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2-1-1 or 916-498-1000 or 800-500-4931

**STATISTICS SUMMARY**

**April-16**

<b>CALLS HANDLED</b>		<b>April '16</b>							
Month of April		8,467							
Year to date - 2016		40,413							
<b>TYPE OF CALLS</b>		<b>YEAR TO DATE (YTD)</b>							
Information		1,926				9,505			
Referral		4,898				23,239			
Total I&R calls		6,824				32,744			
Follow-up		1,073				4,622			
Advocacy		1				1			
Crisis		1				10			
Disaster		0				3			
Total Calls with demographic info		7,899				37,380			
Call Back		76				882			
Silent/Static		492				2,151			
<b>OUTREACH ACTIVITY</b>									
Month of April		933							
Year to date - 2016		3,772							

**CLIENT PROFILE**

<b>AGE RANGES OF CALLERS</b>		<b>April '16</b>	<b>% of April</b>	<b>YTD</b>	<b>% of YTD</b>
Less than 18		41	<1%	154	<1%
18-20		129	1.6%	505	1.4%
21-29		665	8.4%	3,096	8.3%
30-39		814	10.3%	3,926	10.5%
40-49		683	8.6%	3,324	8.9%
50-59		926	11.7%	5,024	13.4%
Seniors - age 60+		2,232	28.3%	12,598	33.7%
Caller Declined		192	2.4%	2,413	6.5%
Did not Ask		2,217	28.1%	6,340	17.0%
<b>CALLER ETHNICITY</b>		<b>April '16</b>	<b>% of April</b>	<b>YTD</b>	<b>% of YTD</b>
1 African American/Black		1,016	12.9%	4,444	11.9%
2 Caucasian		1,002	12.7%	5,341	14.3%
3 Hispanic / Latino		556	7.0%	2,868	7.7%
4 Multi-ethnic		120	1.5%	409	1.1%
5 Asian		95	1.2%	553	1.5%
6 Other		63	<1%	222	<1%
7 Native American		52	<1%	159	<1%
8 Pacific Islander / Native Hawaiian		40	<1%	165	<1%
9 Russian / Slavic		25	<1%	125	<1%
10 Middle Eastern		24	<1%	171	<1%
11 Caller Declined		1,015	12.8%	7,492	20.0%
12 Did not Ask		3,891	49.3%	15,431	41.3%



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**STATISTICS SUMMARY**

**April-16**

**CLIENT PROFILE (continued)**

<b>CALLER GENDER</b>		<b>April '16</b>	<b>% of April</b>	<b>YTD</b>	<b>% of YTD</b>
Female		5,841	73.9%	27,034	72.3%
Male		2,038	25.8%	9,786	26.2%
Unknown		20	<1%	560	1.5%
<b>NUMBER IN HOUSEHOLD</b>		<b>April '16</b>	<b>% of April</b>	<b>YTD</b>	<b>% of YTD</b>
1		1,377	17.4%	8,298	22.2%
2		805	10.2%	4,345	11.6%
3		462	5.8%	2,130	5.7%
4		277	3.5%	1,284	3.4%
5		157	2.0%	693	1.9%
6+		113	1.4%	521	1.4%
Unknown		4,708	59.6%	20,109	53.8%
<b>APPROXIMATE MONTHLY INCOME</b>		<b>April '16</b>	<b>% of April</b>	<b>YTD</b>	<b>% of YTD</b>
Less than \$1,000		1,305	16.5%	6,061	16.2%
\$1,001 - \$1,500		218	2.8%	1,412	3.8%
\$1,501 - \$2,000		134	1.7%	736	2.0%
\$2,001 - \$2,500		65	<1%	441	1.2%
\$2,501 - \$3,000		21	<1%	256	<1%
\$3,001 - \$4,000		26	<1%	267	<1%
\$4,001 - \$5,000		3	<1%	98	<1%
More than \$5,000		4	<1%	81	<1%
Unknown		6,123	77.5%	28,028	75.0%
<b>TOP SOURCES OF INCOME</b>		<b>April '16</b>	<b>% of April</b>	<b>YTD</b>	<b>% of YTD</b>
1	SSI	1,106	14.0%	4,715	12.6%
2	Job	833	10.5%	5,792	15.5%
3	Social Security	725	9.2%	4,282	11.5%
4	TANF (CalWORKs)	565	7.2%	2,236	6.0%
5	None	350	4.4%	1,311	3.5%
6	Pension	223	2.8%	2,123	5.7%
7	SSD	173	2.2%	753	2.0%
8	General Assistance	79	1.0%	352	<1%
9	Unemployment	66	<1%	346	<1%
10	Self-Employed	28	<1%	165	<1%
11	SDI	23	<1%	118	<1%
12	Other	22	<1%	134	<1%
13	Family	18	<1%	102	<1%
14	Student Financial Aid	10	<1%	47	<1%
15	Child Support	9	<1%	55	<1%
16	Alimony	6	<1%	31	<1%
17	Workers Compensation	4	<1%	22	<1%
18	AB 12 Foster Care	3	<1%	22	<1%
19	Insurance	1	<1%	5	<1%
20	Unknown	3,655	46.3%	14,769	39.5%



