



**2-1-1 Sacramento
Annual Statistical Report
January - December 2009**

<u>CALLS RECEIVED</u>									
	2009	Year-To-Date (YTD)			82,767	39% increase from 2008			
	2008				59,563	48% increase from 2007			
	2007				40,229				
<u>OUTREACH ACTIVITY</u>									
	Year-To-Date (YTD)			15,589					
<u>CLIENT PROFILE</u>									
<u>TOP AGE RANGES OF CALLERS</u>				<u>YTD</u>	<u>% OF YTD CALLS</u>				
	25-34			19,857	24%				
	35-44			15,619	19%				
	45-54			13,217	16%				
	55-59			5,083	6%				
	Seniors - age 60+			11,767	14%				
<u>CALLER ETHNICITY</u>				<u>YTD</u>	<u>% OF YTD CALLS</u>				
1	Caucasian			29,707	36%				
2	African American			23,416	28%				
3	Hispanic			10,445	13%				
4	Asian/Pacific Island			3,034	4%				
5	Multi-Ethnic			1,403	2%				
6	Native American			578	1%				
7	Middle Eastern			551	1%				
8	Russian/Slavic			278	0%				
<u>TOP SOURCES OF INCOME</u>				<u>YTD</u>	<u>% OF YTD CALLS</u>				
1	Full-time Job; Part-Time job; Self-Employment			20,364	25%				
2	TANF; TANF & Job; GA; SSI & TANF			14,627	18%				
3	SSI; SSI & TANF; SSI & SS			10,951	13%				
4	None			6,421	8%				
5	Social Security			5,240	6%				
6	Unemployment			3,197	4%				
7	Child Support, Family, Spouse			2,751	3%				
8	Pension, Pension & SS			2,425	3%				



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TOP ZIP CODES 2009

1	95823	6	95820						
2	95608	7	95828						
3	95821	8	95822						
4	95815	9	95670						
5	95838	10	95660						

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED			YTD	% OF YTD CALLS
1	Financial Assistance		26,657	32.21%
	Financial Assistance - Utilities		10,120	12.23%
	Financial Assistance - Rent		7,754	9.37%
	Financial Assistance - Welfare		2,196	2.65%
	Financial Assistance - Foreclosure		1,162	1.40%
2	Housing/Shelter		17,482	21.12%
3	Legal		6,624	8.00%
4	Food		5,929	7.16%
5	Health/Medical		5,915	7.15%
6	Taxes		5,255	6.35%
7	Holiday Programs		2,680	3.24%
8	Employment & Training		2,082	2.52%
9	Counseling		1,655	2.00%
10	Insurance		1,552	1.88%
11	Family		1,396	1.69%
12	Transportation		1,122	1.36%
13	Baby Services		1,113	1.34%
14	In Home Care/Support		1,048	1.27%
15	Furniture		1,006	1.22%
16	Education		998	1.21%
17	Translation/Interpreting		995	1.20%
18	Health/Public		857	1.04%
19	Law Enforcement		849	1.03%
20	Consumer Protection		843	1.02%

NEEDS AND RESOURCES

TOP UNMET NEEDS			YTD
1	Financial Assistance (All)		655
2	Holiday Programs		147
3	Housing		129
4	Food		52
5	Health		51
6	Transportation		42