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## STATISTICS SUMMARY

September-15

<b>CALLS HANDLED</b>		<b>Sept. '15</b>							
Month of Sept.		6,918							
Year to date - 2015		72,296							
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>							
Information		2,545				22,807			
Referral		3,354				36,948			
Total I&R calls		5,899				59,755			
Follow-up		383				6,430			
Advocacy		1				3			
Crisis		5				19			
Disaster		9				29			
Call Back		51				1,372			
Silent/Static		570				4,688			
<b>OUTREACH ACTIVITY</b>									
Month of Sept.		1,060							
Year to date - 2015		7,933							
<b>CLIENT PROFILE</b>									
<b>AGE RANGES OF CALLERS</b>		<b>Sept. '15</b>	<b>% of Sept.</b>			<b>YTD</b>	<b>% of YTD</b>		
Less than 18		76	1.2%			442	<1%		
18-20		91	1.4%			911	1.4%		
21-29		664	10.5%			7,619	11.5%		
30-39		991	15.7%			10,238	15.5%		
40-49		728	11.6%			7,649	11.5%		
50-59		878	13.9%			9,710	14.7%		
Seniors - age 60+		811	12.9%			15,740	23.8%		
Age Unknown		1694	26.9%			12,494	18.9%		
<b>CALLER ETHNICITY</b>		<b>Sept. '15</b>	<b>% of Sept.</b>			<b>YTD</b>	<b>% of YTD</b>		
1	African American/Black	1,168	18.5%			12,237	18.5%		
2	Caucasian	1,094	17.4%			14,159	21.4%		
3	Hispanic / Latino	394	6.3%			5,379	8.1%		
4	Asian	77	1.2%			1,064	1.6%		
5	Multi-ethnic	74	1.2%			846	1.3%		
6	Native American	40	<1%			379	<1%		
7	Pacific Islander / Native Hawaiian	29	<1%			365	<1%		
8	Middle Eastern	26	<1%			314	<1%		
9	Other	14	<1%			221	<1%		
10	Russian / Slavic	12	<1%			182	<1%		



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**STATISTICS SUMMARY**

**September-15**

**CLIENT PROFILE (continued)**

<b>CALLER GENDER</b>						<b>Sept. '15</b>	<b>% of Sept.</b>		<b>YTD</b>	<b>% of YTD</b>
	Female					4,416	69.6%		47,646	70.5%
	Male					1,385	21.8%		15,986	23.6%
<b>NUMBER IN HOUSEHOLD</b>						<b>Sept. '15</b>	<b>% of Sept.</b>		<b>YTD</b>	<b>% of YTD</b>
	1					1,625	25.8%		17,148	25.9%
	2					713	11.3%		7,747	11.7%
	3					510	8.1%		4,689	7.1%
	4					359	5.7%		3,115	4.7%
	5					165	2.6%		1,500	2.3%
	6+					139	2.2%		1,101	1.7%
<b>APPROXIMATE MONTHLY INCOME</b>						<b>Sept. '15</b>	<b>% of Sept.</b>		<b>YTD</b>	<b>% of YTD</b>
	Less than \$1,000					1982	31.5%		16,327	24.6%
	\$1,001 - \$1,500					298	4.7%		3,529	5.3%
	\$1,501 - \$2,000					100	1.6%		1,563	2.4%
	\$2,001 - \$2,500					43	<1%		797	1.2%
	\$2,501 - \$3,000					22	<1%		396	<1%
	\$3,001 - \$4,000					15	<1%		394	<1%
	\$4,001 - \$5,000					6	<1%		171	<1%
	More than \$5,000					3	<1%		103	<1%
<b>TOP SOURCES OF INCOME</b>						<b>Sept. '15</b>	<b>% of Sept.</b>		<b>YTD</b>	<b>% of YTD</b>
1	SSI					1,226	19.5%		11,300	17.1%
2	TANF					803	12.8%		7,149	10.8%
3	Job					802	12.7%		10,669	16.1%
4	None					548	8.7%		4,065	6.1%
5	Social Security					298	4.7%		6,599	10.0%
6	SSD					139	2.2%		1,465	2.2%
7	General Assistance					93	1.5%		949	1.4%
8	Unemployment					75	1.2%		863	1.3%
9	Pension					72	1.1%		2,656	4.0%
10	Family					30	<1%		365	<1%
11	Self-Employed					26	<1%		272	<1%
12	SDI					23	<1%		311	<1%
13	Student Financial Aid					20	<1%		209	<1%
14	Other					15	<1%		157	<1%
15	Child Support					11	<1%		173	<1%
16	AB 12 Foster Care					6	<1%		25	<1%
17	Workers Compensation					4	<1%		81	<1%
18	Alimony					2	<1%		61	<1%
19	Insurance					1	<1%		27	<1%



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<b>TOP ZIP CODES</b>			<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>			<b># of CALLS</b>
1	95823	Sacramento	483	1	95823	Sacramento	5,306
2	95815	Sacramento	398	2	95815	Sacramento	3,726
3	95821	Sacramento	289	3	95821	Sacramento	3,049
4	95820	Sacramento	273	4	95825	Sacramento	2,783
5	95825	Sacramento	272	5	95608	Carmichael	2,530
6	95838	Sacramento	256	6	95838	Sacramento	2,501
7	95828	Sacramento	210	7	95820	Sacramento	2,394
8	95608	Carmichael	193	8	95828	Sacramento	2,362
9	95660	North Highlands	177	9	95670	Rancho Cordova	2,136
10	95670	Rancho Cordova	170	10	95822	Sacramento	2,129

