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**2-1-1 Sacramento  
Annual Statistical Report  
January - December 2015**

<b>CALLS RECEIVED ANNUALLY (Calls Presented)</b>							
					<b>% increase/decrease</b>		
2015				108,809	-6.4%	from 2014	
2014				116,269	-11.5%	from 2013	
2013				131,451	2.0%	from 2012	
2012				128,836	4.5%	from 2011	
<b>2015 CALL TYPES</b>							
Information				30,065			
Referral				48,625			
Total I&R calls				78,690			
Follow-up				8,011	10.2%	% of I&R calls followed-up	
Call Back				1,625			
Advocacy				3			
Crisis				28			
Disaster				31			
Silent/Static				6,194			
<b>OUTREACH ACTIVITY</b>							
2015				10,439			
<b>CLIENT PROFILE</b>							
<b>TOP AGE RANGES OF CALLERS</b>				<b>2015</b>	<b>% OF CALLS</b>		
Less than 18				666	<1%		
18-20				1,249	1.4%		
21-29				10,139	11.7%		
30-39				13,956	16.1%		
40-49				10,329	11.9%		
50-59				13,053	15.0%		
Seniors - age 60+				19,036	21.9%		
Age Unknown				18,335	21.1%		
<b>GENDER</b>							
Female				64,851	73.4%		
Male				21,541	24.4%		
Unknown				371	<1%		



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<b>CALLER ETHNICITY</b>		<b>2015</b>	<b>% OF CALLS</b>
1	Caucasian	18,527	21.4%
2	African American	16,777	19.3%
3	Hispanic	7,079	8.2%
4	Asian	1,339	1.5%
5	Multi-Ethnic	1,199	1.4%
6	Native American	497	<1%
7	Pacific Islander/Native Hawaiian	468	<1%
8	Middle Eastern	429	<1%
9	Other	329	<1%
10	Russian/Slavic	229	<1%
11	Unknown	39,890	46.0%

**CLIENT PROFILE (continued)**

<b>TOP SOURCES OF INCOME</b>		<b>2015</b>	<b>% OF CALLS</b>
1	SSI	15,811	18.2%
2	Job	13,476	15.5%
3	TANF	10,257	11.8%
4	Social Security	7,830	9.0%
5	None	5608	6.5%
6	Pension	2,986	3.4%
7	SSD	1,974	2.3%
8	General Assistance	1,290	1.5%
9	Unemployment	1,105	1.3%
10	Family	493	<1%
11	SDI	408	<1%
12	Self-Employed	341	<1%
13	Student Financial Aid	274	<1%
14	Child Support	254	<1%
15	Other	241	<1%
16	Workers Compensation	96	<1%
17	Alimony	77	<1%
18	AB 12 Foster Care	45	<1%
19	Insurance	35	<1%
20	Unknown	24,162	27.8%

<b>TOP ZIP CODES</b>		<b># of CALLS</b>		<b># of CALLS</b>	
1	95823 Sacramento	6779	6	95608 Carmichael	3223
2	95815 Sacramento	4798	7	95820 Sacramento	3152
3	95821 Sacramento	3944	8	95828 Sacramento	3029
4	95825 Sacramento	3489	9	95822 Sacramento	2680
5	95838 Sacramento	3246	10	95670 Rancho Cordova	2636



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**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>			<b>2015</b>	<b>% OF CALLS</b>	
<b>1</b>	<b>HOUSING</b>		<b>35,922</b>		<b>45.6%</b>
	Emergency Shelter/Transitional Housing		10,578		13.4%
	Low Income/Subsidized Housing		8,112		10.3%
	Housing Search Assistance		6,041		7.7%
	Rent Payment/Rent Deposit Assistance		5,757		7.3%
	Landlord/Tenant Assistance		4,255		5.4%
<b>2</b>	<b>LEGAL, CONSUMER, AND PUBLIC SAFETY</b>		<b>12,346</b>		<b>15.7%</b>
	Family Law		1,980		2.5%
	Legal Counseling and Representation		1,727		2.2%
	Legal Education and Information		1,145		1.5%
	Law Enforcement Services		1,121		1.4%
	Records/Licenses/Permits		1,088		1.4%
	Consumer Complaints		665		<1%
	Lawyer Referral Services		656		<1%
	State Trial Courts		451		<1%
<b>3</b>	<b>FAMILY AND COMMUNITY SUPPORT</b>		<b>8,451</b>		<b>10.7%</b>
	Holiday Programs		2,276		2.9%
	Family Support Centers		1,023		1.3%
	In Home Assistance		903		1.1%
	Domestic Animal Services		744		<1%
	Parenting Education		583		<1%
	Protective Services		454		<1%
<b>4</b>	<b>INCOME SUPPORT AND ASSISTANCE</b>		<b>8,276</b>		<b>10.5%</b>
	Tax Information/Assistance Programs		5,902		7.5%
	General Relief/SSI/TANF		1,467		1.9%
	Household Related Public Assistance Programs		585		<1%
<b>5</b>	<b>INFORMATION SERVICES</b>		<b>7,977</b>		<b>10.1%</b>
	Information & Referral		4,514		5.7%
	Libraries/Printed Materials		1,772		2.3%
	Information Lines		823		1.0%
<b>6</b>	<b>FOOD/MEALS</b>		<b>6,748</b>		<b>8.6%</b>
	Food Pantries		4,906		6.2%
	CalFresh and WIC		939		1.2%
<b>7</b>	<b>UTILITY ASSISTANCE</b>		<b>6,610</b>		<b>8.4%</b>
	Utility Payment Assistance		6,241		7.9%
<b>8</b>	<b>HEALTH CARE</b>		<b>6,180</b>		<b>7.8%</b>
	Community Clinics		977		1.2%
	Medicaid/Public Medical Assistance Programs		813		1.0%
	Health Insurance Information/Counseling		560		<1%
	Health Care Referrals		434		<1%
	Disease/Disability Specific Screening/Diagnosis		433		<1%
	Dental Care		405		<1%
	Assistive Technology Equipment		376		<1%



