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2-1-1 Sacramento

Annual Statistical Report

January - December 2014

CALLS RECEIVED ANNUALLY (Calls Presented)				% increase/decrease			
2014			116,269	-11.5%	from 2013		
2013			131,451	2.0%	from 2012		
2012			128,836	4.5%	from 2011		
2011			123,329	-2.0%	from 2010		
2014 CALL TYPES							
Information			33,722				
Referral			45,684				
Total I&R calls			79,406				
Follow-up			6,952	8.8%	% of I&R calls followed-up		
Call Back			2,228				
Advocacy			2				
Crisis			33				
Disaster			5				
Silent/Static			5,835				
OUTREACH ACTIVITY							
2014			9,689				
CLIENT PROFILE							
TOP AGE RANGES OF CALLERS				2014	% OF CALLS		
Less than 18			745		<1%		
18-20			1,487		1.7%		
21-29			11,359		13.1%		
30-39			14,858		17.2%		
40-49			11,567		13.4%		
50-59			13,138		15.2%		
Seniors - age 60+			19,376		22.4%		
Age Unknown			14,283		16.5%		
GENDER							
Female			65,719		74.2%		
Male			20,257		22.9%		
CALLER ETHNICITY				2014	% OF CALLS		
1	Caucasian		20,443		23.7%		
2	African American		19,432		22.5%		
3	Hispanic		8,036		9.3%		
4	Multi-Ethnic		1,622		1.9%		
5	Asian		1,502		1.7%		
6	Native American		659		<1%		
7	Pacific Islander/Native Hawaiian		624		<1%		
8	Other		446		<1%		
9	Middle Eastern		409		<1%		
10	Russian/Slavic		303		<1%		



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CLIENT PROFILE (continued)

TOP SOURCES OF INCOME			2014	% OF CALLS	
1	SSI		17,969	20.8%	
2	Job		14,205	16.4%	
3	TANF		11,094	12.8%	
4	Social Security		8,070	9.3%	
5	None		5,756	6.7%	
6	Pension		2,319	2.7%	
7	SSD		1,575	1.8%	
8	General Assistance		1,439	1.7%	
9	Unemployment		1,207	1.4%	
10	SDI		549	<1%	
11	Family		497	<1%	
12	Self-Employed		400	<1%	
13	Child Support		327	<1%	
14	Student Financial Aid		302	<1%	
15	Other		260	<1%	
16	Workers Compensation		122	<1%	
17	Alimony		103	<1%	
18	AB 12 Foster Care		31	<1%	
19	Insurance		29	<1%	

TOP ZIP CODES					
1	95823	Sacramento	6	95838	Sacramento
2	95815	Sacramento	7	95820	Sacramento
3	95821	Sacramento	8	95828	Sacramento
4	95608	Carmichael	9	95822	Sacramento
5	95825	Sacramento	10	95670	Rancho Cordova

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED			2014	% OF CALLS	
1	HOUSING		33,929	42.7%	
	Emergency Shelter/Transitional Housing		9,580	12.1%	
	Rent Payment/Rent Deposit Assistance		7,157	9.0%	
	Low Income/Subsidized Housing		6,526	8.2%	
	Housing Search Assistance		5,663	7.1%	
	Landlord/Tenant Assistance		3,775	4.8%	
2	LEGAL, CONSUMER, AND PUBLIC SAFETY		13,423	16.9%	
	Family Law		2,442	3.1%	
	Legal Counseling and Representation		2,218	2.8%	
	Records/Licenses/Permits		1,148	1.4%	
	Law Enforcement Services		1,013	1.3%	
	Legal Education and Information		888	1.1%	
	Consumer Complaints		714	<1%	
	Lawyer Referral Services		658	<1%	
	State Trial Courts		508	<1%	



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NEEDS AND RESOURCES (continued)

