



2-1-1 sacramento
find help here

STATISTICS SUMMARY

June 2015

CALLS HANDLED									
Month of June								7,144	
Year to date - 2015								50,444	
TYPE OF CALLS									
									YTD
Information								2,269	15,202
Referral								3,637	26,091
Total I&R calls								5,906	41,293
Follow-up								582	4,866
Advocacy								0	1
Crisis								1	11
Disaster								10	13
Call Back								121	1,104
Silent/Static								524	3,160
OUTREACH ACTIVITY									
Month of June								958	
Year to date - 2015								5,023	
CLIENT PROFILE									
AGE RANGES OF CALLERS									
								June '15	% of June
								YTD	% of YTD
Less than 18								38	<1%
18-20								106	1.6%
21-29								899	13.8%
30-39								1247	19.2%
40-49								818	12.6%
50-59								976	15.0%
Seniors - age 60+								1133	17.4%
Age Unknown								1290	19.8%
CALLER ETHNICITY									
								June '15	% of June
								YTD	% of YTD
1	Caucasian							1,282	19.7%
2	African American/Black							1,277	19.6%
3	Hispanic / Latino							547	8.4%
4	Multi-ethnic							103	1.6%
5	Asian							94	1.4%
6	Native American							38	<1%
7	Pacific Islander / Native Hawaiian							32	<1%
8	Middle Eastern							29	<1%
9	Other							16	<1%
10	Russian / Slavic							16	<1%



2-1-1 sacramento
find help here

STATISTICS SUMMARY

June 2015

CLIENT PROFILE (continued)

CALLER GENDER		June '15	% of June	YTD	% of YTD
Female		4,876	73.7%	33,872	71.6%
Male		1,555	23.5%	11,607	24.5%
NUMBER IN HOUSEHOLD		June '15	% of June	YTD	% of YTD
1		1,560	24.0%	11,997	26.0%
2		730	11.2%	5,369	11.6%
3		488	7.5%	2,933	6.4%
4		350	5.4%	1,959	4.2%
5		175	2.7%	935	2.0%
6+		116	1.8%	668	1.4%
APPROXIMATE MONTHLY INCOME		June '15	% of June	YTD	% of YTD
Less than \$1,000		1916	29.5%	9,564	20.7%
\$1,001 - \$1,500		385	5.9%	2,487	5.4%
\$1,501 - \$2,000		127	2.0%	1,168	2.5%
\$2,001 - \$2,500		50	<1%	654	1.4%
\$2,501 - \$3,000		18	<1%	325	<1%
\$3,001 - \$4,000		24	<1%	348	<1%
\$4,001 - \$5,000		8	<1%	150	<1%
More than \$5,000		8	<1%	88	<1%
TOP SOURCES OF INCOME		June '15	% of June	YTD	% of YTD
1	SSI	1,320	20.3%	7,597	16.4%
2	Job	980	15.1%	7,993	17.3%
3	TANF	917	14.1%	4,468	9.7%
4	None	518	8.0%	2,471	5.4%
5	Social Security	434	6.7%	5,567	12.1%
6	SSD	139	2.1%	1,050	2.3%
7	Pension	93	1.4%	2,433	5.3%
8	General Assistance	88	1.4%	641	1.4%
9	SDI	73	1.1%	247	<1%
10	Unemployment	66	1.0%	612	1.3%
11	Family	45	<1%	257	<1%
12	Child Support	28	<1%	116	<1%
13	Student Financial Aid	25	<1%	146	<1%
14	Self-Employed	21	<1%	191	<1%
15	Other	18	<1%	125	<1%
16	Alimony	9	<1%	48	<1%
17	Workers Compensation	6	<1%	56	<1%
18	AB 12 Foster Care	6	<1%	16	<1%
19	Insurance	1	<1%	22	<1%



2-1-1 sacramento
find help here

STATISTICS SUMMARY

June 2015

TOP ZIP CODES			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	634	1	95823	Sacramento	3927
2	95815	Sacramento	424	2	95815	Sacramento	2505
3	95821	Sacramento	355	3	95821	Sacramento	2267
4	95825	Sacramento	348	4	95608	Carmichael	2018
5	95828	Sacramento	300	5	95825	Sacramento	1927
6	95838	Sacramento	293	6	95828	Sacramento	1839
7	95820	Sacramento	234	7	95838	Sacramento	1792
8	95608	Carmichael	228	8	95822	Sacramento	1713
9	95824	Sacramento	224	9	95670	Rancho Cordova	1701
10	95822	Sacramento	220	10	95820	Sacramento	1674

