



2-1-1 sacramento
find help here

STATISTICS SUMMARY

December-15

CALLS HANDLED		Dec. '15							
Month of Dec.		7,302							
Year to date - 2015		94,582							
TYPE OF CALLS		YEAR TO DATE (YTD)							
Information		2,268				30,065			
Referral		3,943				48,625			
Total I&R calls		6,211				78,690			
Follow-up		522				8,011			
Advocacy		0				3			
Crisis		4				28			
Disaster		1				31			
Call Back		78				1,625			
Silent/Static		486				6,194			
OUTREACH ACTIVITY									
Month of Dec.		861							
Year to date - 2015		10,439							
CLIENT PROFILE									
AGE RANGES OF CALLERS		Dec. '15	% of Dec.			YTD	% of YTD		
Less than 18		64	<1%			643	<1%		
18-20		93	1.4%			1,206	1.4%		
21-29		653	9.7%			9,799	11.3%		
30-39		964	14.3%			13,477	15.5%		
40-49		685	10.2%			9,965	11.5%		
50-59		915	13.6%			12,603	14.5%		
Seniors - age 60+		846	12.6%			18,383	21.2%		
Age Unknown		2002	29.7%			17,691	20.4%		
CALLER ETHNICITY		Dec. '15	% of Dec.			YTD	% of YTD		
1	African American/Black	1,154	17.1%			16,196	18.7%		
2	Caucasian	1,100	16.3%			17,885	20.6%		
3	Hispanic / Latino	400	5.9%			6,834	7.9%		
4	Multi-ethnic	71	1.1%			1,157	1.3%		
5	Asian	66	<1%			1,293	1.5%		
6	Middle Eastern	32	<1%			414	<1%		
7	Native American	24	<1%			480	<1%		
8	Russian / Slavic	24	<1%			221	<1%		
9	Other	23	<1%			318	<1%		
10	Pacific Islander / Native Hawaiian	16	<1%			452	<1%		



2-1-1 sacramento
find help here

STATISTICS SUMMARY

December-15

CLIENT PROFILE (continued)

CALLER GENDER		Dec. '15	% of Dec.	YTD	% of YTD
Female		4,447	65.2%	61,475	69.6%
Male		1,476	21.7%	20,420	23.1%
NUMBER IN HOUSEHOLD		Dec. '15	% of Dec.	YTD	% of YTD
1		1,334	19.8%	21,569	24.9%
2		691	10.3%	10,032	11.6%
3		470	7.0%	6,255	7.2%
4		361	5.4%	4,354	5.0%
5		213	3.2%	2,213	2.6%
6+		176	2.6%	1,711	2.0%
APPROXIMATE MONTHLY INCOME		Dec. '15	% of Dec.	YTD	% of YTD
Less than \$1,000		1834	27.2%	24,488	28.2%
\$1,001 - \$1,500		256	3.8%	4,422	5.1%
\$1,501 - \$2,000		87	1.3%	1,865	2.1%
\$2,001 - \$2,500		26	<1%	925	1.1%
\$2,501 - \$3,000		18	<1%	464	<1%
\$3,001 - \$4,000		16	<1%	444	<1%
\$4,001 - \$5,000		2	<1%	182	<1%
More than \$5,000		3	<1%	112	<1%
TOP SOURCES OF INCOME		Dec. '15	% of Dec.	YTD	% of YTD
1	SSI	1,267	18.8%	15,239	17.6%
2	TANF	847	12.6%	9,886	11.4%
3	Job	657	9.8%	12,988	15.0%
4	None	368	5.5%	5,405	6.2%
5	Social Security	268	4.0%	7,547	8.7%
6	SSD	135	2.0%	1,903	2.2%
7	General Assistance	98	1.5%	1,243	1.4%
8	Unemployment	71	1.1%	1,065	1.2%
9	Pension	62	<1%	2,878	3.3%
10	Other	34	<1%	232	<1%
11	Family	25	<1%	475	<1%
12	SDI	22	<1%	393	<1%
13	Self-Employed	20	<1%	329	<1%
14	Child Support	16	<1%	245	<1%
15	Student Financial Aid	14	<1%	264	<1%
16	AB 12 Foster Care	7	<1%	43	<1%
17	Alimony	5	<1%	74	<1%
18	Workers Compensation	3	<1%	93	<1%
19	Insurance	1	<1%	34	<1%



2-1-1 sacramento
find help here

STATISTICS SUMMARY

December-15

TOP ZIP CODES (Dec. '15)			# of CALLS		TOP ZIP CODES (YTD)			# of CALLS	
1	95823	Sacramento	574		1	95823	Sacramento	6,779	
2	95815	Sacramento	399		2	95815	Sacramento	4,798	
3	95821	Sacramento	346		3	95821	Sacramento	3,944	
4	95820	Sacramento	283		4	95825	Sacramento	3,489	
5	95825	Sacramento	273		5	95838	Sacramento	3,246	
6	95608	Carmichael	261		6	95608	Carmichael	3,223	
7	95838	Sacramento	255		7	95820	Sacramento	3,152	
8	95828	Sacramento	224		8	95828	Sacramento	3,029	
9	95660	North Highlands	212		9	95822	Sacramento	2,680	
10	95822	Sacramento	201		10	95670	Rancho Cordova	2,636	

