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**STATISTICS SUMMARY**

**July-15**

<b>CALLS HANDLED</b>		<b>July '15</b>							
Month of July		7,302							
Year to date - 2015		57,750							
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>							
Information		2,448				17,650			
Referral		3,558				29,649			
Total I&R calls		6,006				47,299			
Follow-up		627				5,493			
Advocacy		1				2			
Crisis		1				12			
Disaster		7				20			
Call Back		143				1,247			
Silent/Static		517				3,677			
<b>OUTREACH ACTIVITY</b>									
Month of July		879							
Year to date - 2015		5,902							

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>		<b>July '15</b>	<b>% of July</b>	<b>YTD</b>	<b>% of YTD</b>
Less than 18		55	<1%	298	<1%
18-20		93	1.4%	722	1.4%
21-29		869	13.1%	6,109	11.6%
30-39		1128	17.0%	8,084	15.3%
40-49		789	11.9%	6,103	11.6%
50-59		887	13.4%	7,866	14.9%
Seniors - age 60+		910	13.7%	14,032	26.6%
Age Unknown		1295	19.5%	9,091	17.2%

<b>CALLER ETHNICITY</b>		<b>July '15</b>	<b>% of July</b>	<b>YTD</b>	<b>% of YTD</b>
1	African American/Black	1,328	20.0%	9,645	18.3%
2	Caucasian	1,239	18.7%	11,790	22.3%
3	Hispanic / Latino	458	6.9%	4,524	8.6%
4	Asian	81	1.2%	916	1.7%
5	Multi-ethnic	79	1.2%	647	1.2%
6	Pacific Islander / Native Hawaiian	34	<1%	304	<1%
7	Native American	29	<1%	300	<1%
8	Middle Eastern	26	<1%	233	<1%
9	Russian / Slavic	19	<1%	150	<1%
10	Other	17	<1%	176	<1%



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**STATISTICS SUMMARY**

July-15

**CLIENT PROFILE (continued)**

<b>CALLER GENDER</b>		<b>July '15</b>	<b>% of July</b>	<b>YTD</b>	<b>% of YTD</b>
Female		4,462	65.8%	38,334	70.9%
Male		1,476	21.8%	13,083	24.2%
<b>NUMBER IN HOUSEHOLD</b>		<b>July '15</b>	<b>% of July</b>	<b>YTD</b>	<b>% of YTD</b>
1		1,758	26.5%	13,755	26.0%
2		800	12.0%	6,169	11.7%
3		608	9.2%	3,541	6.7%
4		361	5.4%	2,320	4.4%
5		196	3.0%	1,131	2.1%
6+		135	2.0%	803	1.5%
<b>APPROXIMATE MONTHLY INCOME</b>		<b>July '15</b>	<b>% of July</b>	<b>YTD</b>	<b>% of YTD</b>
Less than \$1,000		2384	35.9%	11,948	22.6%
\$1,001 - \$1,500		389	5.9%	2,876	5.4%
\$1,501 - \$2,000		151	2.3%	1,319	2.5%
\$2,001 - \$2,500		57	<1%	711	1.3%
\$2,501 - \$3,000		24	<1%	349	<1%
\$3,001 - \$4,000		14	<1%	362	<1%
\$4,001 - \$5,000		9	<1%	159	<1%
More than \$5,000		10	<1%	98	<1%
<b>TOP SOURCES OF INCOME</b>		<b>July '15</b>	<b>% of July</b>	<b>YTD</b>	<b>% of YTD</b>
1	SSI	1,133	17.1%	8,730	16.5%
2	Job	986	14.8%	8,979	17.0%
3	TANF	892	13.4%	5,360	10.1%
4	None	458	6.9%	2,929	5.5%
5	Social Security	380	5.7%	5,947	11.3%
6	SSD	161	2.4%	1,211	2.3%
7	General Assistance	102	1.5%	743	1.4%
8	Unemployment	76	1.1%	688	1.3%
9	Pension	75	1.1%	2,508	4.7%
10	Family	39	<1%	296	<1%
11	Self-Employed	26	<1%	217	<1%
12	Child Support	24	<1%	140	<1%
13	Student Financial Aid	19	<1%	165	<1%
14	SDI	18	<1%	265	<1%
15	Workers Compensation	14	<1%	70	<1%
16	Other	10	<1%	135	<1%
17	Alimony	7	<1%	55	<1%
18	Insurance	2	<1%	24	<1%
19	AB 12 Foster Care	0	0.0%	16	<1%



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## STATISTICS SUMMARY

July-15

<b>TOP ZIP CODES</b>			<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>			<b># of CALLS</b>
1	95823	Sacramento	523	1	95823	Sacramento	4,077
2	95815	Sacramento	412	2	95815	Sacramento	2,753
3	95821	Sacramento	309	3	95821	Sacramento	2,365
4	95825	Sacramento	303	4	95825	Sacramento	2,087
5	95608	Carmichael	282	5	95608	Carmichael	2,004
6	95820	Sacramento	256	6	95838	Sacramento	1,907
7	95838	Sacramento	241	7	95828	Sacramento	1,838
8	95828	Sacramento	223	8	95820	Sacramento	1,772
9	95817	Sacramento	206	9	95822	Sacramento	1,671
10	95660	North Highlands	204	10	95670	Rancho Cordova	1,669