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<b>TOP ZIP CODES (April '16)</b>				<b>TOP ZIP CODES (YTD)</b>			
<b># of CALLS</b>				<b># of CALLS</b>			
1	95823	Sacramento	609	1	95823	Sacramento	2,839
2	95815	Sacramento	426	2	95815	Sacramento	1,802
3	95608	Carmichael	349	3	95821	Sacramento	1,648
4	95821	Sacramento	338	4	95608	Carmichael	1,621
5	95838	Sacramento	313	5	95838	Sacramento	1,367
6	95820	Sacramento	297	6	95822	Sacramento	1,354
7	95828	Sacramento	296	7	95820	Sacramento	1,351
8	95822	Sacramento	273	8	95828	Sacramento	1,323
9	95825	Sacramento	265	9	95825	Sacramento	1,319
10	95660	North Highlands	245	10	95670	Rancho Cordova	1,305

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>				<b>April '16</b>	<b>% of April</b>
<b>1</b>	<b>Housing</b>			<b>4,716</b>	<b>59.7%</b>
	Emergency Shelter/Transitional Housing			1,686	21.3%
	Housing Search Assistance			1,183	15.0%
	Low Income/Subsidized Housing			766	9.7%
	Rent Payment/Rent Deposit Assistance			379	4.8%
	Landlord/Tenant Assistance			349	4.4%
	Moving Assistance			98	1.2%
	Supportive Housing Placement/Referral			89	1.1%
<b>2</b>	<b>Legal, Consumer, and Public Safety Services</b>			<b>1,252</b>	<b>15.9%</b>
	Legal Counseling and Representation			297	3.8%
	Law Enforcement Services			138	1.7%
	Family Law			137	1.7%
	Records/Licenses/Permits			104	1.3%
	Legal Education and Information			94	1.2%
	Lawyer Referral Services			81	1.0%
	Consumer Complaints			62	<1%
	State Trial Courts			59	<1%
<b>3</b>	<b>Information Services</b>			<b>949</b>	<b>12.0%</b>
	Information & Referral			788	10.0%
	Libraries/Printed Materials			138	1.7%
<b>4</b>	<b>Income Support/Assistance</b>			<b>895</b>	<b>11.3%</b>
	Tax Information/Assistance Programs			706	8.9%
	General Relief/SSI/TANF			73	<1%
	Household Related Public Assistance Programs			70	<1%
<b>5</b>	<b>Individual, Family, and Community Support</b>			<b>702</b>	<b>8.9%</b>
	Family Support Centers			137	1.7%
	In Home Assistance			106	1.3%
	Domestic Animal Services			106	1.3%
	Parenting Education			59	<1%
	Protective Services			50	<1%
	Case/Care Management			48	<1%
<b>6</b>	<b>Health Care</b>			<b>571</b>	<b>7.2%</b>
	Health Care Referrals			97	1.2%
	Community Clinics			78	<1%
	Mother and Infant Care			50	<1%
	Health Insurance Information/Counseling			47	<1%



