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## STATISTICS SUMMARY

March 2015

### CALLS HANDLED

Month of March	10,359
Year to date - 2015	28,259

### TYPE OF CALLS

	YTD
Information	7,520
Referral	16,034
<b>Total I&amp;R calls</b>	<b>23,554</b>
Follow-up	2,744
Advocacy	0
Crisis	8
Disaster	2
Call Back	392
Silent/Static	1,559

### OUTREACH ACTIVITY

Month of March	781
Year to date - 2015	2,147

## CLIENT PROFILE

AGE RANGES OF CALLERS	March '15	% of March	YTD	% of YTD
Less than 18	53	<1%	131	<1%
18-20	119	1.2%	343	1.3%
21-29	944	9.8%	2,644	10.1%
30-39	1234	12.8%	3,423	13.0%
40-49	1008	10.4%	2,762	10.5%
50-59	1458	15.1%	4,040	15.4%
Seniors - age 60+	3261	33.8%	9,026	34.3%
Age Unknown	1595	16.5%	4,006	15.2%

CALLER ETHNICITY	March '15	% of March	YTD	% of YTD
1 Caucasian	2,229	23.1%	6,398	24.3%
2 African American/Black	1,583	16.4%	4,326	16.4%
3 Hispanic / Latino	790	8.2%	2,424	9.2%
4 Asian	213	2.2%	537	2.0%
5 Middle Eastern	52	<1%	146	<1%
6 Pacific Islander / Native Hawaiian	47	<1%	171	<1%
7 Native American	43	<1%	160	<1%
8 Multi-ethnic	36	<1%	310	1.2%
9 Other	36	<1%	122	<1%
10 Russian / Slavic	31	<1%	80	<1%



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**STATISTICS SUMMARY**

March 2015

**CLIENT PROFILE (continued)**

	Female					6,994	71.1%		19,128	71.6%	
	Male					2,457	25.0%		6,663	25.0%	
<b>NUMBER IN HOUSEHOLD</b>											
						<b>March '15</b>	<b>% of March</b>		<b>YTD</b>	<b>% of YTD</b>	
	1					2,411	25.0%		7,206	27.4%	
	2					1,025	10.6%		3,154	12.0%	
	3					533	5.5%		1,529	5.8%	
	4					305	3.2%		937	3.6%	
	5					147	1.5%		486	1.8%	
	6+					114	1.2%		371	1.4%	
<b>APPROXIMATE MONTHLY INCOME</b>											
						<b>March '15</b>	<b>% of March</b>		<b>YTD</b>	<b>% of YTD</b>	
	Less than \$1,000					1435	14.9%		4,348	16.5%	
	\$1,001 - \$1,500					467	4.8%		1,384	5.3%	
	\$1,501 - \$2,000					251	2.6%		700	2.7%	
	\$2,001 - \$2,500					133	1.4%		480	1.8%	
	\$2,501 - \$3,000					69	<1%		254	<1%	
	\$3,001 - \$4,000					84	<1%		278	1.1%	
	\$4,001 - \$5,000					28	<1%		123	<1%	
	More than \$5,000					18	<1%		68	<1%	
<b>TOP SOURCES OF INCOME</b>											
						<b>March '15</b>	<b>% of March</b>		<b>YTD</b>	<b>% of YTD</b>	
1	Job					1,794	18.6%		4,994	19.0%	
2	Social Security					1,429	14.8%		3,892	14.8%	
3	SSI					1,377	14.3%		3,816	14.5%	
4	TANF					732	7.6%		2,030	7.7%	
5	Pension					666	6.9%		1,989	7.6%	
6	None					362	3.7%		1,151	4.4%	
7	SSD					181	1.9%		568	2.2%	
8	Unemployment					118	1.2%		349	1.3%	
9	General Assistance					112	1.2%		305	1.2%	
10	Self-Employed					38	<1%		125	<1%	
11	Family					37	<1%		123	<1%	
12	SDI					37	<1%		100	<1%	
13	Other					25	<1%		79	<1%	
14	Student Financial Aid					21	<1%		71	<1%	
15	Child Support					17	<1%		45	<1%	
16	Insurance					8	<1%		17	<1%	
17	Alimony					7	<1%		25	<1%	
18	Workers Compensation					7	<1%		27	<1%	
19	AB 12 Foster Care					2	<1%		6	<1%	



