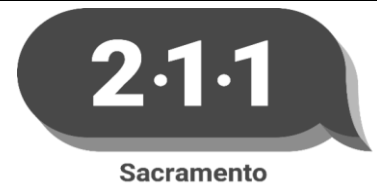


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STATISTICS SUMMARY
January-23

CALL VOLUME

Jan '23

Month of Jan 18,059
 Year to date - 2023 18,059

TYPE OF CALLS

YEAR TO DATE (YTD)

Information	1,722	1,722
Referral	6,230	6,230
Total I&R calls	7,952	7,952
Follow-up	252	252
Advocacy	2	2
Crisis	1	1
Disaster	73	73
Outreach	0	0
Total Calls with Demographic Info	8,280	8,280
Call Back	1,110	1,110
Silent/Static	697	697
Voicemail	589	589
Other	7,383	7,383

COURT OUTREACH ACTIVITY

Month of Jan 491
 Year to date - 2023 491

CLIENT PROFILE

AGE RANGES OF CALLERS

Jan '23

% of

YTD

% of YTD

1	Less than 18	20	<1%	20	<1%
2	18-20	90	1.1%	90	1.1%
3	21-29	546	6.6%	546	6.6%
4	30-39	824	10.0%	824	10.0%
5	40-49	750	9.1%	750	9.1%
6	50-59	1,021	12.3%	1,021	12.3%
7	Seniors - age 60+	1,828	22.1%	1,828	22.1%
8	Caller Declined	1,856	22.4%	1,856	22.4%
9	Did not Ask	1,345	16.2%	1,345	16.2%

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STATISTICS SUMMARY
January-23

<u>CALLER ETHNICITY</u>	<u>Jan '23</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American/Black	1,243	15.0%	1,243	15.0%
2 Caucasian	1,142	13.8%	1,142	13.8%
3 Hispanic / Latino	474	5.7%	474	5.7%
4 Multi-ethnic	212	2.6%	212	2.6%
5 Other	109	1.3%	109	1.3%
6 Asian	102	1.2%	102	1.2%
7 Pacific Islander / Native Hawaiian	39	<1%	39	<1%
8 Native American	38	<1%	38	<1%
9 Middle Eastern	29	<1%	29	<1%
10 Russian / Slavic	18	<1%	18	<1%
11 Caller declined to answer	2,597	31.4%	2,597	31.4%
12 Did not ask	2,277	27.5%	2,277	27.5%
<u>Military/Veterans</u>	246	3.0%	246	3.0%
<u>First 5 Families/Children 0-5</u>	725	8.8%	725	8.8%
<u>CALLER GENDER</u>	<u>Jan '23</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 Female	4,545	54.9%	4,545	54.9%
2 Male	2,061	24.9%	2,061	24.9%
3 Trans Female	6	<1%	6	<1%
4 Trans Male	6	<1%	6	<1%
5 Non-binary	4	<1%	4	<1%
6 Intersex	0	0.0%	0	0.0%
7 Unknown	85	1.0%	85	1.0%
8 Client declined	1,142	13.8%	1,142	13.8%
9 Did not ask	431	5.2%	431	5.2%
<u>NUMBER IN HOUSEHOLD</u>	<u>Jan '23</u>	<u>% of</u>	<u>YTD</u>	<u>% of YTD</u>
1 1	4,548	54.9%	4,548	54.9%
2 2	1,268	15.3%	1,268	15.3%
3 3	503	6.1%	503	6.1%
4 4	331	4.0%	331	4.0%
5 5	164	2.0%	164	2.0%
6 6+	140	1.7%	140	1.7%
7 Unknown	1,326	16.0%	1,326	16.0%

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STATISTICS SUMMARY
January-23

