



## STATISTICS SUMMARY

**April 2010**

### CALLS RECEIVED

Month of April	11,130
Year to date - 2010	42,685

### OUTREACH ACTIVITY

Month of April	1,453
Year to date - 2010	5,226

## CLIENT PROFILE

### TOP 3 AGE RANGES OF CALLERS

	<u>Apr</u>	<u>% of Apr</u>	<u>YTD</u>	<u>% of YTD</u>
25-34	2,501	22%	9,409	22%
35-44	1,976	18%	7,420	17%
45-54	1,776	16%	6,848	16%
55-59	631	6%	2,502	6%
Seniors - age 60+	1,092	10%	5,903	14%

### CALLER ETHNICITY

	<u>Apr</u>	<u>% of Apr</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American	3,401	31%	11,463	27%
2 Caucasian	2,807	25%	11,614	27%
3 Hispanic	1,112	10%	4,965	12%
4 Asian/Pacific Island	291	3%	1,198	3%
5 Multi-Ethnic	91	1%	398	1%
6 Native American	50	0%	179	0%
7 Middle Eastern	32	0%	200	0%
8 Russian/Slavic	25	0%	113	0%

### TOP SOURCES OF INCOME

	<u>Apr</u>	<u>% of Apr</u>	<u>YTD</u>	<u>% of YTD</u>
1 TANF; TANF & Job; GA; SSI & TANF	2,141	19%	7,465	17%
2 Full-time Job; Part-Time job; Self-Employment	1,990	18%	8,991	21%
3 SSI; SSI & TANF; SSI & SS	1,492	13%	5,163	12%
4 None	714	6%	2,787	7%
5 Unemployment	603	5%	2,031	5%
6 Social Security	340	3%	1,894	4%
7 Child Support, Family, Spouse	288	3%	1,094	3%
8 Pension, Pension & SS	225	2%	1,583	4%



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<b>TOP ZIP CODES (Apr)</b>				<b>TOP ZIP CODES (YTD)</b>			
1	95823	6	95820	1	95823	6	95828
2	95821	7	95822	2	95821	7	95820
3	95608	8	95670	3	95608	8	95825
4	95815	9	95825	4	95838	9	95822
5	95838	10	95842	5	95815	10	95670

## **NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED (Apr)</b>			<b>Apr</b>	<b>% of Apr</b>
1	HOUSING/SHELTER		5,056	45.43%
2	FINANCIAL ASSISTANCE & SUPPORT		3,669	32.96%
	Financial Aid, Rent		1,532	13.76%
	Financial Aid, Utilities		1,165	10.47%
	Financial Aid, Welfare		158	1.42%
	Financial Aid, Foreclosure		32	0.29%
3	TAXES		977	8.78%
4	LEGAL		632	5.68%
5	FOOD		529	4.75%
6	HEALTH/MEDICAL		408	3.67%
7	EMPLOYMENT & TRAINING		237	2.13%
8	FAMILY SUPPORT		217	1.95%
9	COUNSELING		194	1.74%
10	BABY SERVICES		157	1.41%
11	TRANSLATION/INTERPRETING		117	1.05%
12	INSURANCE		113	1.02%
13	TRANSPORTATION		106	0.95%
14	EDUCATION		94	0.84%
15	FURNITURE		93	0.84%
16	IN HOME CARE/SUPPORT		79	0.71%
17	CHILD CARE SERVICES		78	0.70%
18	SUBSTANCE ABUSE		71	0.64%
19	CONSUMER PROTECTION		66	0.59%
20	SUPPORT GROUPS		65	0.58%



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<b>TOP NEEDS EXPRESSED (YTD)</b>		<b>YTD</b>		<b>% of YTD</b>
<b>1</b>	HOUSING/SHELTER	15,147		35.49%
<b>2</b>	FINANCIAL ASSISTANCE & SUPPORT	12,473		29.22%
	Financial Aid, Rent		4,564	10.69%
	Financial Aid, Utilities		4,515	10.58%
	Financial Aid, Welfare		584	1.37%
	Financial Aid, Foreclosure		185	0.43%
<b>3</b>	TAXES	7,276		17.05%
<b>4</b>	LEGAL	2,423		5.68%
<b>5</b>	FOOD	1,955		4.58%
<b>6</b>	HEALTH/MEDICAL	1,597		3.74%
<b>7</b>	EMPLOYMENT & TRAINING	870		2.04%
<b>8</b>	FAMILY SUPPORT	739		1.73%
<b>9</b>	COUNSELING	646		1.51%
<b>10</b>	TRANSLATION/INTERPRETING	609		1.43%
<b>11</b>	INSURANCE	457		1.07%
<b>12</b>	BABY SERVICES	434		1.02%
<b>13</b>	TRANSPORTATION	369		0.86%
<b>14</b>	EDUCATION	349		0.82%
<b>15</b>	FURNITURE	344		0.81%
<b>16</b>	CONSUMER PROTECTION	286		0.67%
<b>17</b>	IN HOME CARE/SUPPORT	283		0.66%
<b>18</b>	LAW ENFORCEMENT	266		0.62%
<b>19</b>	MENTAL HEALTH	254		0.60%
<b>20</b>	SUBSTANCE ABUSE	231		0.54%
<b>TOP UNMET NEEDS</b>		<b>Apr</b>		<b>YTD</b>
	Financial Assistance (all)	<b>1</b>	46	<b>1</b> 464
	Housing	<b>2</b>	21	<b>2</b> 322
	Transportation	<b>3</b>	7	<b>5</b> 15
	Food	<b>4</b>	5	<b>4</b> 16
	Health	<b>5</b>	4	<b>7</b> 11
	Legal	<b>6</b>	3	<b>6</b> 12
	Taxes	<b>7</b>	3	<b>3</b> 33
	Job	<b>8</b>	2	<b>8</b> 5
	Clothing	<b>9</b>	1	<b>10</b> 1
	Counseling	<b>10</b>	1	<b>9</b> 5