



2-1-1 Sacramento
Annual Statistical Report
January - December 2010

CALLS RECEIVED

2010	Year-To-Date (YTD)	125,747	52% increase from 2009
2009		82,767	39% increase from 2008
2008		59,563	48% increase from 2007
2007		40,229	

OUTREACH ACTIVITY

Year-To-Date (YTD)	16,153
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CLIENT PROFILE

TOP AGE RANGES OF CALLERS

	<u>YTD</u>	<u>% OF YTD CALLS</u>
Less than 22	7,670	6.1%
22-24	7,894	6.3%
25-34	28,663	22.8%
35-44	21,380	17.0%
45-54	18,914	15.0%
55-59	6,578	5.2%
Seniors - age 60+	13,601	10.8%
Age Unknown	21,047	16.7%

CALLER ETHNICITY

	<u>YTD</u>	<u>% OF YTD CALLS</u>
1 African American	34,003	27.0%
2 Caucasian	31,243	24.8%
3 Hispanic	11,682	9.3%
4 Asian/Pacific Island	2,777	2.2%
5 Multi-Ethnic	1,100	0.9%
6 Middle Eastern	402	0.3%
7 Native American	397	0.3%
8 Russian/Slavic	233	0.2%

TOP SOURCES OF INCOME

	<u>YTD</u>	<u>% OF YTD CALLS</u>
1 TANF; TANF & Job; GA; SSI & TANF	25,277	20.1%
2 Full-time Job; Part-Time job; Self-Employment	19,224	15.3%
3 SSI; SSI & TANF; SSI & SS	17,011	13.5%
4 None	7,656	6.1%
5 Unemployment	5,342	4.2%
6 Social Security	4,274	3.4%
7 Child Support, Family, Spouse	3,194	2.5%
8 Pension, Pension & SS	2,390	1.9%



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CLIENT PROFILE (continued)

TOP ZIP CODES 2010

1	95823	6	95825				
2	95821	7	95828				
3	95608	8	95820				
4	95815	9	95670				
5	95838	10	95822				

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED

			<u>YTD</u>	<u>% OF YTD CALLS</u>
1	Housing/Shelter		47,375	37.67%
2	Financial Assistance		43,037	34.23%
	Financial Assistance - Rent		16,782	13.35%
	Financial Assistance - Utilities		16,588	13.19%
	Financial Assistance - Welfare		1,684	1.34%
3	Food		7,614	6.06%
4	Taxes		7,236	5.75%
5	Legal		6,736	5.36%
6	Health/Medical		4,372	3.48%
7	Holiday Programs		4,029	3.20%
8	Employment & Training		2,315	1.84%
9	Family Support		2,233	1.78%
10	Translation/Interpreting		1,784	1.42%
11	Counseling		1,735	1.38%
12	Insurance		1,397	1.11%
13	Baby Services		1,247	0.99%
14	Furniture		1,203	0.96%
15	Transportation		1,156	0.92%
16	In Home Care/Support		977	0.78%
17	Education		927	0.74%
18	Records		880	0.70%
19	Consumer Protection		853	0.68%
20	Mental Health		753	0.60%

TOP UNMET NEEDS

		<u>YTD</u>
1	Financial Assistance (All)	849
2	Housing	401
3	Holiday Programs	165
4	Food	45
5	Transportation	42
6	Taxes	37