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**NEEDS AND RESOURCES (continued)**

	<u>TOP NEEDS EXPRESSED</u>			<u>2015</u>	<u>% OF CALLS</u>
<b>9</b>	<b>MENTAL HEALTH &amp; ADDICTIONS</b>			<b>4,614</b>	<b>5.9%</b>
	Substance Abuse Services			1,396	1.8%
	Counseling Services			1,127	1.4%
	Mental Health Evaluation and Treatment			1,084	1.4%
<b>10</b>	<b>CLOTHING/PERSONAL/HOUSEHOLD</b>			<b>3,728</b>	<b>4.7%</b>
	Clothing			1,370	1.7%
	Furniture			1180	1.5%
	Household Goods			557	<1%
<b>11</b>	<b>OTHER GOVERNMENT/ECONOMIC SERVICES</b>			<b>1,867</b>	<b>2.4%</b>
	Waste Management Services			611	<1%
	Building and Safety/Code Enforcement			307	<1%
	Administrative Entities County/State			287	<1%
	Street Maintenance/Land Use Planning and Regulation			153	<1%
<b>Top Unmet Needs</b>				<b>2015</b>	<b>% OF CALLS</b>
<b>1</b>	Rental Deposit Assistance			679	0.9%
<b>2</b>	Emergency Shelter			479	0.6%
<b>3</b>	Holiday Programs			250	0.3%
<b>4</b>	Rent Payment Assistance			237	0.3%
<b>5</b>	Utility Service Payment Assistance			210	0.3%
<b>6</b>	Transportation			207	0.3%
<b>7</b>	Legal Services			159	0.2%
<b>8</b>	Food Programs			158	0.2%
<b>9</b>	Tax Information/Preparation			98	0.1%
<b>Most Frequently Referred Programs</b>				<b>2015</b>	<b>% OF CALLS</b>
<b>1</b>	Travelers Aid Emergency Assistance Agency			9,306	11.8%
<b>2</b>	Sacramento Self Help Housing			5,728	7.3%
<b>3</b>	Family Assistance - Saint Vincent de Paul Society			5,019	6.4%
<b>4</b>	Utility Assistance - Salvation Army			4,776	6.1%
<b>5</b>	Home Energy Assistance Prg (HEAP) - Community Resource Project			3,877	4.9%
<b>6</b>	Tax-Aide - AARP			3,584	4.6%
<b>7</b>	Rental Assistance and Motel Vouchers - The Salvation Army			3,347	4.3%
<b>8</b>	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing			2,791	3.5%
<b>9</b>	Legal Services of Northern California - Sacramento County			2,538	3.2%
<b>10</b>	Francis House			2,302	2.9%
<b>11</b>	Volunteer Income Tax Assistance Program (VITA)			2,111	2.7%
<b>12</b>	Shelter Services - Salvation Army			2,105	2.7%
<b>13</b>	Mercy Housing California			2,029	2.6%
<b>14</b>	Mutual Housing California			1,931	2.5%
<b>15</b>	Choice Model Emergency Food Distribution - River City Food Bank			1,745	2.2%
<b>16</b>	Food - Sacramento Food Bank & Family Services			1,701	2.2%
<b>17</b>	Family Shelter - Next Move			1,536	2.0%



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<b>18</b>	Family Shelter - Volunteers of America					1,458	1.9%	
<b>19</b>	Love INC					1,399	1.8%	
<b>20</b>	Food Closet - The Salvation Army					1,132	1.4%	
<b>21</b>	Medi-Cal - SCDHA					1,056	1.3%	
<b>22</b>	Senior Legal Hotline - Legal Services of Northern California					1,032	1.3%	
<b>23</b>	Resources for Independent Living					977	1.2%	
<b>24</b>	Saint John's Program for Real Change					966	1.2%	
<b>25</b>	CalFresh - SCDHA					895	1.1%	
<b>26</b>	Conventional and Public Housing Program - SHRA					876	1.1%	
<b>27</b>	Housing Choice Voucher Program - SHRA					834	1.1%	
		<b>PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE</b>						
						<b>2015</b>		
	Number of Online Searches					91,602		
	Visits from Unique IP Addresses					42,588		