



2-1-1 sacramento
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STATISTICS SUMMARY

April 2015

CALLS HANDLED

Month of April	8,581
Year to date - 2015	36,840

TYPE OF CALLS

	YTD
Information	10,695
Referral	19,418
Total I&R calls	30,113
Follow-up	3,792
Advocacy	1
Crisis	9
Disaster	3
Call Back	855
Silent/Static	2,067

OUTREACH ACTIVITY

Month of April	972
Year to date - 2015	3,119

CLIENT PROFILE

AGE RANGES OF CALLERS	April '15	% of April	YTD	% of YTD
Less than 18	39	<1%	170	<1%
18-20	88	1.2%	431	1.3%
21-29	884	11.6%	3,528	10.4%
30-39	1212	15.9%	4,635	13.7%
40-49	934	12.3%	3,696	10.9%
50-59	1078	14.2%	5,118	15.1%
Seniors - age 60+	1935	25.4%	10,961	32.3%
Age Unknown	1455	19.1%	5,461	16.1%

CALLER ETHNICITY	April '15	% of April	YTD	% of YTD
1 Caucasian	1,655	21.7%	8,053	23.7%
2 African American/Black	1,474	19.4%	5,800	17.1%
3 Hispanic / Latino	557	7.3%	2,981	8.8%
4 Asian	115	1.5%	652	1.9%
5 Multi-ethnic	86	1.1%	396	1.2%
6 Pacific Islander / Native Hawaiian	43	<1%	214	<1%
7 Native American	28	<1%	188	<1%
8 Middle Eastern	30	<1%	176	<1%
9 Other	23	<1%	145	<1%
10 Russian / Slavic	20	<1%	100	<1%



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STATISTICS SUMMARY

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CLIENT PROFILE (continued)

	Female					5,589	69.2%		24,717	71.1%	
	Male					1,937	24.0%		8,600	24.7%	
NUMBER IN HOUSEHOLD											
						April '15	% of April		YTD	% of YTD	
	1					1,783	23.4%		8,989	26.5%	
	2					770	10.1%		3,924	11.6%	
	3					443	5.8%		1,972	5.8%	
	4					366	4.8%		1,303	3.8%	
	5					144	1.9%		630	1.9%	
	6+					99	1.3%		470	1.4%	
APPROXIMATE MONTHLY INCOME											
						April '15	% of April		YTD	% of YTD	
	Less than \$1,000					1599	21.0%		5,947	17.5%	
	\$1,001 - \$1,500					383	5.0%		1,767	5.2%	
	\$1,501 - \$2,000					192	2.5%		892	2.6%	
	\$2,001 - \$2,500					70	<1%		550	1.6%	
	\$2,501 - \$3,000					30	<1%		284	<1%	
	\$3,001 - \$4,000					31	<1%		309	<1%	
	\$4,001 - \$5,000					12	<1%		135	<1%	
	More than \$5,000					9	<1%		77	<1%	
TOP SOURCES OF INCOME											
						April '15	% of April		YTD	% of YTD	
1	SSI					1,295	17.0%		5,111	15.1%	
2	Job					1,178	15.5%		6,172	18.2%	
3	Social Security					842	11.1%		4,734	14.0%	
4	TANF					774	10.2%		2,804	8.3%	
5	None					404	5.3%		1,555	4.6%	
6	Pension					258	3.4%		2,247	6.6%	
7	SSD					182	2.4%		750	2.2%	
8	General Assistance					138	1.8%		443	1.3%	
9	Unemployment					108	1.4%		457	1.3%	
10	SDI					41	<1%		141	<1%	
11	Family					38	<1%		161	<1%	
12	Student Financial Aid					27	<1%		98	<1%	
13	Self-Employed					25	<1%		150	<1%	
14	Workers Compensation					15	<1%		42	<1%	
15	Child Support					14	<1%		59	<1%	
16	Alimony					10	<1%		35	<1%	
17	Other					7	<1%		86	<1%	
18	AB 12 Foster Care					3	<1%		9	<1%	
19	Insurance					2	<1%		19	<1%	



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TOP ZIP CODES			TOP ZIP CODES (YTD)		
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	95825	Sacramento	5	95670	Rancho Cordova
6	95838	Sacramento	6	95828	Sacramento
7	95822	Sacramento	7	95825	Sacramento
8	95820	Sacramento	8	95822	Sacramento
9	95828	Sacramento	9	95838	Sacramento
10	95670	Rancho Cordova	10	95820	Sacramento

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED		April '15	% of April
1	Housing	2,906	38.2%
	Emergency Shelter/Transitional Housing	772	10.1%
	Low Income/Subsidized Housing	550	7.2%
	Housing Search Assistance	531	7.0%
	Rent Payment/Rent Deposit Assistance	516	6.8%
	Landlord/Tenant Assistance	414	5.4%
2	Income Support/Assistance	1,253	16.5%
	Tax Information/Assistance Programs	910	12.0%
	General Relief/SSI/TANF	124	1.6%
	Medicaid/Public Medical Assistance Programs	83	1.1%
	Household Related Public Assistance Programs	44	<1%
3	Legal, Consumer, and Public Safety Services	1,115	14.7%
	Family Law	191	2.5%
	Legal Counseling and Representation	171	2.2%
	Legal Education and Information	113	1.5%
	Records/Licenses/Permits	102	1.3%
	Law Enforcement Services	96	1.3%
	Lawyer Referral Services	51	<1%
	Consumer Complaints	45	<1%
4	Information Services	804	10.6%
	Information & Referral	333	4.4%
	Libraries/Printed Materials	269	3.5%
5	Individual, Family, and Community Support	586	7.7%
	Family Support Centers	121	1.6%
	In Home Assistance	76	<1%
	Parenting Education	68	<1%
	Domestic Animal Services	66	<1%
	Protective Services	49	<1%
	Case/Care Management	44	<1%
6	Food/Meals	530	7.0%
	Food Pantries	382	5.0%
	CalFresh and WIC	85	1.1%
7	Mental Health/Addictions	504	6.6%
	Substance Abuse Services	205	2.7%

