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## STATISTICS SUMMARY

November-15

<b>CALLS HANDLED</b>		<b>Nov. '15</b>							
Month of Nov.		7,764							
Year to date - 2015		87,280							
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>							
Information		2,468				27,797			
Referral		4,020				44,682			
Total I&R calls		6,488				72,479			
Follow-up		706				7,489			
Advocacy		0				3			
Crisis		5				24			
Disaster		1				30			
Call Back		91				1,547			
Silent/Static		473				5,708			
<b>OUTREACH ACTIVITY</b>									
Month of Nov.		825							
Year to date - 2015		9,578							
<b>CLIENT PROFILE</b>									
<b>AGE RANGES OF CALLERS</b>		<b>Nov. '15</b>	<b>% of Nov.</b>			<b>YTD</b>	<b>% of YTD</b>		
Less than 18		81	1.1%			579	<1%		
18-20		98	1.4%			1,113	1.4%		
21-29		785	10.9%			9,146	11.4%		
30-39		1156	16.1%			12,513	15.6%		
40-49		841	11.7%			9,280	11.6%		
50-59		996	13.8%			11,688	14.6%		
Seniors - age 60+		894	12.4%			17,537	21.9%		
Age Unknown		1649	22.9%			15,689	19.6%		
<b>CALLER ETHNICITY</b>		<b>Nov. '15</b>	<b>% of Nov.</b>			<b>YTD</b>	<b>% of YTD</b>		
1	African American/Black	1,529	21.2%			15,042	18.8%		
2	Caucasian	1,434	19.9%			16,785	21.0%		
3	Hispanic / Latino	530	7.4%			6,434	8.0%		
4	Multi-ethnic	112	1.6%			1,086	1.4%		
5	Asian	84	1.2%			1,227	1.5%		
6	Other	33	<1%			295	<1%		
7	Middle Eastern	30	<1%			382	<1%		
8	Pacific Islander / Native Hawaiian	29	<1%			436	<1%		
9	Native American	21	<1%			456	<1%		
10	Russian / Slavic	7	<1%			197	<1%		



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**STATISTICS SUMMARY**

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**CLIENT PROFILE (continued)**

<b>CALLER GENDER</b>		<b>Nov. '15</b>	<b>% of Nov.</b>	<b>YTD</b>	<b>% of YTD</b>
Female		4,767	65.4%	57,028	69.9%
Male		1,460	20.0%	18,944	23.2%
<b>NUMBER IN HOUSEHOLD</b>		<b>Nov. '15</b>	<b>% of Nov.</b>	<b>YTD</b>	<b>% of YTD</b>
1		1,379	19.2%	20,235	25.3%
2		791	11.0%	9,341	11.7%
3		552	7.7%	5,785	7.2%
4		440	6.1%	3,993	5.0%
5		264	3.7%	2,000	2.5%
6+		247	3.4%	1,535	1.9%
<b>APPROXIMATE MONTHLY INCOME</b>		<b>Nov. '15</b>	<b>% of Nov.</b>	<b>YTD</b>	<b>% of YTD</b>
Less than \$1,000		2073	28.8%	20,654	25.8%
\$1,001 - \$1,500		310	4.3%	4,166	5.2%
\$1,501 - \$2,000		108	1.5%	1,778	2.2%
\$2,001 - \$2,500		49	<1%	899	1.1%
\$2,501 - \$3,000		24	<1%	446	<1%
\$3,001 - \$4,000		15	<1%	428	<1%
\$4,001 - \$5,000		5	<1%	180	<1%
More than \$5,000		4	<1%	109	<1%
<b>TOP SOURCES OF INCOME</b>		<b>Nov. '15</b>	<b>% of Nov.</b>	<b>YTD</b>	<b>% of YTD</b>
1	SSI	1,349	18.7%	13,972	17.5%
2	TANF	1,023	14.2%	9,039	11.3%
3	Job	838	11.6%	12,331	15.4%
4	None	381	5.3%	5,037	6.3%
5	Social Security	328	4.6%	7,279	9.1%
6	SSD	151	2.1%	1,768	2.2%
7	General Assistance	103	1.4%	1,145	1.4%
8	Pension	75	1.0%	2,816	3.5%
9	Unemployment	66	<1%	994	1.2%
10	Family	36	<1%	450	<1%
11	SDI	30	<1%	371	<1%
12	Child Support	24	<1%	229	<1%
13	Student Financial Aid	24	<1%	250	<1%
14	Other	22	<1%	198	<1%
15	Self-Employed	14	<1%	309	<1%
16	AB 12 Foster Care	8	<1%	36	<1%
17	Workers Compensation	3	<1%	90	<1%
18	Alimony	3	<1%	69	<1%
19	Insurance	2	<1%	33	<1%



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TOP ZIP CODES			# of CALLS	TOP ZIP CODES (YTD)			# of CALLS
1	95823	Sacramento	547	1	95823	Sacramento	6,205
2	95815	Sacramento	434	2	95815	Sacramento	4,399
3	95821	Sacramento	343	3	95821	Sacramento	3,598
4	95838	Sacramento	297	4	95825	Sacramento	3,216
5	95828	Sacramento	266	5	95838	Sacramento	2,991
6	95820	Sacramento	263	6	95608	Carmichael	2,962
7	95825	Sacramento	259	7	95820	Sacramento	2,869
8	95608	Carmichael	248	8	95828	Sacramento	2,805
9	95824	Sacramento	246	9	95822	Sacramento	2,479
10	95660	North Highlands	232	10	95670	Rancho Cordova	2,443

