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STATISTICS SUMMARY

November 2014

CALLS HANDLED									
Month of Nov								7,568	
Year to date - 2014								86,669	
TYPE OF CALLS									
									YTD
Information								2,447	30,819
Referral								4,059	41,825
Total I&R calls								6,506	72,644
Follow-up								429	6,526
Advocacy								1	1
Crisis								4	31
Disaster								0	5
Call Back								189	2,128
Silent/Static								439	5,334
OUTREACH ACTIVITY									
Month of Nov								721	
Year to date - 2014								9,066	
CLIENT PROFILE									
AGE RANGES OF CALLERS									
								Nov '14	% of Nov
								YTD	% of YTD
Less than 18								74	1.1%
18-20								98	1.4%
21-29								854	12.3%
30-39								1,428	20.6%
40-49								950	13.7%
50-59								1,023	14.7%
Seniors - age 60+								1,067	15.4%
Age Unknown								591	8.5%
CALLER ETHNICITY									
								Nov '14	% of Nov
								YTD	% of YTD
1	African American/Black							1,535	22.1%
2	Caucasian							1,452	20.9%
3	Hispanic / Latino							661	9.5%
4	Multi-ethnic							105	1.5%
5	Asian							85	1.2%
6	Pacific Islander / Native Hawaiian							41	<1%
7	Other							39	<1%
8	Native American							37	<1%
9	Middle Eastern							31	<1%
10	Russian / Slavic							30	<1%



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CLIENT PROFILE (continued)

	Female					5,360	75.2%		60,295	74.1%	
	Male					1,529	21.4%		18,570	22.8%	
NUMBER IN HOUSEHOLD		(DATA COLLECTION BEGAN 9/1/14)				Nov '14	% of Nov				
	1					1,135	16.4%				
	2					665	9.6%				
	3					491	7.1%				
	4					411	5.9%				
	5					263	3.8%				
	6+					229	3.3%				
APPROXIMATE MONTHLY INCOME		(DATA COLLECTION BEGAN 9/1/14)				Nov '14	% of Nov				
	Less than \$1,000					1735	25.0%				
	\$1,001 - \$1,500					317	4.6%				
	\$1,501 - \$2,000					92	1.3%				
	\$2,001 - \$2,500					51	<1%				
	\$2,501 - \$3,000					18	<1%				
	\$3,001 - \$4,000					18	<1%				
	\$4,001 - \$5,000					5	<1%				
	More than \$5,000					4	<1%				
TOP SOURCES OF INCOME						Nov '14	% of Nov		YTD	% of YTD	
1	SSI					1,604	23.1%		16,462	20.8%	
2	TANF					1,175	16.9%		10,005	12.6%	
3	Job					838	12.1%		13,233	16.7%	
4	Social Security					373	5.4%		7,703	9.7%	
5	None					368	5.3%		5,327	6.7%	
6	SSD					134	1.9%		1,438	1.8%	
7	General Assistance					117	1.7%		1,303	1.6%	
8	Unemployment					92	1.3%		1,101	1.4%	
9	Family					64	<1%		527	<1%	
10	Pension					60	<1%		2,230	2.8%	
11	SDI					41	<1%		527	<1%	
12	Self-Employed					26	<1%		362	<1%	
13	Student Financial Aid					19	<1%		281	<1%	
14	Child Support					15	<1%		304	<1%	
15	Other					11	<1%		251	<1%	
16	Alimony					6	<1%		100	<1%	
17	Workers Compensation					5	<1%		113	<1%	
18	Insurance					3	<1%		26	<1%	
19	AB 12 Foster Care					2	<1%		27	<1%	



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TOP ZIP CODES					TOP ZIP CODES (YTD)				
1	95823				1	95823			
2	95815				2	95821			
3	95821				3	95815			
4	95820				4	95608			
5	95824				5	95825			
6	95828				6	95838			
7	95608				7	95820			
8	95825				8	95828			
9	95822				9	95822			
10	95838				10	95670			