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## STATISTICS SUMMARY

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

## NEEDS AND RESOURCES

<b>TOP NEEDS EXPRESSED</b>		<b>March '15</b>	<b>% of March</b>
<b>1</b>	<b>Housing</b>	<b>3,221</b>	<b>33.4%</b>
	Emergency Shelter/Transitional Housing	885	9.2%
	Low Income/Subsidized Housing	813	8.4%
	Housing Search Assistance	616	6.4%
	Rent Payment/Rent Deposit Assistance	460	4.8%
	Landlord/Tenant Assistance	367	3.8%
<b>2</b>	<b>Income Support/Assistance</b>	<b>1,750</b>	<b>18.1%</b>
	Tax Information/Assistance Programs	1,455	15.1%
	General Relief/SSI/TANF	86	<1%
	Medicaid/Public Medical Assistance Programs	77	<1%
	Household Related Public Assistance Programs	44	<1%
<b>3</b>	<b>Legal, Consumer, and Public Safety Services</b>	<b>1,039</b>	<b>10.8%</b>
	Family Law	174	1.8%
	Legal Counseling and Representation	138	1.4%
	Law Enforcement Services	102	1.1%
	Records/Licenses/Permits	97	1.0%
	Consumer Complaints	74	<1%
	Lawyer Referral Services	67	<1%
	Legal Education and Information	61	<1%
<b>4</b>	<b>Information Services</b>	<b>807</b>	<b>8.4%</b>
	Information & Referral	345	3.6%
	Libraries/Printed Materials	258	2.7%
<b>5</b>	<b>Individual, Family, and Community Support</b>	<b>568</b>	<b>5.9%</b>
	In Home Assistance	85	<1%
	Family Support Centers	82	<1%
	Domestic Animal Services	70	<1%
	Protective Services	54	<1%
	Parenting Education	53	<1%
	Case/Care Management	42	<1%
<b>6</b>	<b>Utility Assistance</b>	<b>519</b>	<b>5.4%</b>
	Utility Services Payment Assistance	486	5.0%
<b>7</b>	<b>Health Care</b>	<b>467</b>	<b>4.8%</b>
	Community Clinics	92	<1%
	Health Care Referrals	78	<1%



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## STATISTICS SUMMARY

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	Health Insurance Information/Counseling					35	<1%
	Disease/ Disability Specific Screening/Diagnosis					35	<1%
	Dental Care					21	<1%
<b>8</b>	<b>Food/Meals</b>					<b>456</b>	<b>4.7%</b>
	Food Pantries					333	3.4%
	CalFresh and WIC					64	<1%
<b>9</b>	<b>Mental Health/Addictions</b>					<b>414</b>	<b>4.3%</b>
	Substance Abuse Services					125	1.3%
	Counseling Services					98	1.0%
	Mental Health Evaluation and Treatment					73	<1%
<b>10</b>	<b>Clothing/Personal/Household Needs</b>					<b>228</b>	<b>2.4%</b>
	Furniture					83	<1%
	Clothing					77	<1%
<b>11</b>	<b>Other Government/Economic Services</b>					<b>176</b>	<b>1.8%</b>
<b>12</b>	<b>Transportation</b>					<b>139</b>	<b>1.4%</b>
<b>13</b>	<b>Employment</b>					<b>129</b>	<b>1.3%</b>

### TOP UNMET NEEDS

March '15

<b>1</b>	Rental Deposit Assistance					50	
<b>2</b>	Homeless Shelter					24	
<b>3</b>	Transportation					24	
<b>4</b>	Tax Assistance					23	
<b>5</b>	Utility Service Payment Assistance					22	
<b>6</b>	Rent Payment Assistance					11	
<b>7</b>	Information and Referral					11	
<b>8</b>	Homeless Motel Vouchers					9	
<b>9</b>	Food Pantries					7	

### Most Frequently Referred Programs

March '15

**% of  
March**

<b>1</b>	Tax-Aide - AARP					767	7.9%
<b>2</b>	Travelers Aid Emergency Assistance Agency					645	6.7%
<b>3</b>	Volunteer Income Tax Assistance Program (VITA)					621	6.4%
<b>4</b>	Sacramento Self Help Housing					565	5.9%
<b>5</b>	Rental Assistance - The Salvation Army					450	4.7%
<b>6</b>	Family Assistance - Saint Vincent de Paul Society					367	3.8%
<b>7</b>	Utility Assistance - Salvation Army					340	3.5%
<b>8</b>	Home Energy Assistance Program (HEAP) - Community Resource Project					331	3.4%
<b>9</b>	Legal Services of Northern California					204	2.1%
<b>10</b>	Francis House					197	2.0%
<b>11</b>	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing					190	2.0%
<b>12</b>	Mutual Housing California					188	1.9%
<b>13</b>	Shelter Services - The Salvation Army					164	1.7%
<b>14</b>	Mercy Housing California					163	1.7%
<b>15</b>	Food - Sacramento Food Bank & Family Services					144	1.5%
<b>16</b>	Food Aid - River City Food Bank					128	1.3%
<b>17</b>	Love INC Sacramento					110	1.1%
<b>18</b>	Family Shelter - Next Move					106	1.1%
<b>19</b>	Family Shelter - Volunteers of America					99	1.0%