## NEEDS AND RESOURCES

TOP NEEDS EXPRESSED			Nov. '15	% of Nov.
1	<b>Housing</b>		2,783	38.7%
	Emergency Shelter/Transitional Housing		889	12.3%
	Low Income/Subsidized Housing		687	9.5%
	Housing Search Assistance		524	7.3%
	Rent Payment/Rent Deposit Assistance		366	5.1%
	Landlord/Tenant Assistance		203	2.8%
2	<b>Individual, Family, and Community Support</b>		1,826	25.4%
	Holiday Programs		1,370	19.0%
	Family Support Centers		115	1.6%
	Domestic Animal Services		55	<1%
	In Home Assistance		54	<1%
	Parenting Education		41	<1%
	Case/Care Management		34	<1%
3	<b>Legal, Consumer, and Public Safety Services</b>		826	11.5%
	Family Law		116	1.6%
	Legal Counseling and Representation		116	1.6%
	Law Enforcement Services		90	1.3%
	Legal Education and Information		83	1.2%
	Records/Licenses/Permits		73	1.0%
	Consumer Complaints		52	<1%
	Lawyer Referral Services		39	<1%
	Advocacy		31	<1%
4	<b>Food/Meals</b>		674	9.4%
	Food Pantries		529	7.3%
	CalFresh and WIC		69	<1%
	Meals		55	<1%
5	<b>Utility Assistance</b>		589	8.2%
	Utility Services Payment Assistance		556	7.7%
6	<b>Information Services</b>		555	7.7%
	Information & Referral		302	4.2%
	Libraries/Printed Materials		104	1.4%
7	<b>Health Care</b>		464	6.4%
	Medicaid/Public Medical Assistance Programs		70	<1%
	Community Clinics		69	<1%



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	Health Care Referrals					62	<1%	
	Health Insurance Information/Counseling					55	<1%	
	Disease/Disability Specific Screening/Diagnosis					36	<1%	
	Assistive Technology Equipment					28	<1%	
<b>8</b>	<b>Mental Health/Addictions</b>					<b>331</b>	<b>4.6%</b>	
	Counseling Services					115	1.6%	
	Substance Abuse Services					85	1.2%	
	Mental Health Evaluation and Treatment					55	<1%	
<b>9</b>	<b>Clothing/Personal/Household Needs</b>					<b>298</b>	<b>4.1%</b>	
	Clothing					113	1.6%	
	Furniture					103	1.4%	
	Household Goods					39	<1%	
<b>10</b>	<b>Income Support/Assistance</b>					<b>204</b>	<b>2.8%</b>	
	General Relief/SSI/TANF					89	1.2%	
	Household Related Public Assistance Programs					42	<1%	
	Tax Information/Assistance Programs					19	<1%	
<b>11</b>	<b>Transportation</b>					<b>133</b>	<b>1.8%</b>	
<b>12</b>	<b>Other Government/Economic Services</b>					<b>107</b>	<b>1.5%</b>	
<b>13</b>	<b>Employment</b>					<b>67</b>	<b>0.9%</b>	
<b>14</b>	<b>Disaster Services</b>					<b>48</b>	<b>&lt;1%</b>	
<b>TOP UNMET NEEDS</b>							<b>Nov. '15</b>	
1	Rental Deposit Assistance					44		
2	Holiday Programs					35		
3	Homeless Shelter					27		
4	Homeless Motel Vouchers					14		
5	Transportation					12		
6	Utility Service Payment Assistance					12		
7	Rent Payment Assistance					12		
8	Food Pantries					12		
9	Furniture					7		
<b>Most Frequently Referred Programs</b>							<b>Nov. '15</b>	<b>% of Nov.</b>
1	Travelers Aid Emergency Assistance Agency					837	11.6%	
2	Sacramento Self Help Housing					523	7.3%	
3	Utility Assistance - The Salvation Army					513	7.1%	
4	Thanksgiving Turkey Giveaway - Sacramento Food Bank & Family Services					488	6.8%	
5	Family Assistance - Saint Vincent de Paul Society					412	5.7%	
6	Angel Tree Christmas Assistance Program - The Salvation Army					366	5.1%	
7	Thanksgiving Basket - Saint Paul COGIC					333	4.6%	
8	Home Energy Assistance Program (HEAP)					330	4.6%	
9	Marine Toys for Tots Foundation					233	3.2%	
10	Francis House					199	2.8%	
11	Shelter Services - The Salvation Army					191	2.7%	
12	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing					188	2.6%	
13	Choice Model Emergency Food Distribution- River City Food Bank					186	2.6%	
14	Family Shelter - Next Move					176	2.4%	
15	Mercy Housing California					170	2.4%	



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16	Thanksgiving Basket - St. John Vianney Conference Food Locker					168		2.3%	
17	Residential Family Shelter - Volunteers of America					159		2.2%	
18	Legal Services of Northern California					148		2.1%	
19	Food - Sacramento Food Bank & Family Services					139		1.9%	
20	Mutual Housing California					125		1.7%	
21	Love INC Sacramento					118		1.6%	
22	Resources for Independent Living					116		1.6%	
23	Food Closet - The Salvation Army					110		1.5%	
24	Sacramento Sheriff's Toy Project					109		1.5%	
25	Medi-Cal					94		1.3%	
26	Saint John's Program for Real Change					89		1.2%	
27	Emergency Food Closet - South Sacramento Interfaith Partners Food Closet					86		1.2%	
	<b><u>PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE</u></b>								
								<b><u>Nov. '15</u></b>	
	Number of Online Searches						10,504		