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED			June '15	% of June
1	Housing		3,244	49.9%
	Emergency Shelter/Transitional Housing		880	13.5%
	Low Income/Subsidized Housing		670	10.3%
	Rent Payment/Rent Deposit Assistance		566	8.7%
	Housing Search Assistance		554	8.5%
	Landlord/Tenant Assistance		461	7.1%
2	Legal, Consumer, and Public Safety Services		1,075	16.5%
	Family Law		165	2.5%
	Legal Counseling and Representation		133	2.0%
	Legal Education and Information		121	1.9%
	Law Enforcement Services		107	1.6%
	Records/Licenses/Permits		85	1.3%
	Lawyer Referral Services		59	<1%
	Consumer Complaints		52	<1%
3	Information Services		672	10.3%
	Information & Referral		310	4.8%
	Libraries/Printed Materials		181	2.8%
4	Food/Meals		551	8.5%
	Food Pantries		359	5.5%
	CalFresh and WIC		96	1.5%
	Meals		65	1.0%
5	Individual, Family, and Community Support		513	7.9%
	Family Support Centers		123	1.9%
	In Home Assistance		80	1.2%
	Domestic Animal Services		62	1.0%
	Parenting Education		38	<1%
	Protective Services		36	<1%
	Case/Care Management		36	<1%
6	Health Care		467	7.2%
	Health Care Referrals		90	1.4%
	Community Clinics		65	1.0%
	Assistive Technology Equipment		36	<1%
	Health Insurance Information/Counseling		32	<1%



2-1-1 sacramento
find help here

STATISTICS SUMMARY

June 2015

	Disease/Disability Specific Screening/Diagnosis					30		<1%
7	Utility Assistance					461		7.1%
	Utility Services Payment Assistance					414		6.4%
8	Income Support/Assistance					373		5.7%
	General Relief/SSI/TANF					198		3.0%
	Household Related Public Assistance Programs					69		1.1%
	Medicaid/Public Medical Assistance Programs					58		<1%
	Tax Information/Assistance Programs					39		<1%
9	Clothing/Personal/Household Needs					338		5.2%
	Furniture					109		1.7%
	Clothing					99		1.5%
	Household Goods					56		<1%
10	Mental Health/Addictions					323		5.0%
	Counseling Services					96		1.5%
	Substance Abuse Services					78		1.2%
	Mental Health Evaluation and Treatment					56		<1%
11	Other Government/Economic Services					207		3.2%
12	Transportation					182		2.8%
13	Arts, Culture and Recreation					119		1.8%
14	Employment					105		1.6%
TOP UNMET NEEDS						June '15		
1	Rental Deposit Assistance					41		
2	Homeless Shelter					35		
3	Transportation					30		
4	Rent Payment Assistance					21		
5	Homeless Motel Vouchers					17		
6	Food Pantries					10		
7	Information and Referral					9		
8	Homeless Financial Assistance Programs					8		
9	Utility Service Payment Assistance					7		
Most Frequently Referred Programs						June '15		% of June
1	Travelers Aid Emergency Assistance Agency					831		12.8%
2	Rental Assistance - The Salvation Army					715		11.0%
3	Sacramento Self Help Housing					503		7.7%
4	Family Assistance - Saint Vincent de Paul Society					492		7.6%
5	Utility Assistance - The Salvation Army					355		5.5%
6	Home Energy Assistance Program (HEAP)					316		4.9%
7	Legal Services of Northern California					271		4.2%
8	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing					238		3.7%
9	Francis House					206		3.2%
10	Shelter Services - The Salvation Army					191		2.9%
11	Mercy Housing California					188		2.9%
12	Mutual Housing California					175		2.7%
13	Food Aid - River City Food Bank					161		2.5%
14	Love INC Sacramento					123		1.9%
15	CalWORKS Housing Support Program					119		1.8%



2-1-1 sacramento
find help here

STATISTICS SUMMARY

June 2015

16	Food - Sacramento Food Bank & Family Services					113		1.7%	
17	Family Shelter - Next Move					105		1.6%	
18	Senior Legal Hotline					100		1.5%	
19	Residential Family Shelter - Volunteers of America					100		1.5%	
20	Sacramento County Public Law Library					96		1.5%	
21	Resources for Independent Living					92		1.4%	
22	Housing Choice Voucher Program -SHRA					87		1.3%	
23	Daughters of Zion Enterpryz					85		1.3%	
24	CalFresh					84		1.3%	
25	Saint John's Program for Real Change					79		1.2%	
26	Medi-Cal					73		1.1%	
27	Superior Court of California - Family Law Facilitator / Self Help Center					71		1.1%	