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED						Nov '14	% of Nov
1	Housing					2,539	36.6%
	Emergency Shelter/Transitional Housing					783	11.3%
	Low Income/Subsidized Housing					517	7.4%
	Rent Payment/Rent Deposit Assistance					475	6.8%
	Housing Search Assistance					378	5.4%
	Landlord/Tenant Assistance					308	4.4%
2	Individual, Family, and Community Support					1,885	27.2%
	Holiday Programs					1,414	20.4%
	Family Support Centers					96	1.4%
	In Home Assistance					65	<1%
	Domestic Animal Services					55	<1%
	Parenting Education					42	<1%
	Case/Care Management					34	<1%
3	Legal, Consumer, and Public Safety Services					934	13.5%
	Family Law					148	2.1%
	Legal Counseling and Representation					129	1.9%
	Immigration/Naturalization Offices					73	1.1%
	Records/Licenses/Permits					69	<1%
	Legal Education and Information					53	<1%
	Lawyer Referral Services					48	<1%
4	Food/Meals					722	10.4%
	Food Pantries					572	8.2%
	CalFresh and WIC					94	1.4%
5	Utility Assistance					677	9.8%
	Utility Services Payment Assistance					648	9.3%
6	Information Services					638	9.2%
	Information & Referral					252	3.6%
	Libraries/Printed Materials					213	3.1%
7	Health Care					394	5.7%
	Community Clinics					62	<1%
	Health Insurance Information/Counseling					46	<1%
	Health Care Referrals					43	<1%



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8	Mental Health/Addictions						364		5.2%
	Substance Abuse Services						122		1.8%
	Counseling Services						83		1.2%
	Mental Health Evaluation and Treatment						63		<1%
9	Clothing/Personal/Household Needs						312		4.5%
	Clothing						135		1.9%
	Furniture						110		1.6%
10	Income Support/Assistance						280		4.0%
	General Relief/SSI/TANF						90		1.3%
	Medicaid/Public Medical Assistance Programs						64		<1%
	Household Related Public Assistance Programs						48		<1%
11	Other Government/Economic Services						129		1.9%
12	Transportation						115		1.7%
13	Employment						63		<1%
TOP UNMET NEEDS								Nov '14	
1	Holiday Programs						109		
2	Rental Deposit Assistance						56		
3	Utility Service Payment Assistance						34		
4	Rent Payment Assistance						31		
5	Homeless Shelter						20		
6	Transportation						14		
7	Food Pantries						11		
8	Homeless Motel Vouchers						9		
Most Frequently Referred Programs								Nov '14	% of Nov
1	Travelers Aid Emergency Assistance Agency						914		13.2%
2	Family Assistance - Saint Vincent de Paul Society						709		10.2%
3	Thanksgiving Turkey Giveaway - Sacramento Food Bank and Family Services						565		8.1%
4	Home Energy Assistance Program (HEAP) - Community Resource Project						467		6.7%
5	Angel Tree Christmas Assistance Program - The Salvation Army						418		6.0%
6	Utility Assistance - The Salvation Army						390		5.6%
7	Sacramento Self Help Housing						305		4.4%
8	St. John Vianney Conference Food Locker - Thanksgiving Basket						265		3.8%
9	Sacramento County Sheriff's Department - Sacramento Sheriff's Toy Project						228		3.3%
10	Legal Services of Northern California						200		2.9%
11	Francis House						190		2.7%
12	Food Aid - River City Food Bank						188		2.7%
13	Holiday Food Basket - Union Gospel Mission Sacramento						188		2.7%
14	Food - Sacramento Food Bank & Family Services						177		2.6%
15	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing						164		2.4%
16	Marine Toys for Tots Foundation						160		2.3%
17	Shelter Services - The Salvation Army						154		2.2%
18	Mutual Housing California						144		2.1%
19	Food Closet - The Salvation Army						119		1.7%
20	Love INC Sacramento						118		1.7%
21	Family Shelter - Volunteers of America						111		1.6%
22	Family Shelter - Next Move						107		1.5%



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23	CalFresh								103		1.5%	
24	Saint John's Program for Real Change								95		1.4%	
25	Rental Assistance - The Salvation Army								89		1.3%	
26	Medi-Cal								82		1.2%	
27	Housing Choice Voucher Program								79		1.1%	