## NEEDS AND RESOURCES

<b>TOP NEEDS EXPRESSED</b>			<b>Sept. '15</b>	<b>% of Sept.</b>
<b>1</b>	<b>Housing</b>		<b>2,633</b>	<b>41.8%</b>
	Emergency Shelter/Transitional Housing		808	12.8%
	Low Income/Subsidized Housing		528	8.4%
	Housing Search Assistance		468	7.4%
	Rent Payment/Rent Deposit Assistance		457	7.3%
	Landlord/Tenant Assistance		277	4.4%
<b>2</b>	<b>Legal, Consumer, and Public Safety Services</b>		<b>982</b>	<b>15.6%</b>
	Family Law		165	2.6%
	Legal Counseling and Representation		160	2.5%
	Legal Education and Information		123	2.0%
	Records/Licenses/Permits		75	1.2%
	Law Enforcement Services		70	1.1%
	Consumer Complaints		49	<1%
	Lawyer Referral Services		34	<1%
	State Trial Courts		34	<1%
<b>3</b>	<b>Food/Meals</b>		<b>594</b>	<b>9.4%</b>
	Food Pantries		456	7.2%
	CalFresh and WIC		63	1.0%
	Meals		30	<1%
<b>4</b>	<b>Information Services</b>		<b>552</b>	<b>8.8%</b>
	Information & Referral		268	4.3%
	Libraries/Printed Materials		135	2.1%
<b>5</b>	<b>Utility Assistance</b>		<b>545</b>	<b>8.7%</b>
	Utility Services Payment Assistance		520	8.3%
<b>6</b>	<b>Individual, Family, and Community Support</b>		<b>527</b>	<b>8.4%</b>
	Family Support Centers		117	1.9%
	Domestic Animal Services		64	1.0%
	In Home Assistance		64	1.0%
	Parenting Education		60	<1%
	Case/Care Management		44	<1%
	Protective Services		34	<1%
<b>7</b>	<b>Health Care</b>		<b>469</b>	<b>7.4%</b>
	Community Clinics		77	1.2%



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	Health Care Referrals					62	<1%	
	Medicaid/Public Medical Assistance Programs					45	<1%	
	Disease/Disability Specific Screening/Diagnosis					44	<1%	
	Health Insurance Information/Counseling					43	<1%	
	Assistive Technology Equipment					41	<1%	
<b>8</b>	<b>Mental Health/Addictions</b>					<b>350</b>	<b>5.6%</b>	
	Counseling Services					128	2.0%	
	Substance Abuse Services					113	1.8%	
	Mental Health Evaluation and Treatment					51	<1%	
<b>9</b>	<b>Clothing/Personal/Household Needs</b>					<b>299</b>	<b>4.7%</b>	
	Clothing					124	2.0%	
	Furniture					88	1.4%	
	Household Goods					48	<1%	
<b>10</b>	<b>Income Support/Assistance</b>					<b>174</b>	<b>2.8%</b>	
	General Relief/SSI/TANF					105	1.7%	
	Household Related Public Assistance Programs					46	<1%	
<b>11</b>	<b>Transportation</b>					<b>148</b>	<b>2.4%</b>	
<b>12</b>	<b>Other Government/Economic Services</b>					<b>123</b>	<b>2.0%</b>	
<b>13</b>	<b>Employment</b>					<b>88</b>	<b>1.4%</b>	
<b>14</b>	<b>Education</b>					<b>61</b>	<b>&lt;1%</b>	
<b>TOP UNMET NEEDS</b>							<b>Sept. '15</b>	
<b>1</b>	Rental Deposit Assistance					75		
<b>2</b>	Rent Payment Assistance					16		
<b>3</b>	Transportation					16		
<b>4</b>	Homeless Shelter					14		
<b>5</b>	Food Pantries					11		
<b>6</b>	Homeless Motel Vouchers					11		
<b>7</b>	Utility Service Payment Assistance					7		
<b>8</b>	Furniture					5		
<b>Most Frequently Referred Programs</b>							<b>Sept. '15</b>	<b>% of Sept.</b>
<b>1</b>	Travelers Aid Emergency Assistance Agency					850	13.5%	
<b>2</b>	Sacramento Self Help Housing					478	7.6%	
<b>3</b>	Utility Assistance - The Salvation Army					446	7.1%	
<b>4</b>	Family Assistance - Saint Vincent de Paul Society					433	6.9%	
<b>5</b>	Home Energy Assistance Program (HEAP)					326	5.2%	
<b>6</b>	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing					247	3.9%	
<b>7</b>	Legal Services of Northern California					196	3.1%	
<b>8</b>	Shelter Services - The Salvation Army					190	3.0%	
<b>9</b>	Francis House					187	3.0%	
<b>10</b>	Mercy Housing California					175	2.8%	
<b>11</b>	Family Shelter - Next Move					161	2.6%	
<b>12</b>	Food Closet - The Salvation Army					157	2.5%	
<b>13</b>	Food Aid - River City Food Bank					150	2.4%	
<b>14</b>	Mutual Housing California					147	2.3%	
<b>15</b>	Residential Family Shelter - Volunteers of America					134	2.1%	
<b>16</b>	Resources for Independent Living					118	1.9%	