## NEEDS AND RESOURCES

<b>TOP NEEDS EXPRESSED</b>			<b>July '15</b>	<b>% of July</b>
<b>1</b>	<b>Housing</b>		<b>3,792</b>	<b>57.1%</b>
	Emergency Shelter/Transitional Housing		1,169	17.6%
	Low Income/Subsidized Housing		863	13.0%
	Rent Payment/Rent Deposit Assistance		597	9.0%
	Housing Search Assistance		557	8.4%
	Landlord/Tenant Assistance		506	7.6%
<b>2</b>	<b>Legal, Consumer, and Public Safety Services</b>		<b>1,267</b>	<b>19.1%</b>
	Family Law		206	3.1%
	Legal Counseling and Representation		171	2.6%
	Legal Education and Information		137	2.1%
	Records/Licenses/Permits		106	1.6%
	Law Enforcement Services		90	1.4%
	Consumer Complaints		77	1.2%
	Lawyer Referral Services		76	1.1%
<b>3</b>	<b>Information Services</b>		<b>740</b>	<b>11.1%</b>
	Information & Referral		338	5.1%
	Libraries/Printed Materials		226	3.4%
<b>4</b>	<b>Health Care</b>		<b>562</b>	<b>8.5%</b>
	Health Care Referrals		96	1.4%
	Community Clinics		86	1.3%
	Medicaid/Public Medical Assistance Programs		75	1.1%
	Assistive Technology Equipment		42	<1%
	Health Insurance Information/Counseling		36	<1%
	Dental Care		36	<1%
<b>5</b>	<b>Food/Meals</b>		<b>558</b>	<b>8.4%</b>
	Food Pantries		372	5.6%
	CalFresh and WIC		93	1.4%
	Meals		63	<1%
<b>6</b>	<b>Individual, Family, and Community Support</b>		<b>555</b>	<b>8.4%</b>
	Family Support Centers		107	1.6%
	In Home Assistance		84	1.3%
	Case/Care Management		64	<1%
	Domestic Animal Services		62	<1%



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**STATISTICS SUMMARY**

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	Parenting Education						38	<1%
	Protective Services						35	<1%
	Multipurpose Centers						29	<1%
<b>7</b>	<b>Utility Assistance</b>						<b>491</b>	<b>7.4%</b>
	Utility Services Payment Assistance						456	6.9%
<b>8</b>	<b>Clothing/Personal/Household Needs</b>						<b>419</b>	<b>6.3%</b>
	Clothing						170	2.6%
	Furniture						118	1.8%
	Household Goods						68	1.0%
<b>9</b>	<b>Mental Health/Addictions</b>						<b>367</b>	<b>5.5%</b>
	Counseling Services						121	1.8%
	Substance Abuse Services						103	1.6%
	Mental Health Evaluation and Treatment						70	1.1%
<b>10</b>	<b>Income Support/Assistance</b>						<b>327</b>	<b>4.9%</b>
	General Relief/SSI/TANF						173	2.6%
	Household Related Public Assistance Programs						60	<1%
	Tax Information/Assistance Programs						34	<1%
<b>11</b>	<b>Other Government/Economic Services</b>						<b>186</b>	<b>2.8%</b>
<b>12</b>	<b>Transportation</b>						<b>173</b>	<b>2.6%</b>
<b>13</b>	<b>Education</b>						<b>111</b>	<b>1.7%</b>
<b>14</b>	<b>Employment</b>						<b>96</b>	<b>1.4%</b>
<b>TOP UNMET NEEDS</b>							<b>July '15</b>	
<b>1</b>	Rental Deposit Assistance						54	
<b>2</b>	Homeless Shelter						34	
<b>3</b>	Rent Payment Assistance						26	
<b>4</b>	Transportation						20	
<b>5</b>	Utility Service Payment Assistance						15	
<b>6</b>	Furniture						13	
<b>7</b>	Homeless Motel Vouchers						11	
<b>8</b>	Food Pantries						7	
<b>Most Frequently Referred Programs</b>							<b>July '15</b>	<b>% of July</b>
<b>1</b>	Travelers Aid Emergency Assistance Agency						831	12.5%
<b>2</b>	Rental Assistance - The Salvation Army						645	9.7%
<b>3</b>	Sacramento Self Help Housing						536	8.1%
<b>4</b>	Family Assistance - Saint Vincent de Paul Society						478	7.2%
<b>5</b>	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing						378	5.7%
<b>6</b>	Utility Assistance - The Salvation Army						367	5.5%
<b>7</b>	Home Energy Assistance Program (HEAP)						296	4.5%
<b>8</b>	Legal Services of Northern California						284	4.3%
<b>9</b>	Francis House						227	3.4%
<b>10</b>	Mercy Housing California						220	3.3%
<b>11</b>	Mutual Housing California						206	3.1%
<b>12</b>	Shelter Services - The Salvation Army						199	3.0%
<b>13</b>	Food Aid - River City Food Bank						165	2.5%
<b>14</b>	Food - Sacramento Food Bank & Family Services						160	2.4%
<b>15</b>	Family Shelter - Next Move						152	2.3%