TOP NEEDS EXPRESSED		2014	% OF CALLS	
3	INFORMATION SERVICES	10,017	12.6%	
	Information & Referral		5,266	6.6%
	Libraries/Printed Materials		2,999	3.8%
	Information Lines		917	1.2%
4	FAMILY AND COMMUNITY SUPPORT	9,439	11.9%	
	Holiday Programs		2,607	3.3%
	Family Support Centers		1,049	1.3%
	In Home Assistance		1,037	1.3%
	Domestic Animal Services		909	1.1%
	Parenting Education		734	<1%
	Protective Services		472	<1%
5	INCOME SUPPORT AND ASSISTANCE	9,242	11.6%	
	Tax Information/Assistance Programs		5,109	6.4%
	Medicaid/Public Medical Assistance Programs		1,137	1.4%
	General Relief/SSI/TANF		987	1.2%
	Household Related Public Assistance Programs		856	1.1%
	Social Insurance Programs		499	<1%
6	UTILITY ASSISTANCE	8,748	11.0%	
	Utility Payment Assistance		8,429	10.6%
7	FOOD/MEALS	8,327	10.5%	
	Food Pantries		5,458	6.9%
	CalFresh and WIC		1,604	2.0%
8	HEALTH CARE	6,117	7.7%	
	Community Clinics		1,291	1.6%
	Health Insurance Information/Counseling		753	<1%
	Dental Care		716	<1%
9	MENTAL HEALTH & ADDICTIONS	4,969	6.3%	
	Substance Abuse Services		1,678	2.1%
	Counseling Services		1,362	1.7%
	Mental Health Evaluation and Treatment		1,338	1.7%
10	CLOTHING/PERSONAL/HOUSEHOLD	3,184	4.0%	
	Clothing		1,533	1.9%
	Furniture		869	1.1%
11	OTHER GOVERNMENT/ECONOMIC SERVICES	2,128	2.7%	
	Administrative Entities County/State		586	<1%
	Building and Safety		460	<1%
	Waste Management Services		441	<1%



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						2014	% OF CALLS
Top Unmet Needs							
1	Rent Payment Assistance					621	0.8%
2	Holiday Programs					530	0.7%
3	Utility Service Payment Assistance					473	0.6%
4	Rental Deposit Assistance					390	0.5%
5	Emergency Shelter					324	0.4%
6	Transportation					204	0.3%
7	Furniture					183	0.2%
8	Tax Information/Preparation					139	0.2%
9	Food Programs					137	0.2%
Most Frequently Referred Programs							
1	Travelers Aid Emergency Assistance Agency					8,349	10.5%
2	Utility Assistance - Salvation Army					6,012	7.6%
3	Home Energy Assistance Prg (HEAP) - Community Resource Project					5,276	6.6%
4	Family Assistance - Saint Vincent de Paul Society					5,144	6.5%
5	Rental Assistance - The Salvation Army					4,441	5.6%
6	Sacramento Self Help Housing					3,842	4.8%
7	Tax-Aide - AARP					3,348	4.2%
8	Legal Services of Northern California - Sacramento County					2,456	3.1%
9	Volunteer Income Tax Assistance Program (VITA)					2,316	2.9%
10	Francis House					2,284	2.9%
11	Food - Sacramento Food Bank & Family Services					2,015	2.5%
12	Mutual Housing California					1,960	2.5%
13	Food Aid - River City Food Bank					1,948	2.5%
14	Shelter Services - Salvation Army					1,589	2.0%
15	CalFresh - SCDHA					1,582	2.0%
16	Mercy Housing California					1,439	1.8%
17	Medi-Cal - SCDHA					1,343	1.7%
18	Family Shelter - Next Move					1,330	1.7%
19	Family Shelter - Volunteers of America					1,308	1.6%
20	Landlord Tenant Dispute Resolution - Sacramento Self Help Housing					1,300	1.6%
21	Superior California Legal Clinics					1,216	1.5%
22	Senior Legal Hotline - Legal Services of Northern California					1,157	1.5%
23	Conventional and Public Housing Program - SHRA					1,154	1.5%
24	Food Closet - The Salvation Army					1,108	1.4%