APPROXIMATE MONTHLY INCOME	Jan '23	% of	YTD	% of YTD
1 No Income	1,008	12.2%	1,008	12.2%
2 Less than \$1,000	792	9.6%	792	9.6%
3 \$1,001 - \$1,500	857	10.4%	857	10.4%
4 \$1,501 - \$2,000	435	5.3%	435	5.3%
5 \$2,001 - \$2,500	335	4.0%	335	4.0%
6 \$2,501 - \$3,000	222	2.7%	222	2.7%
7 \$3,001 - \$4,000	271	3.3%	271	3.3%
8 \$4,001 - \$5,000	137	1.7%	137	1.7%
9 More than \$5,000	130	1.6%	130	1.6%
10 Unknown	4,093	49.4%	4,093	49.4%
TOP SOURCES OF INCOME	Jan '23	% of	YTD	% of YTD
1 SS	1,050	12.7%	1,050	12.7%
2 No current source of income	1,018	12.3%	1,018	12.3%
3 Job	996	12.0%	996	12.0%
4 SSI	698	8.4%	698	8.4%
5 Pension	371	4.5%	371	4.5%
6 TANF (CalWORKs)	334	4.0%	334	4.0%
7 Other	274	3.3%	274	3.3%
8 SSD (SSDI)	220	2.7%	220	2.7%
9 General Assistance	140	1.7%	140	1.7%
10 Unemployment	72	<1%	72	<1%
11 Self-Employed	45	<1%	45	<1%
12 SDI	44	<1%	44	<1%
13 Family	20	<1%	20	<1%
14 Child Support	13	<1%	13	<1%
15 Alimony	10	<1%	10	<1%
16 Insurance	5	<1%	5	<1%
17 Student Financial Aid	5	<1%	5	<1%
18 Workers Comp	5	<1%	5	<1%
19 AB 12 Foster Care	3	<1%	3	<1%
20 Unknown (caller declined + did not ask)	2,957	35.7%	2,957	35.7%

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STATISTICS SUMMARY
January-23

TOP ZIP CODES (Jan '23)				TOP ZIP CODES (YTD)			
			# of CALLS				# of CALLS
1	95823	Sacramento	572	1	95823	Sacramento	572
2	95815	Sacramento	343	2	95815	Sacramento	343
3	95608	Carmichael	283	3	95608	Carmichael	283
4	95825	Sacramento	254	4	95825	Sacramento	254
5	95822	Sacramento	247	5	95822	Sacramento	247
6	95828	Sacramento	240	6	95828	Sacramento	240
7	95838	Sacramento	236	7	95838	Sacramento	236
8	95821	Sacramento	235	8	95821	Sacramento	235
9	95670	Gold River/Rancho C	232	9	95670	Gold River/Rancho C	232
10	95811	Sacramento	220	10	95811	Sacramento	220

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED¹		Jan '23	% of ³
1	Housing²	6,177	74.6%
	Housing Search and Information	1,574	19.0%
	Residential Housing Options (including Low Income/Subsidized Rental Housing)	1,284	15.5%
	Housing Expense Assistance	898	10.8%
	Emergency Shelter (including Homeless Motel Vouchers)	852	10.3%
	Transitional Housing/Shelter	410	5.0%
2	Disaster Services²	1,612	19.5%
	Emergency Shelter	1,026	12.4%
	Disaster Relief Services	371	4.5%
	Disaster Recovery Services	69	<1%
	Disaster Response Services	68	<1%
	Disaster Mitigation	32	<1%
3	Income Support/Assistance²	1,375	16.6%
	Tax Preparation Assistance	1,166	14.1%
	Basic Income Maintenance Programs	52	<1%
	Household Related Public Assistance Programs	37	<1%
	EBT Card Services	26	<1%
	Online Tax Preparation/E-Filing Sites	19	<1%
4	Legal, Consumer, and Public Safety Services²	1,359	16.4%
	Family Law	337	4.1%
	Crime Reporting	94	1.1%
	Legal Counseling	89	1.1%
	Benefits Assistance	80	<1%
	Certificates/Forms Assistance	77	<1%

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STATISTICS SUMMARY
January-23

