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**STATISTICS SUMMARY**

**October-15**

<b>CALLS HANDLED</b>		<b>Oct. '15</b>	<b>YEAR TO DATE (YTD)</b>	
Month of Oct.		7,220		
Year to date - 2015		79,516		
<b>TYPE OF CALLS</b>		<b>Oct. '15</b>	<b>YEAR TO DATE (YTD)</b>	
Information		2,522	25,329	
Referral		3,714	40,662	
Total I&R calls		6,236	65,991	
Follow-up		353	6,783	
Advocacy		0	3	
Crisis		0	19	
Disaster		0	29	
Call Back		84	1,456	
Silent/Static		547	5,235	
<b>OUTREACH ACTIVITY</b>		<b>Oct. '15</b>	<b>YEAR TO DATE (YTD)</b>	
Month of Oct.		820		
Year to date - 2015		8,753		

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>		<b>Oct. '15</b>	<b>% of Oct.</b>	<b>YTD</b>	<b>% of YTD</b>
Less than 18		56	<1%	498	<1%
18-20		104	1.6%	1,015	1.4%
21-29		742	11.3%	8,361	11.5%
30-39		1119	17.0%	11,357	15.6%
40-49		790	12.0%	8,439	11.6%
50-59		982	14.9%	10,692	14.7%
Seniors - age 60+		903	13.7%	16,643	22.9%
Age Unknown		1546	23.5%	14,040	19.3%

<b>CALLER ETHNICITY</b>		<b>Oct. '15</b>	<b>% of Oct.</b>	<b>YTD</b>	<b>% of YTD</b>
1	African American/Black	1,276	19.4%	13,513	18.6%
2	Caucasian	1,192	18.1%	15,351	21.1%
3	Hispanic / Latino	525	8.0%	5,904	8.1%
4	Multi-ethnic	128	1.9%	974	1.3%
5	Asian	79	1.2%	1,143	1.6%
6	Native American	56	<1%	435	<1%
7	Pacific Islander / Native Hawaiian	42	<1%	407	<1%
8	Other	41	<1%	262	<1%
9	Middle Eastern	38	<1%	352	<1%
10	Russian / Slavic	8	<1%	190	<1%



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**STATISTICS SUMMARY**

**October-15**

**CLIENT PROFILE (continued)**

<b>CALLER GENDER</b>		<b>Oct. '15</b>	<b>% of Oct.</b>	<b>YTD</b>	<b>% of YTD</b>
Female		4,615	69.2%	52,261	70.4%
Male		1,498	22.4%	17,484	23.5%
<b>NUMBER IN HOUSEHOLD</b>		<b>Oct. '15</b>	<b>% of Oct.</b>	<b>YTD</b>	<b>% of YTD</b>
1		1,708	25.9%	18,856	25.9%
2		803	12.2%	8,550	11.7%
3		544	8.3%	5,233	7.2%
4		438	6.6%	3,553	4.9%
5		236	3.6%	1,736	2.4%
6+		187	2.8%	1,288	1.8%
<b>APPROXIMATE MONTHLY INCOME</b>		<b>Oct. '15</b>	<b>% of Oct.</b>	<b>YTD</b>	<b>% of YTD</b>
Less than \$1,000		2254	34.2%	18,581	25.5%
\$1,001 - \$1,500		327	5.0%	3,856	5.3%
\$1,501 - \$2,000		107	1.6%	1,670	2.3%
\$2,001 - \$2,500		53	<1%	850	1.2%
\$2,501 - \$3,000		26	<1%	422	<1%
\$3,001 - \$4,000		19	<1%	413	<1%
\$4,001 - \$5,000		4	<1%	175	<1%
More than \$5,000		2	<1%	105	<1%
<b>TOP SOURCES OF INCOME</b>		<b>Oct. '15</b>	<b>% of Oct.</b>	<b>YTD</b>	<b>% of YTD</b>
1	SSI	1,323	20.1%	12,623	17.3%
2	TANF	867	13.2%	8,016	11.0%
3	Job	824	12.5%	11,493	15.8%
4	None	591	9.0%	4,656	6.4%
5	Social Security	352	5.3%	6,951	9.5%
6	SSD	152	2.3%	1,617	2.2%
7	General Assistance	93	1.4%	1,042	1.4%
8	Pension	85	1.3%	2,741	3.8%
9	Unemployment	65	1.0%	928	1.3%
10	Family	49	<1%	414	<1%
11	Child Support	32	<1%	205	<1%
12	SDI	30	<1%	341	<1%
13	Self-Employed	23	<1%	295	<1%
14	Other	19	<1%	176	<1%
15	Student Financial Aid	17	<1%	226	<1%
16	Workers Compensation	6	<1%	87	<1%
17	Alimony	5	<1%	66	<1%
18	Insurance	4	<1%	31	<1%
19	AB 12 Foster Care	3	<1%	28	<1%



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TOP ZIP CODES			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	530	1	95823	Sacramento	5,658
2	95815	Sacramento	347	2	95815	Sacramento	3,965
3	95821	Sacramento	303	3	95821	Sacramento	3,255
4	95820	Sacramento	297	4	95825	Sacramento	2,957
5	95825	Sacramento	268	5	95608	Carmichael	2,714
6	95608	Carmichael	267	6	95838	Sacramento	2,694
7	95838	Sacramento	260	7	95820	Sacramento	2,606
8	95828	Sacramento	255	8	95828	Sacramento	2,539
9	95822	Sacramento	213	9	95822	Sacramento	2,275
10	95660	North Highlands	188	10	95670	Rancho Cordova	2,251

