



## STATISTICS SUMMARY

**January 2009**

### CALLS RECEIVED

Month of Jan	6,061
Year-To-Date (YTD)	6,061

### OUTREACH ACTIVITY

Month of Jan	955
Year-To-Date (YTD)	955

## CLIENT PROFILE

### TOP 3 AGE RANGES OF CALLERS

	<u>Jan</u>	<u>% of Jan</u>	<u>YTD</u>	<u>% of YTD</u>
25-34	1,625	27%	1,625	27%
35-44	1,208	20%	1,208	20%
45-54	944	16%	944	16%
Seniors - age 60+	1,048	17%	1,048	17%

### CALLER ETHNICITY

	<u>Jan</u>	<u>% of Jan</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	2,485	41%	2,311	38%
2 African American	1,752	29%	1,752	29%
3 Hispanic	885	15%	885	15%
4 Asian/Pacific Island	222	4%	222	4%
5 Multi-Ethnic	97	2%	97	2%
6 Middle Eastern	62	1%	62	1%
7 Native America	53	1%	53	1%
8 Russian/Slavic	26	0%	26	0%

### TOP SOURCES OF INCOME

	<u>Jan</u>	<u>% of Jan</u>	<u>YTD</u>	<u>% of YTD</u>
1 Full-time Job; Part-Time job; Self-Employment	1,802	30%	1,802	30%
2 TANF; TANF & Job; GA; SSI & TANF	1,230	20%	1,230	20%
3 SSI; SSI & TANF; SSI & SS	863	14%	863	14%
4 None	489	8%	489	8%
5 Social Security	450	7%	450	7%
6 Pension, Pension & SS	237	4%	237	4%
7 Unemployment	234	4%	234	4%
8 Child Support, Family, Spouse	195	3%	195	3%



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<b>TOP ZIP CODES (Jan)</b>				<b>TOP ZIP CODES (FYTD)</b>			
1	95823	6	95820	1	95823	6	95820
2	95821	7	95670	2	95821	7	95670
3	95608	8	95828	3	95608	8	95828
4	95838	9	95815	4	95838	9	95815
5	95660	10	95825	5	95660	10	95825

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>		<b>Jan</b>	<b>% of Jan</b>
1	FINANCIAL ASSISTANCE & SUPPORT	1932	31.88%
	Financial Aid, Utilities	892	14.72%
	Financial Aid, Rent	468	7.72%
	Financial Aid, Welfare	212	3.50%
2	HOUSING/SHELTER	1332	21.98%
3	TAXES	942	15.54%
4	LEGAL	497	8.20%
5	FOOD	396	6.53%
6	HEALTH/MEDICAL	307	5.07%
7	EMPLOYMENT & TRAINING	172	2.84%
8	COUNSELING	125	2.06%
9	INSURANCE	114	1.88%
10	TRANSLATION/INTERPRETING	95	1.57%
11	IN HOME CARE/SUPPORT	93	1.53%
12	FAMILY	90	1.48%
13	FURNITURE	81	1.34%
14	BABY SERVICES	74	1.22%
15	EDUCATION	73	1.20%
16	TRANSPORTATION	67	1.11%
17	CONSUMER PROTECTION	51	0.84%
18	CHILD CARE SERVICES	43	0.71%
19	CLOTHING	39	0.64%
20	ANIMALS	35	0.58%



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<b>TOP NEEDS EXPRESSED</b>		<b>YTD</b>	<b>% of YTD</b>
<b>1</b>	<b>FINANCIAL ASSISTANCE &amp; SUPPORT</b>	1932	31.88%
	Financial Aid, Utilities	892	14.72%
	Financial Aid, Rent	468	7.72%
	Financial Aid, Welfare	212	3.50%
<b>2</b>	<b>HOUSING/SHELTER</b>	1332	21.98%
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<b>18</b>	<b>CHILD CARE SERVICES</b>	43	0.71%
<b>19</b>	<b>CLOTHING</b>	39	0.64%
<b>20</b>	<b>ANIMALS</b>	35	0.58%
<b>TOP UNMET NEEDS</b>		<b>Jan</b>	<b>YTD</b>
	Financial Assistance (all)	1 56	1 56
	Taxes	2 6	2 6
	Housing	3 4	3 4
	Health	4 3	4 3
	Transportation	5 2	5 2
	Childcare/Baby Svs	6 1	6 1
	Food	7 1	7 1
	Job	8 1	8 1
	Legal	9 1	9 1
		<b>10</b>	<b>10</b>