



2-1-1 sacramento
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STATISTICS SUMMARY

October 2014

CALLS HANDLED

Month of Oct	8,085
Year to date - 2014	79,101

TYPE OF CALLS

	YTD
Information	28,372
Referral	37,766
Total I&R calls	66,138
Follow-up	6,097
Advocacy	0
Crisis	27
Disaster	5
Call Back	1,939
Silent/Static	4,895

OUTREACH ACTIVITY

Month of Oct	930
Year to date - 2014	8,345

CLIENT PROFILE

AGE RANGES OF CALLERS	Oct '14	% of Oct	YTD	% of YTD
Less than 18	87	1.2%	565	<1%
18-20	122	1.6%	1,279	1.8%
21-29	1,000	13.3%	9,558	13.2%
30-39	1,365	18.2%	12,106	16.8%
40-49	981	13.1%	9,607	13.3%
50-59	1,118	14.9%	10,979	15.2%
Seniors - age 60+	1,279	17.0%	17,272	23.9%
Age Unknown	1,587	21.1%	11,210	15.5%

CALLER ETHNICITY	Oct '14	% of Oct	YTD	% of YTD
1 African American/Black	1,714	22.8%	16,321	22.6%
2 Caucasian	1,641	21.9%	17,427	24.1%
3 Hispanic / Latino	671	8.9%	6,761	9.4%
4 Multi-ethnic	128	1.7%	1,387	1.9%
5 Asian	121	1.6%	1,302	1.8%
6 Other	54	<1%	372	<1%
7 Pacific Islander / Native Hawaiian	49	<1%	536	<1%
8 Native American	48	<1%	568	<1%
9 Middle Eastern	31	<1%	367	<1%
10 Russian / Slavic	16	<1%	252	<1%



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CLIENT PROFILE (continued)

	Female						5,802	76.1%		54,935	74.0%	
	Male						1,636	21.5%		17,041	23.0%	
NUMBER IN HOUSEHOLD						(DATA COLLECTION BEGAN 9/1/14)	Oct '14	% of Oct				
	1						1,349	18.0%				
	2						766	10.2%				
	3						515	6.9%				
	4						383	5.1%				
	5						210	2.8%				
	6+						180	2.4%				
APPROXIMATE MONTHLY INCOME						(DATA COLLECTION BEGAN 9/1/14)	Oct '14	% of Oct				
	Less than \$1,000						1941	25.9%				
	\$1,001 - \$1,500						465	6.2%				
	\$1,501 - \$2,000						159	2.1%				
	\$2,001 - \$2,500						68	<1%				
	\$2,501 - \$3,000						42	<1%				
	\$3,001 - \$4,000						20	<1%				
	\$4,001 - \$5,000						8	<1%				
	More than \$5,000						4	<1%				
TOP SOURCES OF INCOME							Oct '14	% of Oct		YTD	% of YTD	
1	SSI						1,565	20.8%		14,858	20.6%	
2	TANF						1,138	15.2%		8,830	12.2%	
3	Job						1,026	13.7%		12,395	17.2%	
4	Social Security						466	6.2%		7,330	10.1%	
5	None						407	5.4%		4,959	6.9%	
6	SSD						158	2.1%		1,304	1.8%	
7	General Assistance						153	2.0%		1,186	1.6%	
8	Unemployment						101	1.3%		1,009	1.4%	
9	Pension						74	<1%		2,170	3.0%	
10	Family						62	<1%		384	<1%	
11	SDI						47	<1%		486	<1%	
12	Child Support						44	<1%		289	<1%	
13	Self-Employed						29	<1%		336	<1%	
14	Other						27	<1%		240	<1%	
15	Student Financial Aid						24	<1%		262	<1%	
16	Alimony						10	<1%		94	<1%	
17	Workers Compensation						9	<1%		108	<1%	
18	AB 12 Foster Care						2	<1%		25	<1%	
19	Insurance						2	<1%		23	<1%	



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TOP ZIP CODES					TOP ZIP CODES (YTD)				
1	95823				1	95823			
2	95815				2	95821			
3	85821				3	95815			
4	95825				4	95608			
5	95838				5	95825			
6	95828				6	95838			
7	95820				7	95820			
8	95608				8	95828			
9	95842				9	95822			
10	95670				10	95670			

