



STATISTICS SUMMARY

January 2010

CALLS RECEIVED

Month of January	9,529
Calendar Year - 2010	9,529

OUTREACH ACTIVITY

Month of January	1,173
Calendar Year - 2010	1,173

CLIENT PROFILE

TOP 3 AGE RANGES OF CALLERS

	<u>Jan</u>	<u>% of Jan</u>	<u>Jan</u>	<u>% of Jan</u>
25-34	2,300	24%	2,300	24%
35-44	1,764	19%	1,764	19%
45-54	1,634	17%	1,634	17%
55-59	530	6%	530	6%
Seniors - age 60+	1,290	14%	1,290	14%

CALLER ETHNICITY

	<u>Jan</u>	<u>% of Jan</u>	<u>Jan</u>	<u>% of Jan</u>
1 Caucasian	2,771	29%	2,771	29%
2 African American	2,651	28%	2,651	28%
3 Hispanic	1,216	13%	1,216	13%
4 Asian/Pacific Island	247	3%	247	3%
5 Multi-Ethnic	132	1%	132	1%
6 Middle Eastern	49	1%	49	1%
7 Native American	48	1%	48	1%
8 Russian/Slavic	19	0%	19	0%

TOP SOURCES OF INCOME

	<u>Jan</u>	<u>% of Jan</u>	<u>Jan</u>	<u>% of Jan</u>
1 Full-time Job; Part-Time job; Self-Employment	2,137	22%	2,137	22%
2 TANF; TANF & Job; GA; SSI & TANF	1,775	19%	1,775	19%
3 SSI; SSI & TANF; SSI & SS	1,194	13%	1,194	13%
4 None	739	8%	739	8%
5 Unemployment	485	5%	485	5%
6 Social Security	482	5%	482	5%
7 Pension, Pension & SS	340	4%	340	4%
8 Child Support, Family, Spouse	288	3%	288	3%



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TOP ZIP CODES (Jan)				TOP ZIP CODES (Jan)			
1	95823	6	95825	1	95823	6	95825
2	95821	7	95820	2	95821	7	95820
3	95608	8	95828	3	95608	8	95828
4	95815	9	95670	4	95815	9	95670
5	95838	10	95822	5	95838	10	95822

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED (Jan)		Jan	% of Jan
1	FINANCIAL ASSISTANCE & SUPPORT	3,443	36.13%
	Financial Aid, Utilities	1,338	14.04%
	Financial Aid, Rent	1,214	12.74%
	Financial Aid, Welfare	142	1.49%
	Financial Aid, Foreclosure	61	0.64%
2	HOUSING/SHELTER	2,923	30.67%
3	TAXES	1,326	13.92%
4	LEGAL	564	5.92%
5	FOOD	495	5.19%
6	HEALTH/MEDICAL	367	3.85%
7	EMPLOYMENT & TRAINING	227	2.38%
8	FAMILY SUPPORT	189	1.98%
9	COUNSELING	144	1.51%
10	TRANSLATION/INTERPRETING	137	1.44%
11	INSURANCE	113	1.19%
12	EDUCATION	98	1.03%
13	FURNITURE	89	0.93%
14	BABY SERVICES	86	0.90%
15	TRANSPORTATION	81	0.85%
16	MENTAL HEALTH	66	0.69%
17	CONSUMER PROTECTION	64	0.67%
18	HEALTH/PUBLIC	59	0.62%
19	LAW ENFORCEMENT	53	0.56%
20	RECORDS	51	0.54%

