



2-1-1 sacramento
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STATISTICS SUMMARY

February 2014

CALLS HANDLED									
Month of February						8,500			
Year to date - 2014						16,068			
TYPE OF CALLS							YTD		
Information						4,576	7,812		
Referral						2,183	5,606		
Total I&R calls						6,759	13,418		
Followup						963	1,390		
Advocacy						0	0		
Crisis						4	7		
Disaster						2	2		
Call Back						255	331		
Silent/Static						517	920		
OUTREACH ACTIVITY									
Month of February						754			
Year to date - 2014						1,615			

CLIENT PROFILE

AGE RANGES OF CALLERS					Feb '14	% of Feb		YTD	% of YTD
Less than 18					41	<1%		88	<1%
18-20					122	1.6%		236	1.6%
21-29					714	9.2%		1,624	11.0%
30-39					907	11.7%		1,969	13.3%
40-49					941	12.2%		1,790	12.1%
50-59					1,174	15.2%		2,267	15.3%
Seniors - age 60+					2,986	38.6%		5,089	34.3%
Age Unknown					905	11.7%		1,816	12.3%

CALLER ETHNICITY					Feb '14	% of Feb		YTD	% of YTD
1	Caucasian				1,884	24.4%		3,619	24.4%
2	African American/Black				1,223	15.8%		2,551	17.2%
3	Hispanic / Latino				879	11.4%		1,583	10.7%
4	Asian				220	2.8%		372	2.5%
5	Multi-ethnic				108	1.4%		225	1.5%
6	Middle Eastern				65	<1%		97	<1%
7	Other				61	<1%		98	<1%
8	Native American				57	<1%		108	<1%
9	Pacific Islander / Native Hawaiian				46	<1%		108	<1%
10	Russian / Slavic				36	<1%		60	<1%



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STATISTICS SUMMARY

February 2014

CLIENT PROFILE (continued)

	Female						5,587	70.0%		10,926	72.1%	
	Male						2,068	25.9%		3,724	24.6%	
TOP SOURCES OF INCOME							Feb '14	% of Feb		YTD	% of YTD	
1	Job						1,884	24.4%		3,222	21.7%	
2	SS						1,388	18.0%		2,240	15.1%	
3	SSI						1,002	13.0%		2,240	15.1%	
4	Pension						580	7.5%		945	6.4%	
5	TANF						410	5.3%		1,084	7.3%	
6	None						380	4.9%		849	5.7%	
7	SSD						124	1.6%		206	1.4%	
8	Unemployment						113	1.5%		227	1.5%	
9	Other						69	<1%		84	<1%	
10	General Assistance						65	<1%		187	1.3%	
11	SDI						38	<1%		82	<1%	
12	Student Financial Aid						36	<1%		61	<1%	
13	Family						32	<1%		61	<1%	
14	Self-Employed						28	<1%		68	<1%	
15	Child Support						17	<1%		37	<1%	
16	Workers Compensation						13	<1%		24	<1%	
17	Alimony						10	<1%		18	<1%	
18	AB 12 Foster Care						4	<1%		4	<1%	
19	Insurance						1	<1%		8	<1%	
TOP ZIP CODES							TOP ZIP CODES (YTD)					
1	95823						1	95823				
2	95608						2	95608				
3	95822						3	95821				
4	95821						4	95822				
5	95815						5	95815				
6	95828						6	95825				
7	95825						7	95828				
8	95670						8	95838				
9	95820						9	95820				
10	95838						10	95670				



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STATISTICS SUMMARY

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NEEDS AND RESOURCES

TOP NEEDS EXPRESSED						Feb '14	% of Feb
1	Income Support/Assistance					2,132	27.6%
	Tax Information and Preparation Assistance					1,906	24.7%
	Medicaid/Public Medical Assistance Programs					62	<1%
	Household Related Public Assistance Programs					55	<1%
	General Relief/SSI/TANF					38	<1%
2	Housing/Utilities					2,122	27.5%
	Utility Services Payment Assistance					508	6.6%
	Emergency Housing/Shelter					466	6.0%
	Low Income/Subsidized Housing					297	3.8%
	Rent Payment Assistance					269	3.5%
	Landlord/Tenant Assistance					137	1.8%
3	Legal, Consumer, and Public Safety Services					745	9.6%
	Legal Counseling and Representation					149	1.9%
	Family Law					120	1.6%
	Legal Education and Information					71	<1%
	Records/Licenses/Permits					65	<1%
4	Information Services					636	8.2%
	Information & Referral					329	4.3%
	Libraries/Printed Materials					238	3.1%
5	Food/Meals					485	6.3%
	Food Pantries					290	3.8%
	CalFresh and WIC					146	1.9%
6	Individual, Family, and Community Support					399	5.2%
	Domestic Animal Services					64	<1%
	Family Support Centers					61	<1%
	In Home Assistance					57	<1%
	Parenting Education					54	<1%
7	Health Care					394	5.1%
	Community Clinics					73	<1%
	Health Insurance Information/Counseling					64	<1%
	Dental Care					61	<1%
8	Mental Health/Addictions					275	3.6%
	Mental Health Evaluation and Treatment					93	1.2%
	Substance Abuse Services					69	<1%
	Counseling Services					50	<1%
9	Clothing/Personal/Household Needs					164	2.1%
	Clothing					94	1.2%
	Furniture					37	<1%
10	Employment					107	1.4%
11	Other Government/Economic Services					103	1.3%
12	Transportation					97	1.3%



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February 2014

NEEDS AND RESOURCES (continued)

TOP UNMET NEEDS							Feb '14			
1	Rent Payment Assistance						34			
2	Utility Service Payment Assistance						30			
3	Furniture						22			
4	Rental Deposit Assistance						17			
5	Transportation						8			
6	Tax Information and Preparation Assistance						7			
7	Homeless Shelter						7			
8	Food Pantries						6			
9	Homeless Motel Vouchers						6			
Most Frequently Referred Programs							Feb '14	% of Feb		
1	Tax-Aide - AARP						1,533	19.8%		
2	Volunteer Income Tax Assistance Program						1,005	13.0%		
3	Utility Assistance - Salvation Army						406	5.3%		
4	Home Energy Assistance Program (HEAP) - Community Resource Project						353	4.6%		
5	Travelers Aid Emergency Assistance Agency						231	3.0%		
6	Sacramento Self Help Housing						200	2.6%		
7	Rental Assistance - The Salvation Army						176	2.3%		
8	CalFresh						137	1.8%		
9	Food - Sacramento Food Bank & Family Services						99	1.3%		
10	Shelter Services - The Salvation Army						92	1.2%		
11	Francis House						90	1.2%		
12	Food Aid - River City Food Bank						84	1.1%		
13	Community Housing Opportunities Corporation						84	1.1%		
14	Legal Services of Northern California						75	1.0%		
15	Senior Legal Hotline						74	1.0%		
16	Medi-Cal						72	<1%		
17	Regional Human Rights Fair Housing Commission						72	<1%		
18	Superior Court of California - Family Law Facilitator/Self Help Center						72	<1%		
19	Conventional and Public Housing Program - SHRA						66	<1%		
20	Superior California Legal Clinics						64	<1%		
21	Women's Refuge - Next Move						61	<1%		
22	Family Shelter - Next Move						59	<1%		
23	Mutual Housing California						57	<1%		
24	In Home Support Services - Sacramento County Senior and Adult Services						51	<1%		
25	Family Shelter - Volunteers of America						51	<1%		