



STATISTICS SUMMARY

March 2010

CALLS RECEIVED

Month of March	11,420
Year to date - 2010	31,555

OUTREACH ACTIVITY

Month of March	1,450
Year to date - 2010	3,798

CLIENT PROFILE

TOP 3 AGE RANGES OF CALLERS

	<u>Mar</u>	<u>% of Mar</u>	<u>YTD</u>	<u>% of YTD</u>
25-34	2,453	21%	6,908	22%
35-44	1,786	16%	5,444	17%
45-54	1,698	15%	5,072	16%
55-59	688	6%	1,871	6%
Seniors - age 60+	1,621	14%	4,811	15%

CALLER ETHNICITY

	<u>Mar</u>	<u>% of Mar</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	2,928	26%	8,807	28%
2 African American	2,797	24%	8,062	26%
3 Hispanic	1,172	10%	3,853	12%
4 Asian/Pacific Island	313	3%	907	3%
5 Multi-Ethnic	87	1%	307	1%
6 Middle Eastern	53	0%	168	1%
7 Native American	45	0%	129	0%
8 Russian/Slavic	38	0%	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	2,081	18%	7,001	22%
2 TANF; TANF & Job; GA; SSI & TANF	1,920	17%	5,324	17%
3 SSI; SSI & TANF; SSI & SS	1,362	12%	3,671	12%
4 None	667	6%	2,073	7%
5 Unemployment	501	4%	1,428	5%
6 Social Security	481	4%	1,554	5%
7 Pension, Pension & SS	393	3%	1,358	4%
8 Child Support, Family, Spouse	271	2%	806	3%



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

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED (Feb)			Mar	% of Mar
1	HOUSING/SHELTER		4,329	37.91%
2	FINANCIAL ASSISTANCE & SUPPORT		3,100	27.15%
	Financial Aid, Utilities		1,161	10.17%
	Financial Aid, Rent		1,060	9.28%
	Financial Aid, Welfare		160	1.40%
	Financial Aid, Foreclosure		38	0.33%
3	TAXES		1,830	16.02%
4	LEGAL		683	5.98%
5	FOOD		546	4.78%
6	HEALTH/MEDICAL		462	4.05%
7	EMPLOYMENT & TRAINING		214	1.87%
8	FAMILY SUPPORT		204	1.79%
9	TRANSLATION/INTERPRETING		177	1.55%
10	COUNSELING		167	1.46%
11	BABY SERVICES		119	1.04%
12	INSURANCE		105	0.92%
13	FURNITURE		103	0.90%
14	EDUCATION		99	0.87%
15	TRANSPORTATION		97	0.85%
16	CONSUMER PROTECTION		84	0.74%
17	LAW ENFORCEMENT		81	0.71%
18	IN HOME CARE/SUPPORT		71	0.62%
19	MENTAL HEALTH		67	0.59%
20	SUBSTANCE ABUSE		62	0.54%

