



2-1-1 sacramento
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STATISTICS SUMMARY

December 2014

CALLS HANDLED

Month of Dec	7,791
Year to date - 2014	94,460

TYPE OF CALLS

	YTD
Information	33,722
Referral	45,684
Total I&R calls	79,406
Follow-up	6,952
Advocacy	1
Crisis	33
Disaster	5
Call Back	2,228
Silent/Static	5,835

OUTREACH ACTIVITY

Month of Dec	623
Year to date - 2014	9,689

CLIENT PROFILE

AGE RANGES OF CALLERS	Dec '14	% of Dec	YTD	% of YTD
Less than 18	106	1.5%	745	<1%
18-20	110	1.5%	1,487	1.7%
21-29	947	13.2%	11,359	13.1%
30-39	1,324	18.4%	14,858	17.2%
40-49	1,010	14.0%	11,567	13.4%
50-59	1,136	15.8%	13,138	15.2%
Seniors - age 60+	1,037	14.4%	19,376	22.4%
Age Unknown	1,529	21.3%	14,247	16.5%

CALLER ETHNICITY

	Dec '14	% of Dec	YTD	% of YTD
1 African American/Black	1,576	21.9%	19,432	22.5%
2 Caucasian	1,564	21.8%	20,443	23.7%
3 Hispanic / Latino	614	8.5%	8,036	9.3%
4 Multi-ethnic	130	1.8%	1,622	1.9%
5 Asian	115	1.6%	1,502	1.7%
6 Native American	54	<1%	659	<1%
7 Pacific Islander / Native Hawaiian	47	<1%	624	<1%
8 Other	35	<1%	446	<1%
9 Russian / Slavic	26	<1%	303	<1%
10 Middle Eastern	12	<1%	409	<1%



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CLIENT PROFILE (continued)

	Female					5,424	74.4%		65,719	74.2%	
	Male					1,687	23.1%		20,257	22.9%	
NUMBER IN HOUSEHOLD		(DATA COLLECTION BEGAN 9/1/14)				Dec '14	% of Dec				
	1					1,428	19.9%				
	2					795	11.1%				
	3					599	8.3%				
	4					427	5.9%				
	5					254	3.5%				
	6+					166	2.3%				
APPROXIMATE MONTHLY INCOME		(DATA COLLECTION BEGAN 9/1/14)				Dec '14	% of Dec				
	Less than \$1,000					1908	26.5%				
	\$1,001 - \$1,500					352	4.9%				
	\$1,501 - \$2,000					148	2.1%				
	\$2,001 - \$2,500					71	<1%				
	\$2,501 - \$3,000					34	<1%				
	\$3,001 - \$4,000					20	<1%				
	\$4,001 - \$5,000					8	<1%				
	More than \$5,000					3	<1%				
TOP SOURCES OF INCOME						Dec '14	% of Dec		YTD	% of YTD	
1	SSI					1,507	21.0%		17,969	20.8%	
2	TANF					1,089	15.1%		11,094	12.8%	
3	Job					972	13.5%		14,205	16.4%	
4	None					429	6.0%		5,756	6.7%	
5	Social Security					367	5.1%		8,070	9.3%	
6	SSD					137	1.9%		1,575	1.8%	
7	General Assistance					136	1.9%		1,439	1.7%	
8	Unemployment					106	1.5%		1,207	1.4%	
9	Pension					89	1.2%		2,319	2.7%	
10	Family					49	<1%		497	<1%	
11	Self-Employed					38	<1%		400	<1%	
12	Child Support					23	<1%		327	<1%	
13	SDI					22	<1%		549	<1%	
14	Student Financial Aid					21	<1%		302	<1%	
15	Other					9	<1%		260	<1%	
16	Workers Compensation					9	<1%		122	<1%	
17	AB 12 Foster Care					4	<1%		31	<1%	
18	Alimony					3	<1%		103	<1%	
19	Insurance					3	<1%		29	<1%	



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

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED						Dec '14	% of Dec
1	Housing					2,845	39.6%
	Emergency Shelter/Transitional Housing					736	10.2%
	Landlord/Tenant Assistance					560	7.8%
	Low Income/Subsidized Housing					531	7.4%
	Rent Payment/Rent Deposit Assistance					512	7.1%
	Housing Search Assistance					423	5.9%
2	Individual, Family, and Community Support					1,161	16.1%
	Holiday Programs					619	8.6%
	Family Support Centers					92	1.3%
	In Home Assistance					78	1.1%
	Domestic Animal Services					77	1.1%
	Parenting Education					56	<1%
	Case/Care Management					28	<1%
3	Legal, Consumer, and Public Safety Services					1,021	14.2%
	Family Law					179	2.5%
	Legal Counseling and Representation					174	2.4%
	Records/Licenses/Permits					88	1.2%
	Legal Education and Information					78	1.1%
	Lawyer Referral Services					65	<1%
4	Information Services					739	10.3%
	Information & Referral					294	4.1%
	Libraries/Printed Materials					210	2.9%
5	Food/Meals					708	9.8%
	Food Pantries					553	7.7%
	CalFresh and WIC					86	1.2%
6	Utility Assistance					664	9.2%
	Utility Services Payment Assistance					642	8.9%
7	Health Care					455	6.3%
	Community Clinics					100	1.4%
	Health Care Referrals					86	1.2%
	Health Insurance Information/Counseling					58	<1%



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8	Mental Health/Addictions						450		6.3%
	Substance Abuse Services						155		2.2%
	Counseling Services						109		1.5%
	Mental Health Evaluation and Treatment						65		<1%
9	Income Support/Assistance						330		4.6%
	Medicaid/Public Medical Assistance Programs						93		1.3%
	General Relief/SSI/TANF						81		1.1%
	Household Related Public Assistance Programs						51		<1%
	Tax Information/Assistance Programs						50		<1%
10	Clothing/Personal/Household Needs						319		4.4%
	Clothing						129		1.8%
	Furniture						106		1.5%
11	Other Government/Economic Services						211		2.9%
12	Employment						167		2.3%
13	Transportation						142		2.0%
14	Disaster Services						97		1.3%
TOP UNMET NEEDS								Dec '14	
1	Holiday Programs						395		
2	Rental Deposit Assistance						68		
3	Rent Payment Assistance						33		
4	Utility Service Payment Assistance						28		
5	Transportation						26		
6	Information and Referral						21		
7	Homeless Motel Vouchers						20		
8	Homeless Shelter						16		
9	Tax Assistance						11		
10	Food Pantries						10		
Most Frequently Referred Programs								Dec '14	% of Dec
1	Travelers Aid Emergency Assistance Agency						949		13.2%
2	Family Assistance - Saint Vincent de Paul Society						564		7.8%
3	Utility Assistance - The Salvation Army						503		7.0%
4	Sacramento Self Help Housing						345		4.8%
5	Legal Services of Northern California						329		4.6%
6	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing						281		3.9%
7	Home Energy Assistance Program (HEAP) - Community Resource Project						196		2.7%
8	Food - Sacramento Food Bank & Family Services						190		2.6%
9	Food Aid - River City Food Bank						189		2.6%
10	Francis House						182		2.5%
11	Mutual Housing California						132		1.8%
12	Shelter Services - The Salvation Army						122		1.7%
13	Love INC Sacramento						120		1.7%
14	Medi-Cal						105		1.5%
15	Mercy Housing California						102		1.4%
16	Family Shelter - Next Move						101		1.4%
17	Family Shelter - Volunteers of America						98		1.4%
18	Food Closet - The Salvation Army						93		1.3%