5 Information Services²	1,115	13.5%
Information and Referral	642	7.8%
Information Sources (including 311 Services)	280	3.4%
Electronic Information Resources	119	1.4%
Public Awareness/Education	68	<1%
6 Individual, Family, and Community Support²	1,039	12.5%
Case/Care Management	174	2.1%
Street Outreach Programs	174	2.1%
In Home Assistance	114	1.4%
Community Action/Social Advocacy Groups	71	<1%
Protective Services	65	<1%
7 Utility Assistance²	741	8.9%
Utility Assistance (including Utility Service Payment Assistance)	706	8.5%
Utility Service Providers	28	<1%
8 Mental Health/Addictions²	667	8.1%
Crisis Intervention	161	1.9%
Substance Use Disorder Treatment Programs (including Smoking/Vaping Cessatio	105	1.3%
Mental Health Evaluation	82	<1%
Counseling Services	72	<1%
Outpatient Mental Health Facilities	55	<1%
9 Food/Meals²	610	7.4%
Emergency Food (including Food Pantries)	351	4.2%
Nutrition Related Public Assistance Programs (including Food Stamps/SNAP)	139	1.7%
Meals	105	1.3%
Food Outlets	15	<1%
10 Healthcare²	431	5.2%
11 Other Government/Economic Services²	365	4.4%
12 Clothing/Personal/Household Needs²	362	4.4%
13 Transportation²	239	2.9%
14 Employment²	160	1.9%
15 Arts, Culture, and Recreation²	70	<1%
16 Volunteers/Donations²	51	<1%
17 Education²	31	<1%

TOP UNMET NEEDS

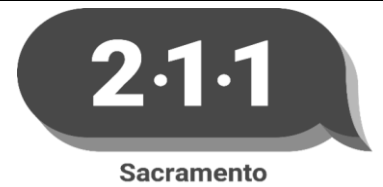
Jan '23

1 Emergency Shelter (including Homeless Motel Vouchers)	247
2 Tax Preparation Assistance	102
3 Housing Expense Assistance	55
4 Nutrition Related Public Assistance Programs	33
5 Disaster Relief Services	24

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STATISTICS SUMMARY
January-23

Most Frequently Referred Programs	Jan '23	% of
1 Winter Warming Shelters and Centers - Community Link	736	8.9%
2 Tax Aide - AARP	669	8.1%
3 Homeless Outreach Navigation Services - Sacramento Self Help Housing	530	6.4%
4 Diversion Program - Francis House Center, A Program of Next Move	336	4.1%
5 Saint Vincent de Paul Society	326	3.9%
6 Mutual Housing California	287	3.5%
7 Warming Center - Union Gospel Mission	282	3.4%
8 Sacramento Housing and Redevelopment Agency - Affordable Housing Options Progra	258	3.1%
9 Community Housing Opportunities Corporation	228	2.8%
10 Property Listing - Mercy Housing California	226	2.7%
11 Rental Assistance - The Salvation Army	201	2.4%
12 Volunteer Income Tax Assistance Program	200	2.4%
13 General Disaster Resources - Community Link	191	2.3%
14 Landlord Tenant Dispute Resolution (Renters Helpline) - Sacramento Self Help Housing	173	2.1%
15 3-1-1 Connect - Sacramento County	172	2.1%
16 Home Energy Assistance Program	170	2.1%
17 Family Support Services - Family Promise of Sacramento	168	2.0%
18 Utility Assistance - The Salvation Army	156	1.9%
19 Sacramento Housing and Redevelopment Agency - Housing Choice Voucher Program	153	1.8%
20 Rental and Mortgage Assistance - SHELTER, Inc.	132	1.6%
21 General Library Services - Sacramento Public Library	128	1.5%
22 City Services - City of Sacramento 311	126	1.5%
23 CalFresh Application Assistance - 2-1-1 Sacramento	119	1.4%
24 Men's Shelter, Clothing and Showers - Union Gospel Mission Sacramento	116	1.4%
25 Angelic Housing - Angelic Housing Resources Foundation Inc.	111	1.3%
26 Room & Board - Helping Hearts Foundation, Inc.	110	1.3%
27 Sacramento Housing and Redevelopment Agency - Sacramento Emergency Rental As	100	1.2%
28 City of Sacramento Department of Community Response - Homeless Outreach and As	96	1.2%
29 Emergency Response Agencies (Food) - Sacramento Food Bank & Family Services	91	1.1%
30 Health Navigation - Sacramento Covered	80	<1%
All Other Referrals	6,403	
Total Referrals	13,074	

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STATISTICS SUMMARY
January-23

PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE

	<u>Jan '23</u>	<u>YTD</u>
Unique Visitors	10,097	10,097
Directory Searches	9,228	9,228
Resource Page Views	31,246	31,246
Total Page Views	40,474	40,474

¹Data categories realigned to AIRS Taxonomy 01/01/2021

²Primary category may be greater than subtotals as low volume need categories may not be included.

³Need % reflects calls with stated presenting need, not the % of overall needs. As such, total % will exceed 100%.