



STATISTICS SUMMARY

February 2010

CALLS RECEIVED

Month of February	10,606
Year to date - 2010	20,135

OUTREACH ACTIVITY

Month of February	1,175
Year to date - 2010	2,348

CLIENT PROFILE

TOP 3 AGE RANGES OF CALLERS		Feb	% of Feb	YTD	% of YTD
25-34		2,155	20%	4,455	22%
35-44		1,893	18%	3,658	18%
45-54		1,740	16%	3,374	17%
55-59		653	6%	1,183	6%
Seniors - age 60+		1,900	18%	3,190	16%

CALLER ETHNICITY		Feb	% of Feb	YTD	% of YTD
1	Caucasian	3,108	29%	5,879	29%
2	African American	2,614	25%	5,265	26%
3	Hispanic	1,465	14%	2,681	13%
4	Asian/Pacific Island	347	3%	594	3%
5	Multi-Ethnic	88	1%	220	1%
6	Middle Eastern	66	1%	115	1%
7	Native American	36	0%	84	0%
8	Russian/Slavic	31	0%	50	0%

TOP SOURCES OF INCOME		Feb	% of Feb	YTD	% of YTD
1	Full-time Job; Part-Time job; Self-Employment	2,783	26%	4,920	24%
2	TANF; TANF & Job; GA; SSI & TANF	1,629	15%	3,404	17%
3	SSI; SSI & TANF; SSI & SS	1,115	11%	2,309	11%
4	None	667	6%	1,406	7%
5	Pension, Pension & SS	625	6%	965	5%
6	Social Security	591	6%	1,073	5%
7	Unemployment	442	4%	927	5%
8	Child Support, Family, Spouse	247	2%	535	3%



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TOP ZIP CODES (Feb)				TOP ZIP CODES (YTD)			
1	95823	6	95838	1	95823	6	95828
2	95821	7	95660	2	95821	7	95825
3	95608	8	95826	3	95608	8	95820
4	95828	9	95825	4	95815	9	95670
5	95815	10	95820	5	95838	10	95822

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED (Feb)			Feb	% of Feb
1	TAXES		3,233	30.48%
2	HOUSING/SHELTER		3,017	28.45%
3	FINANCIAL ASSISTANCE & SUPPORT		2,373	22.37%
	Financial Aid, Utilities		916	8.64%
	Financial Aid, Rent		801	7.55%
	Financial Aid, Welfare		124	1.17%
	Financial Aid, Foreclosure		54	0.51%
4	LEGAL		556	5.24%
5	FOOD		386	3.64%
6	HEALTH/MEDICAL		364	3.43%
7	EMPLOYMENT & TRAINING		192	1.81%
8	TRANSLATION/INTERPRETING		180	1.70%
9	COUNSELING		141	1.33%
10	FAMILY SUPPORT		130	1.23%
11	INSURANCE		126	1.19%
12	TRANSPORTATION		86	0.81%
13	BABY SERVICES		72	0.68%
14	CONSUMER PROTECTION		72	0.68%
15	LAW ENFORCEMENT		71	0.67%
16	MENTAL HEALTH		63	0.59%
17	IN HOME CARE/SUPPORT		62	0.58%
18	CHILD CARE SERVICES		60	0.57%
19	FURNITURE		59	0.56%
20	EDUCATION		58	0.55%



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TOP NEEDS EXPRESSED (YTD)		YTD		% of YTD
1	HOUSING/SHELTER	5,940		29.50%
2	FINANCIAL ASSISTANCE & SUPPORT	5,816		28.89%
	Financial Aid, Utilities		2,254	11.19%
	Financial Aid, Rent		2,015	10.01%
	Financial Aid, Welfare		266	1.32%
	Financial Aid, Foreclosure		115	0.57%
3	TAXES	4,559		22.64%
4	LEGAL	1,120		5.56%
5	FOOD	881		4.38%
6	HEALTH/MEDICAL	731		3.63%
7	EMPLOYMENT & TRAINING	419		2.08%
8	FAMILY SUPPORT	319		1.58%
9	TRANSLATION/INTERPRETING	317		1.57%
10	COUNSELING	285		1.42%
11	INSURANCE	239		1.19%
12	TRANSPORTATION	167		0.83%
13	BABY SERVICES	158		0.78%
14	EDUCATION	156		0.77%
15	FURNITURE	148		0.74%
16	CONSUMER PROTECTION	136		0.68%
17	IN HOME CARE/SUPPORT	133		0.66%
18	MENTAL HEALTH	129		0.64%
19	LAW ENFORCEMENT	124		0.62%
20	CHILD CARE SERVICES	109		0.54%
TOP UNMET NEEDS		Feb		YTD
	Housing	1 183	2	244
	Financial Assistance (all)	2 157	1	268
	Taxes	3 19	3	22
	Transportation	4 7	4	17
	Childcare/Baby Svs	5 4	7	4
	Food	6 3	5	7
	Safety	7 3	8	3
	Legal	8 2	6	6
	Health	9 2	9	3
	Translation/Interpreting	10 1	10	1