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED						Oct '14	% of Oct
1	Housing					3,264	43.5%
	Emergency Shelter/Transitional Housing					911	12.1%
	Rent Payment/Rent Deposit Assistance					671	8.9%
	Low Income/Subsidized Housing					669	8.9%
	Housing Search Assistance					559	7.4%
	Landlord/Tenant Assistance					373	5.0%
2	Legal, Consumer, and Public Safety Services					1,219	16.2%
	Family Law					237	3.2%
	Legal Counseling and Representation					188	2.5%
	Records/Licenses/Permits					114	1.5%
	Legal Education and Information					81	1.1%
	Lawyer Referral Services					60	<1%
3	Individual, Family, and Community Support					1,123	15.0%
	Holiday Programs					553	7.4%
	Family Support Centers					107	1.4%
	Domestic Animal Services					94	1.3%
	In Home Assistance					67	<1%
	Case/Care Management					63	<1%
	Parenting Education					52	<1%
4	Information Services					962	12.8%
	Information & Referral					407	5.4%
	Libraries/Printed Materials					338	4.5%
5	Utility Assistance					924	12.3%
	Utility Services Payment Assistance					894	11.9%
6	Food/Meals					691	9.2%
	Food Pantries					488	6.5%
	CalFresh and WIC					113	1.5%
7	Health Care					482	6.4%
	Community Clinics					101	1.3%
	Health Insurance Information/Counseling					41	<1%
	Dental Care					29	<1%



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8	Mental Health/Addictions						376		5.0%
	Substance Abuse Services						121		1.6%
	Counseling Services						104		1.4%
	Mental Health Evaluation and Treatment						84		1.1%
9	Income Support/Assistance						360		4.8%
	General Relief/SSI/TANF						103		1.4%
	Medicaid/Public Medical Assistance Programs						89		1.2%
	Household Related Public Assistance Programs						63		<1%
10	Clothing/Personal/Household Needs						329		4.4%
	Clothing						134		1.8%
	Furniture						101		1.3%
11	Transportation						168		2.2%
12	Other Government/Economic Services						159		2.1%
13	Employment						117		1.6%
TOP UNMET NEEDS							Oct '14		
1	Utility Service Payment Assistance						47		
2	Rental Deposit Assistance						34		
3	Rent Payment Assistance						31		
4	Homeless Shelter						25		
5	Transportation						19		
6	Homeless Motel Vouchers						17		
7	Holiday Programs						10		
8	Food Pantries						7		
Most Frequently Referred Programs							Oct '14		% of Oct
1	Travelers Aid Emergency Assistance Agency						1,124		15.0%
2	Family Assistance - Saint Vincent de Paul Society						703		9.4%
3	Utility Assistance - The Salvation Army						666		8.9%
4	Home Energy Assistance Program (HEAP) - Community Resource Project						559		7.4%
5	Rental Assistance - The Salvation Army						543		7.2%
6	Sacramento Self Help Housing						366		4.9%
7	Legal Services of Northern California						320		4.3%
8	Angel Tree Christmas Assistance Program - The Salvation Army						281		3.7%
9	Francis House						216		2.9%
10	Mutual Housing California						215		2.9%
11	Food - Sacramento Food Bank & Family Services						187		2.5%
12	Shelter Services - The Salvation Army						177		2.4%
13	Thanksgiving Turkey Giveaway - Sacramento Food Bank and Family Services						177		2.4%
14	Food Aid - River City Food Bank						173		2.3%
15	Mercy Housing California						147		2.0%
16	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing						139		1.9%
17	Family Shelter - Volunteers of America						135		1.8%
18	Food Closet - The Salvation Army						130		1.7%
19	Family Shelter - Next Move						125		1.7%
20	Superior California Legal Clinics						123		1.6%
21	CalFresh						121		1.6%
22	Senior Legal Hotline						119		1.6%



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23	Medi-Cal								111		1.5%	
24	Conventional and Public Housing - SHRA								108		1.4%	
25	Love INC Sacramento								94		1.3%	
26	Housing Mediation Center - Pacific McGeorge School of Law								81		1.1%	
27	Housing Choice Voucher Program								80		1.1%	