



STATISTICS SUMMARY

April 2009

CALLS RECEIVED

Month of April	7,033
Year-To-Date (YTD)	27,719

OUTREACH ACTIVITY

Month of April	1,577
Year-To-Date (YTD)	4,948

CLIENT PROFILE

TOP 3 AGE RANGES OF CALLERS

	<u>Apr</u>	<u>% of Apr</u>	<u>YTD</u>	<u>% of YTD</u>
25-34	1,536	22%	6,004	22%
35-44	1,298	18%	5,117	18%
45-54	1,154	16%	4,362	16%
Seniors - age 60+	1,116	16%	5,189	19%

CALLER ETHNICITY

	<u>Apr</u>	<u>% of Apr</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	2,675	38%	10,794	39%
2 African American	1,874	27%	7,375	27%
3 Hispanic	865	12%	3,674	13%
4 Asian/Pacific Island	250	4%	1,058	4%
5 Multi-Ethnic	115	2%	403	1%
6 Middle Eastern	50	1%	233	1%
7 Native American	42	1%	166	1%
8 Russian/Slavic	21	0%	109	0%

TOP SOURCES OF INCOME

	<u>Apr</u>	<u>% of Apr</u>	<u>YTD</u>	<u>% of YTD</u>
1 Full-time Job; Part-Time job; Self-Employment	1,848	26%	7,710	28%
2 TANF; TANF & Job; GA; SSI & TANF	1,107	16%	4,323	16%
3 SSI; SSI & TANF; SSI & SS	894	13%	3,413	12%
4 None	561	8%	2,049	7%
5 Social Security	476	7%	2,136	8%
6 Child Support, Family, Spouse	252	4%	809	3%
7 Unemployment	241	3%	1,038	4%
8 Pension, Pension & SS	238	3%	1,389	5%



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

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED		Apr	% of Apr
1	FINANCIAL ASSISTANCE & SUPPORT	1,757	24.98%
	Financial Aid, Utilities	765	10.88%
	Financial Aid, Rent	468	6.65%
	Financial Aid, Welfare	185	2.63%
2	HOUSING/SHELTER	1,419	20.18%
3	HEALTH/MEDICAL	1,073	15.26%
4	TAXES	682	9.70%
5	LEGAL	540	7.68%
6	FOOD	382	5.43%
7	EMPLOYMENT & TRAINING	166	2.36%
8	COUNSELING	151	2.15%
9	INSURANCE	138	1.96%
10	BABY SERVICES	102	1.45%
11	TRANSPORTATION	97	1.38%
12	IN HOME CARE/SUPPORT	96	1.36%
13	TRANSLATION/INTERPRETING	92	1.31%
14	FURNITURE	80	1.14%
15	RECREATION/SOCIAL/CLUBS/ORGAN.	73	1.04%
16	CONSUMER PROTECTION	69	0.98%
17	MENTAL HEALTH	67	0.95%
18	EDUCATION	66	0.94%
19	FAMILY	65	0.92%
20	STATISTICS	62	0.88%



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TOP NEEDS EXPRESSED		YTD		% of YTD	
1	FINANCIAL ASSISTANCE & SUPPORT	6,953		25.08%	
	Financial Aid, Utilities		3,177	11.46%	
	Financial Aid, Rent		1,729	6.24%	
	Financial Aid, Welfare		709	2.56%	
2	HOUSING/SHELTER	5,152		18.59%	
3	TAXES	5,103		18.41%	
4	HEALTH/MEDICAL	2,109		7.61%	
5	LEGAL	2,095		7.56%	
6	FOOD	1,457		5.26%	
7	EMPLOYMENT & TRAINING	647		2.33%	
8	COUNSELING	524		1.89%	
9	INSURANCE	470		1.70%	
10	TRANSLATION/INTERPRETING	387		1.40%	
11	IN HOME CARE/SUPPORT	376		1.36%	
12	TRANSPORTATION	332		1.20%	
13	FURNITURE	319		1.15%	
14	BABY SERVICES	311		1.12%	
15	FAMILY	305		1.10%	
16	EDUCATION	263		0.95%	
17	CONSUMER PROTECTION	231		0.83%	
18	LAW ENFORCEMENT	200		0.72%	
19	RECREATION/SOCIAL CLUBS/ORGAN.	178		0.64%	
20	CLOTHING	161		0.58%	
TOP UNMET NEEDS		Apr		YTD	
	Financial Assistance (all)	1	45	1	211
	Housing	2	8	3	25
	Health	3	6	4	18
	Food	4	5	5t	11
	Taxes	5	4	2	31
	Transportation	6	3	5t	11
	Legal	7	3	7	8
	Clothing	8	1	9t	2
	Counseling	9	1	9t	2
	Translation/Interpreting	10	1	8	3