## NEEDS AND RESOURCES

TOP NEEDS EXPRESSED			Oct. '15	% of Oct.
1	<b>Housing</b>		2,598	39.4%
	Emergency Shelter/Transitional Housing		779	11.8%
	Low Income/Subsidized Housing		570	8.7%
	Housing Search Assistance		465	7.1%
	Rent Payment/Rent Deposit Assistance		425	6.5%
	Landlord/Tenant Assistance		237	3.6%
2	<b>Legal, Consumer, and Public Safety Services</b>		1,000	15.2%
	Family Law		139	2.1%
	Legal Counseling and Representation		137	2.1%
	Records/Licenses/Permits		94	1.4%
	Law Enforcement Services		86	1.3%
	Legal Education and Information		77	1.2%
	Consumer Complaints		61	<1%
	Lawyer Referral Services		60	<1%
	Benefits Assistance		40	<1%
3	<b>Individual, Family, and Community Support</b>		937	14.2%
	Holiday Programs		414	6.3%
	Family Support Centers		119	1.8%
	Domestic Animal Services		69	1.0%
	Parenting Education		65	<1%
	In Home Assistance		60	<1%
	Case/Care Management		42	<1%
4	<b>Utility Assistance</b>		645	9.8%
	Utility Services Payment Assistance		612	9.3%
5	<b>Food/Meals</b>		595	9.0%
	Food Pantries		468	7.1%
	CalFresh and WIC		59	<1%
	Meals		37	<1%
6	<b>Information Services</b>		519	7.9%
	Information & Referral		246	3.7%
	Libraries/Printed Materials		144	2.2%
7	<b>Health Care</b>		498	7.6%
	Community Clinics		78	1.2%
	Health Care Referrals		68	1.0%



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	Medicaid/Public Medical Assistance Programs					57		<1%
	Health Insurance Information/Counseling					44		<1%
	Disease/Disability Specific Screening/Diagnosis					35		<1%
	Dental Care					26		<1%
	Immunizations					25		<1%
<b>8</b>	<b>Mental Health/Addictions</b>					<b>394</b>		<b>6.0%</b>
	Counseling Services					167		2.5%
	Substance Abuse Services					86		1.3%
	Mental Health Evaluation and Treatment					68		1.0%
<b>9</b>	<b>Clothing/Personal/Household Needs</b>					<b>335</b>		<b>5.1%</b>
	Clothing					123		1.9%
	Furniture					97		1.5%
	Household Goods					54		<1%
<b>10</b>	<b>Income Support/Assistance</b>					<b>208</b>		<b>3.2%</b>
	General Relief/SSI/TANF					76		1.2%
	Household Related Public Assistance Programs					45		<1%
	Tax Information/Assistance Programs					33		<1%
<b>11</b>	<b>Other Government/Economic Services</b>					<b>155</b>		<b>2.4%</b>
<b>12</b>	<b>Transportation</b>					<b>134</b>		<b>2.0%</b>
<b>13</b>	<b>Employment</b>					<b>81</b>		<b>1.2%</b>
<b>14</b>	<b>Arts, Culture and Recreation</b>					<b>64</b>		<b>&lt;1%</b>
<b>TOP UNMET NEEDS</b>						<b>Oct. '15</b>		
<b>1</b>	Rental Deposit Assistance					63		
<b>2</b>	Homeless Shelter					23		
<b>3</b>	Homeless Motel Vouchers					16		
<b>4</b>	Transportation					14		
<b>5</b>	Utility Service Payment Assistance					11		
<b>6</b>	Rent Payment Assistance					9		
<b>7</b>	Housing Search Assistance					8		
<b>8</b>	Food Pantries					7		
<b>9</b>	Furniture					7		
<b>Most Frequently Referred Programs</b>						<b>Oct. '15</b>		<b>% of Oct.</b>
<b>1</b>	Travelers Aid Emergency Assistance Agency					960		14.6%
<b>2</b>	Sacramento Self Help Housing					493		7.5%
<b>3</b>	Family Assistance - Saint Vincent de Paul Society					473		7.2%
<b>4</b>	Utility Assistance - The Salvation Army					413		6.3%
<b>5</b>	Home Energy Assistance Program (HEAP)					381		5.8%
<b>6</b>	Angel Tree Christmas Assistance Program - The Salvation Army					268		4.1%
<b>7</b>	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing					214		3.2%
<b>8</b>	Shelter Services - The Salvation Army					210		3.2%
<b>9</b>	Francis House					199		3.0%
<b>10</b>	Mercy Housing California					181		2.7%
<b>11</b>	Choice Model Emergency Food Distribution- River City Food Bank					162		2.5%
<b>12</b>	Legal Services of Northern California					161		2.4%
<b>13</b>	Residential Family Shelter - Volunteers of America					146		2.2%
<b>14</b>	Family Shelter - Next Move					141		2.1%



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15	Mutual Housing California						141		2.1%		
16	Food - Sacramento Food Bank & Family Services						137		2.1%		
17	Food Closet - The Salvation Army						131		2.0%		
18	Love INC Sacramento						120		1.8%		
19	Voluntary Legal Services Program						110		1.7%		
20	Resources for Independent Living						93		1.4%		
21	Thanksgiving Turkey Giveaway - Sacramento Food Bank & Family Services						92		1.4%		
22	Saint John's Program for Real Change						88		1.3%		
23	Senior Legal Hotline						87		1.3%		
24	Daughters of Zion Enterpryz						86		1.3%		
25	Conventional and Public Housing Program - SHRA						86		1.3%		
26	Medi-Cal						82		1.2%		
27	Men's Shelter - Union Gospel Mission Sacramento						69		1.0%		
	<b>PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE</b>										
								<b>Oct. '15</b>			
	Number of Online Searches						8,219				