



STATISTICS SUMMARY

February 2009

CALLS RECEIVED

Month of Feb	7,061
Year-To-Date (YTD)	15,156

OUTREACH ACTIVITY

Month of Feb	975
Year-To-Date (YTD)	1,930

CLIENT PROFILE

TOP 3 AGE RANGES OF CALLERS

	<u>Feb</u>	<u>% of Feb</u>	<u>YTD</u>	<u>% of YTD</u>
25-34	1,423	20%	3,051	20%
35-44	1,344	19%	2,558	17%
45-54	1,129	16%	2,073	14%
Seniors - age 60+	1,606	23%	2,654	18%

CALLER ETHNICITY

	<u>Feb</u>	<u>% of Feb</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	2,909	41%	5,395	36%
2 African American	1,863	26%	3,615	24%
3 Hispanic	1,072	15%	1,957	13%
4 Asian/Pacific Island	279	4%	501	3%
5 Multi-Ethnic	80	1%	177	1%
6 Middle Eastern	60	1%	122	1%
7 Native American	34	0%	87	1%
8 Russian/Slavic	28	0%	54	0%

TOP SOURCES OF INCOME

	<u>Feb</u>	<u>% of Feb</u>	<u>YTD</u>	<u>% of YTD</u>
1 Full-time Job; Part-Time job; Self-Employment	2,182	31%	3,984	26%
2 TANF; TANF & Job; GA; SSI & TANF	933	13%	2,152	14%
3 SSI; SSI & TANF; SSI & SS	785	11%	1,648	11%
4 Social Security	607	9%	1,057	7%
5 Pension, Pension & SS	528	7%	765	5%
6 None	484	7%	973	6%
7 Unemployment	300	4%	534	4%
8 Child Support, Family, Spouse	178	3%	373	2%



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TOP ZIP CODES (Feb)				TOP ZIP CODES (FYTD)			
1	95823	6	95815	1	95823	6	95820
2	95608	7	95820	2	95608	7	95815
3	95821	8	95825	3	95821	8	95828
4	95660	9	95828	4	95660	9	95825
5	95838	10	95824	5	95838	10	95822

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED		Feb	% of Feb
1	TAXES	2202	31.19%
2	FINANCIAL ASSISTANCE & SUPPORT	1585	22.45%
	Financial Aid, Utilities	746	10.57%
	Financial Aid, Rent	364	5.16%
	Financial Aid, Welfare	149	2.11%
3	HOUSING/SHELTER	1128	15.98%
4	LEGAL	513	7.27%
5	HEALTH/MEDICAL	328	4.65%
6	FOOD	295	4.18%
7	EMPLOYMENT & TRAINING	130	1.84%
8	TRANSLATION/INTERPRETING	112	1.59%
9	INSURANCE	111	1.57%
10	COUNSELING	108	1.53%
11	IN HOME CARE/SUPPORT	89	1.26%
12	FURNITURE	83	1.18%
13	TRANSPORTATION	75	1.06%
14	BABY SERVICES	69	0.98%
15	FAMILY	63	0.89%
16	CONSUMER PROTECTION	62	0.88%
17	EDUCATION	60	0.85%
18	LICENSES	43	0.61%
19	RECREATION/SOCIAL CLUBS/ORGAN.	39	0.55%
20	CLOTHING	36	0.51%



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TOP NEEDS EXPRESSED		YTD	% of YTD
1	FINANCIAL ASSISTANCE & SUPPORT	3519	23.22%
	Financial Aid, Utilities	1638	10.81%
	Financial Aid, Rent	832	5.49%
	Financial Aid, Welfare	361	2.38%
2	TAXES	3144	20.74%
3	HOUSING/SHELTER	2460	16.23%
4	LEGAL	1010	6.66%
5	FOOD	692	4.57%
6	HEALTH/MEDICAL	635	4.19%
7	EMPLOYMENT & TRAINING	302	1.99%
8	COUNSELING	233	1.54%
9	INSURANCE	225	1.48%
10	TRANSLATION/INTERPRETING	207	1.37%
11	IN HOME CARE/SUPPORT	182	1.20%
12	FURNITURE	164	1.08%
13	FAMILY	153	1.01%
14	BABY SERVICES	143	0.94%
15	TRANSPORTATION	142	0.94%
16	EDUCATION	133	0.88%
17	CONSUMER PROTECTION	113	0.75%
18	CLOTHING	75	0.49%
19	RECREATION/SOCIAL CLUBS/ORGAN.	69	0.46%
20	LAW ENFORCEMENT	65	0.43%
TOP UNMET NEEDS		Feb	YTD
	Financial Assistance (all)	1 60	1 116
	Taxes	2 15	2 21
	Housing	3 7	3 9
	Health	4 6	4 9
	Legal	5 2	5 3
	Animals	6 2	6 2
	Death Related	7 1	7 2
	Furniture	8 1	8 2
	Clothing	9 1	9 1
	Counseling	10 1	10 1