



2-1-1 sacramento  
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**STATISTICS SUMMARY**

**March 2014**

<b>CALLS HANDLED</b>									
Month of March						8,431			
Year to date - 2014						24,499			
<b>TYPE OF CALLS</b>							<b>YTD</b>		
Information						4,022	11,834		
Referral						2,445	8,051		
Total I&R calls						6,467	19,885		
Followup						1,096	2,486		
Advocacy						0	0		
Crisis						5	12		
Disaster						0	2		
Call Back						391	722		
Silent/Static						472	1,392		
<b>OUTREACH ACTIVITY</b>									
Month of March						732			
Year to date - 2014						2,347			

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>					<b>March '14</b>	<b>% of March</b>	<b>YTD</b>	<b>% of YTD</b>
Less than 18					30	<1%	118	<1%
18-20					102	1.3%	338	1.5%
21-29					823	10.9%	2,447	10.9%
30-39					1,008	13.3%	2,977	13.3%
40-49					892	11.8%	2,682	12.0%
50-59					1,154	15.2%	3,421	15.3%
Seniors - age 60+					2,730	36.1%	7,819	34.9%
Age Unknown					863	11.4%	2,679	12.0%
<b>CALLER ETHNICITY</b>					<b>March '14</b>	<b>% of March</b>	<b>YTD</b>	<b>% of YTD</b>
1	Caucasian				2,127	28.1%	5,746	25.7%
2	African American/Black				1,500	19.8%	4,051	18.1%
3	Hispanic / Latino				778	10.3%	2,361	10.5%
4	Asian				157	2.1%	529	2.4%
5	Multi-ethnic				114	1.5%	339	1.5%
6	Pacific Islander / Native Hawaiian				73	1.0%	181	<1%
7	Middle Eastern				56	<1%	153	<1%
8	Native American				48	<1%	156	<1%
9	Other				36	<1%	134	<1%
10	Russian / Slavic				35	<1%	95	<1%



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**STATISTICS SUMMARY**

**March 2014**

**CLIENT PROFILE (continued)**

	Female						5,626	70.7%		16,552	71.6%	
	Male						2,007	25.2%		5,731	24.8%	

<b>TOP SOURCES OF INCOME</b>							<b>March '14</b>	<b>% of March</b>	<b>YTD</b>	<b>% of YTD</b>
1	Job					1,565	20.7%	4,787	21.4%	
2	SS					1,296	17.1%	3,536	15.8%	
3	SSI					1,226	16.2%	3,537	15.8%	
4	TANF					604	8.0%	1,688	7.5%	
5	Pension					478	6.3%	1,423	6.4%	
6	None					462	6.1%	1,311	5.9%	
7	SSD					183	2.4%	389	1.7%	
8	Unemployment					119	1.6%	346	1.5%	
9	General Assistance					83	1.1%	270	1.2%	
10	Self-Employed					40	<1%	108	<1%	
11	Family					35	<1%	96	<1%	
12	Other					30	<1%	114	<1%	
13	SDI					30	<1%	112	<1%	
14	Child Support					30	<1%	67	<1%	
15	Student Financial Aid					17	<1%	78	<1%	
16	Workers Compensation					10	<1%	34	<1%	
17	Alimony					8	<1%	26	<1%	
18	AB 12 Foster Care					5	<1%	9	<1%	
19	Insurance					3	<1%	11	<1%	

