of Northern California				133		
13	Regional Human Rights Fair Housing Commission				128		
14	Salvation Army - Shelter Services				128		
15	Mercy Housing California				108		
16	South County Services				103		
17	Food Stamp Program - SCDHA				98		
18	Furniture for Families				96		
19	Sacramento Area Emergency Housing Center - Women's Refuge				95		
20	Senior Legal Hotline - Legal Services of Northern Calif				81		