



STATISTICS SUMMARY

March 2009

CALLS RECEIVED

Month of Mar	6,522
Year-To-Date (YTD)	20,665

OUTREACH ACTIVITY

Month of Mar	1,441
Year-To-Date (YTD)	3,371

CLIENT PROFILE

TOP 3 AGE RANGES OF CALLERS

	<u>Mar</u>	<u>% of Mar</u>	<u>YTD</u>	<u>% of YTD</u>
25-34	1,418	22%	4,469	22%
35-44	1,260	19%	3,819	18%
45-54	1,134	17%	3,208	16%
Seniors - age 60+	1,414	22%	4,053	20%

CALLER ETHNICITY

	<u>Mar</u>	<u>% of Mar</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	2,721	42%	8,119	39%
2 African American	1,886	29%	5,501	27%
3 Hispanic	851	13%	2,808	14%
4 Asian/Pacific Island	307	5%	808	4%
5 Multi-Ethnic	111	2%	288	1%
6 Middle Eastern	61	1%	183	1%
7 Native American	37	1%	124	1%
8 Russian/Slavic	34	1%	88	0%

TOP SOURCES OF INCOME

	<u>Mar</u>	<u>% of Mar</u>	<u>YTD</u>	<u>% of YTD</u>
1 Full-time Job; Part-Time job; Self-Employment	1,878	29%	5,863	28%
2 TANF; TANF & Job; GA; SSI & TANF	1,063	16%	3,216	16%
3 SSI; SSI & TANF; SSI & SS	871	13%	2,519	12%
4 Social Security	605	9%	1,660	8%
5 None	515	8%	1,488	7%
6 Pension, Pension & SS	385	6%	1,151	6%
7 Unemployment	263	4%	797	4%
8 Child Support, Family, Spouse	183	3%	557	3%



STATISTICS SUMMARY

March 2009

TOP ZIP CODES (Mar)				TOP ZIP CODES (FYTD)			
1	95823	6	95814	1	95823	6	95815
2	95608	7	95838	2	95608	7	95820
3	95821	8	95822	3	95821	8	95828
4	95660	9	95828	4	95660	9	95825
5	95815	10	95820	5	95838	10	95822

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED		Mar	% of Mar
1	FINANCIAL ASSISTANCE & SUPPORT	1677	25.71%
	Financial Aid, Utilities	774	11.87%
	Financial Aid, Rent	429	6.58%
	Financial Aid, Welfare	163	2.50%
2	TAXES	1278	19.60%
3	HOUSING/SHELTER	1276	19.56%
4	LEGAL	542	8.31%
5	HEALTH/MEDICAL	401	6.15%
6	FOOD	382	5.86%
7	EMPLOYMENT & TRAINING	179	2.74%
8	COUNSELING	140	2.15%
9	INSURANCE	107	1.64%
10	IN HOME CARE/SUPPORT	98	1.50%
11	TRANSPORTATION	93	1.43%
12	TRANSLATION/INTERPRETING	88	1.35%
13	FAMILY	87	1.33%
14	LAW ENFORCEMENT	79	1.21%
15	FURNITURE	75	1.15%
16	BABY SERVICES	66	1.01%
17	EDUCATION	64	0.98%
18	CONSUMER PROTECTION	49	0.75%
19	HOME REPAIR	43	0.66%
20	RECORDS	43	0.66%



STATISTICS SUMMARY

March 2009

TOP NEEDS EXPRESSED		YTD	% of YTD
1	FINANCIAL ASSISTANCE & SUPPORT	5196	25.14%
	Financial Aid, Utilities	2412	11.67%
	Financial Aid, Rent	1261	6.10%
	Financial Aid, Welfare	524	2.54%
2	TAXES	4421	21.39%
3	HOUSING/SHELTER	3736	18.08%
4	LEGAL	1555	7.52%
5	FOOD	1075	5.20%
6	HEALTH/MEDICAL	1036	5.01%
7	EMPLOYMENT & TRAINING	481	2.33%
8	COUNSELING	373	1.80%
9	INSURANCE	332	1.61%
10	TRANSLATION/INTERPRETING	295	1.43%
11	IN HOME CARE/SUPPORT	280	1.35%
12	FAMILY	240	1.16%
13	FURNITURE	239	1.16%
14	TRANSPORTATION	235	1.14%
15	BABY SERVICES	209	1.01%
16	EDUCATION	197	0.95%
17	CONSUMER PROTECTION	162	0.78%
18	LAW ENFORCEMENT	144	0.70%
19	CLOTHING	113	0.55%
20	RECREATION/SOCIAL CLUBS/ORGAN.	105	0.51%
TOP UNMET NEEDS		Mar	YTD
	Financial Assistance (all)	1 50	1 166
	Housing	2 8	3 17
	Taxes	3 7	2 27
	Transportation	4 6	5 8
	Food	5 5	6 6
	Health	6 3	4 11
	Translation/Interpreting	7 2	8t 2
	Legal	8 2	7 5
	Job	9 0	8t 2
	Clothing	10 0	10 1