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**STATISTICS SUMMARY**

**April-16**

	Assistive Technology Equipment					46	<1%
	Disease/Disability Specific Screening/Diagnosis					40	<1%
	Medi-Cal/Public Medical Assistance Programs					36	<1%
<b>7</b>	<b>Food/Meals</b>					<b>554</b>	<b>7.0%</b>
	Food Pantries					411	5.2%
	CalFresh and WIC					83	1.1%
	Meals					55	<1%
<b>8</b>	<b>Utility Assistance</b>					<b>544</b>	<b>6.9%</b>
	Utility Services Payment Assistance					512	6.5%
<b>9</b>	<b>Mental Health/Addictions</b>					<b>445</b>	<b>5.6%</b>
	Counseling Services					160	2.0%
	Substance Abuse Services					132	1.7%
	Inpatient Mental Health Facilities					55	<1%
	Mental Health Evaluation and Treatment					54	<1%
<b>10</b>	<b>Clothing/Personal/Household Needs</b>					<b>263</b>	<b>3.3%</b>
	Furniture					85	1.1%
	Clothing					80	1.0%
	Household Goods					60	<1%
<b>11</b>	<b>Other Government/Economic Services</b>					<b>252</b>	<b>3.2%</b>
<b>12</b>	<b>Transportation</b>					<b>170</b>	<b>2.2%</b>
<b>13</b>	<b>Employment</b>					<b>130</b>	<b>1.6%</b>
<b>14</b>	<b>Volunteers/Donations</b>					<b>65</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**April '16**

<b>1</b>	Rental Deposit Assistance					24	
<b>2</b>	Homeless Shelter					18	
<b>3</b>	Transportation					14	
<b>4</b>	Utility Service Payment Assistance					8	
<b>5</b>	Tax Information/Assistance Programs					8	
<b>6</b>	Rent Payment Assistance					7	
<b>7</b>	Lawyer Referral Services					6	
<b>8</b>	Food Pantries					4	

**Most Frequently Referred Programs**

**April '16**

**% of April**

<b>1</b>	Rental Assistance and Motel Vouchers - The Salvation Army					757	9.6%
<b>2</b>	Sacramento Self Help Housing					600	7.6%
<b>3</b>	Travelers Aid Emergency Assistance Agency					373	4.7%
<b>4</b>	Mercy Housing California					361	4.6%
<b>5</b>	Family Assistance - Saint Vincent de Paul Society					345	4.4%
<b>6</b>	Mutual Housing California					336	4.3%
<b>7</b>	Utility Assistance - The Salvation Army					332	4.2%
<b>8</b>	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing					263	3.3%
<b>9</b>	Shelter Services - The Salvation Army					252	3.2%
<b>10</b>	Home Energy Assistance Program (HEAP)					251	3.2%
<b>11</b>	Francis House - A Program of Next Move					227	2.9%
<b>12</b>	Legal Services of Northern California					209	2.6%
<b>13</b>	Saint John's Program for Real Change					157	2.0%
<b>14</b>	Residential Family Shelter - Volunteers of America					156	2.0%
<b>15</b>	Family Shelter - Next Move					148	1.9%
<b>16</b>	Conventional and Public Housing Program - SHRA					124	1.6%
<b>17</b>	Choice Model Emergency Food Distribution- River City Food Bank					119	1.5%



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18	Senior Legal Hotline							118		1.5%	
19	3-1-1 Connect - Sacramento County							114		1.4%	
20	Love INC Sacramento							108		1.4%	
21	Resources for Independent Living							106		1.3%	
22	Volunteer Income Tax Assistance Program (VITA)							103		1.3%	
23	Men's Shelter - Volunteers of America							94		1.2%	
24	Men's Shelter - Union Gospel Mission							86		1.1%	
25	Housing Choice Voucher Program - SHRA							85		1.1%	
26	City of Sacramento 3-1-1							83		1.1%	

**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

								<b>April '16</b>	<b>YTD</b>
	Number of Online Searches							10,528	36,083
	Visits from Unique IP Addresses							9,316	24,649