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED				Dec. '15	% of Dec.
1	Housing			3,078	45.7%
	Emergency Shelter/Transitional Housing			1,071	15.9%
	Low Income/Subsidized Housing			715	10.6%
	Housing Search Assistance			483	7.2%
	Rent Payment/Rent Deposit Assistance			406	6.0%
	Landlord/Tenant Assistance			267	4.0%
2	Legal, Consumer, and Public Safety Services			1,106	16.4%
	Legal Counseling and Representation			158	2.3%
	Family Law			148	2.2%
	Law Enforcement Services			125	1.9%
	Legal Education and Information			114	1.7%
	Records/Licenses/Permits			91	1.4%
	Consumer Complaints			75	1.1%
	Lawyer Referral Services			57	<1%
	State Trial Courts			43	<1%
3	Individual, Family, and Community Support			1,023	15.2%
	Holiday Programs			453	6.7%
	Family Support Centers			128	1.9%
	Domestic Animal Services			75	1.1%
	In Home Assistance			70	1.0%
	Parenting Education			58	<1%
	Protective Services			54	<1%
4	Utility Assistance			770	11.4%
	Utility Services Payment Assistance			733	10.9%
5	Food/Meals			764	11.3%
	Food Pantries			550	8.2%
	CalFresh and WIC			101	1.5%
	Meals			76	1.1%
6	Information Services			580	8.6%
	Information & Referral			315	4.7%
	Libraries/Printed Materials			108	1.6%
7	Health Care			547	8.1%
	Community Clinics			97	1.4%
	Health Insurance Information/Counseling			79	1.2%



2-1-1 sacramento
find help here

STATISTICS SUMMARY

December-15

	Health Care Referrals						75		1.1%
	Medicaid/Public Medical Assistance Programs						58		<1%
	Disease/Disability Specific Screening/Diagnosis						48		<1%
	Assistive Technology Equipment						21		<1%
8	Mental Health/Addictions						386		5.7%
	Counseling Services						120		1.8%
	Substance Abuse Services						115		1.7%
	Mental Health Evaluation and Treatment						72		1.1%
9	Clothing/Personal/Household Needs						353		5.2%
	Clothing						155		2.3%
	Furniture						105		1.6%
	Household Goods						54		<1%
10	Income Support/Assistance						248		3.7%
	General Relief/SSI/TANF						96		1.4%
	Tax Information/Assistance Programs						68		1.0%
	Household Related Public Assistance Programs						42		<1%
11	Other Government/Economic Services						173		2.6%
12	Disaster Services						156		2.3%
13	Transportation						153		2.3%
14	Employment						108		1.6%
TOP UNMET NEEDS							Dec. '15		
1	Holiday Programs						204		
2	Rental Deposit Assistance						63		
3	Rent Payment Assistance						53		
4	Homeless Shelter						25		
5	Homeless Motel Vouchers						20		
6	Transportation						15		
7	Food Pantries						15		
8	Utility Service Payment Assistance						10		
9	Furniture						8		
Most Frequently Referred Programs							Dec. '15		% of Dec.
1	Travelers Aid Emergency Assistance Agency						654		9.7%
2	Utility Assistance - The Salvation Army						520		7.7%
3	Family Assistance - Saint Vincent de Paul Society						418		6.2%
4	Sacramento Self Help Housing						394		5.8%
5	Home Energy Assistance Program (HEAP)						338		5.0%
6	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing						195		2.9%
7	Shelter Services - The Salvation Army						189		2.8%
8	Francis House						183		2.7%
9	Mercy Housing California						181		2.7%
10	Winter Sanctuary - Sacramento Steps Forward						169		2.5%
11	Legal Services of Northern California						156		2.3%
12	Choice Model Emergency Food Distribution- River City Food Bank						151		2.2%
13	Family Shelter - Next Move						147		2.2%
14	Residential Family Shelter - Volunteers of America						147		2.2%
15	Food Closet - The Salvation Army						143		2.1%



2-1-1 sacramento
find help here

STATISTICS SUMMARY

December-15

16	Food - Sacramento Food Bank & Family Services					136		2.0%	
17	Warming Center - Union Gospel Mission					133		2.0%	
18	Mutual Housing California					121		1.8%	
19	Love INC Sacramento					110		1.6%	
20	Saint John's Program for Real Change					97		1.4%	
21	Medi-Cal					84		1.2%	
22	Holiday Food Basket - Union Gospel Mission					83		1.2%	
23	Men's Shelter - Union Gospel Mission					82		1.2%	
24	Calfresh					77		1.1%	
25	Resources for Independent Living					74		1.1%	
26	Senior Legal Hotline					73		1.1%	
27	Men's Shelter - Volunteers of America					73		1.1%	
	<u>PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE</u>								
							<u>Dec. '15</u>	<u>YTD</u>	
	Number of Online Searches					9,527		91,602	
	Visits from Unique IP Addresses					4,209		42588	