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



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**STATISTICS SUMMARY**

**March 2014**

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>		<b>March '14</b>	<b>% of March</b>
<b>1</b>	<b>Housing/Utilities</b>	<b>2,627</b>	<b>34.7%</b>
	Emergency Housing/Shelter	608	8.0%
	Utility Services Payment Assistance	548	7.2%
	Low Income/Subsidized Housing	424	5.6%
	Housing Search Assistance	414	5.5%
	Rent Payment Assistance	329	4.3%
	Landlord/Tenant Assistance	120	1.6%
<b>2</b>	<b>Income Support/Assistance</b>	<b>1,734</b>	<b>22.9%</b>
	Tax Information and Preparation Assistance	1,456	19.2%
	Medicaid/Public Medical Assistance Programs	92	1.2%
	Household Related Public Assistance Programs	66	<1%
	General Relief/SSI/TANF	45	<1%
<b>3</b>	<b>Legal, Consumer, and Public Safety Services</b>	<b>866</b>	<b>11.4%</b>
	Family Law	163	2.2%
	Legal Counseling and Representation	128	1.7%
	Records/Licenses/Permits	83	1.1%
	Legal Education and Information	69	<1%
<b>4</b>	<b>Information Services</b>	<b>774</b>	<b>10.2%</b>
	Information & Referral	392	5.2%
	Libraries/Printed Materials	261	3.4%
<b>5</b>	<b>Food/Meals</b>	<b>599</b>	<b>7.9%</b>
	Food Pantries	352	4.7%
	CalFresh and WIC	139	1.8%
<b>6</b>	<b>Health Care</b>	<b>483</b>	<b>6.4%</b>
	Health Insurance Information/Counseling	101	1.3%
	Community Clinics	97	1.3%
	Dental Care	65	<1%
<b>7</b>	<b>Individual, Family, and Community Support</b>	<b>471</b>	<b>6.2%</b>
	In Home Assistance	69	<1%
	Parenting Education	66	<1%
	Domestic Animal Services	64	<1%
	Family Support Centers	57	<1%
<b>8</b>	<b>Mental Health/Addictions</b>	<b>338</b>	<b>4.5%</b>
	Mental Health Evaluation and Treatment	98	1.3%
	Substance Abuse Services	96	<1%
	Counseling Services	65	<1%
<b>9</b>	<b>Clothing/Personal/Household Needs</b>	<b>196</b>	<b>2.6%</b>
	Clothing	102	1.3%
	Furniture	43	<1%
<b>10</b>	<b>Transportation</b>	<b>141</b>	<b>1.9%</b>
<b>11</b>	<b>Other Government/Economic Services</b>	<b>131</b>	<b>1.7%</b>
<b>12</b>	<b>Employment</b>	<b>126</b>	<b>1.7%</b>



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**STATISTICS SUMMARY**

**March 2014**

**NEEDS AND RESOURCES (continued)**

<b>TOP UNMET NEEDS</b>										<b>March '14</b>			
1	Rent Payment Assistance									83			
2	Utility Service Payment Assistance									39			
3	Rental Deposit Assistance									22			
4	Furniture									19			
5	Transportation									19			
6	Tax Information and Preparation Assistance									17			
7	Homeless Motel Vouchers									13			
8	Homeless Shelter									7			
9	Food Pantries									5			
<b>Most Frequently Referred Programs</b>										<b>March '14</b>		<b>% of March</b>	
1	Tax-Aide - AARP									885		11.7%	
2	Volunteer Income Tax Assistance Program									716		9.5%	
3	Utility Assistance - Salvation Army									413		5.5%	
4	Home Energy Assistance Program (HEAP) - Community Resource Project									359		4.7%	
5	Travelers Aid Emergency Assistance Agency									287		3.8%	
6	Sacramento Self Help Housing									275		3.6%	
7	Francis House									178		2.4%	
8	Rental Assistance - The Salvation Army									162		2.1%	
9	Food - Sacramento Food Bank & Family Services									147		1.9%	
10	CalFresh									122		1.6%	
11	Community Housing Opportunities Corporation									107		1.4%	
12	Food Aid - River City Food Bank									101		1.3%	
13	Shelter Services - The Salvation Army									98		1.3%	
14	Medi-Cal									98		1.3%	
15	Superior Court of California - Family Law Facilitator/Self Help Center									98		1.3%	
16	Superior California Legal Clinics									98		1.3%	
17	Regional Human Rights Fair Housing Commission									87		1.1%	
18	Mutual Housing California									85		1.1%	
19	Housing Choice Voucher Program - SHRA									81		1.1%	
20	Family Shelter - Next Move									81		1.1%	
21	Senior Legal Hotline									79		1.0%	
22	Family Shelter - Volunteers of America									77		1.0%	
23	Mercy Housing California									76		1.0%	
24	Conventional and Public Housing Program - SHRA									75		1.0%	
25	Legal Services of Northern California									73		1.0%	