



## STATISTICS SUMMARY

**May 2009**

### CALLS RECEIVED

|                    |        |
|--------------------|--------|
| Month of May       | 5,606  |
| Year-To-Date (YTD) | 33,325 |

### OUTREACH ACTIVITY

|                    |       |
|--------------------|-------|
| Month of May       | 1,217 |
| Year-To-Date (YTD) | 6,165 |

## CLIENT PROFILE

### TOP 3 AGE RANGES OF CALLERS

|                   | <u>May</u> | <u>% of May</u> | <u>YTD</u> | <u>% of YTD</u> |
|-------------------|------------|-----------------|------------|-----------------|
| 25-34             | 1,362      | 24%             | 7,366      | 22%             |
| 35-44             | 1,036      | 18%             | 6,153      | 18%             |
| 45-54             | 856        | 15%             | 5,218      | 16%             |
| Seniors - age 60+ | 803        | 14%             | 5,992      | 18%             |

### CALLER ETHNICITY

|                        | <u>May</u> | <u>% of May</u> | <u>YTD</u> | <u>% of YTD</u> |
|------------------------|------------|-----------------|------------|-----------------|
| 1 Caucasian            | 1,968      | 35%             | 12,762     | 38%             |
| 2 African American     | 1,565      | 28%             | 8,940      | 27%             |
| 3 Hispanic             | 712        | 13%             | 4,386      | 13%             |
| 4 Asian/Pacific Island | 219        | 4%              | 1,277      | 4%              |
| 5 Multi-Ethnic         | 102        | 2%              | 505        | 2%              |
| 6 Middle Eastern       | 31         | 1%              | 264        | 1%              |
| 7 Native American      | 43         | 1%              | 209        | 1%              |
| 8 Russian/Slavic       | 24         | 0%              | 133        | 0%              |

### TOP SOURCES OF INCOME

|   | <u>May</u> | <u>% of May</u> | <u>YTD</u> | <u>% of YTD</u> |
|---|------------|-----------------|------------|-----------------|
| 1 Full-time Job; Part-Time job; Self-Employment | 1,325      | 24%             | 9,035      | 27%             |
| 2 TANF; TANF & Job; GA; SSI & TANF              | 1,017      | 18%             | 5,340      | 16%             |
| 3 SSI; SSI & TANF; SSI & SS                     | 718        | 13%             | 4,131      | 12%             |
| 4 None  | 481        | 9%              | 2,530      | 8%              |
| 5 Social Security                               | 380        | 7%              | 2,516      | 8%              |
| 6 Unemployment                                  | 216        | 4%              | 1,254      | 4%              |
| 7 Child Support, Family, Spouse                 | 168        | 3%              | 977        | 3%              |
| 8 Pension, Pension & SS                         | 119        | 2%              | 1,508      | 5%              |



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| <b>TOP ZIP CODES (May)</b> |       |    |       | <b>TOP ZIP CODES (FYTD)</b> |       |    |       |
|----------------------------|-------|----|-------|-----------------------------|-------|----|-------|
| 1                          | 95823 | 6  | 95670 | 1                           | 95823 | 6  | 95838 |
| 2                          | 95608 | 7  | 95820 | 2                           | 95608 | 7  | 95820 |
| 3                          | 95828 | 8  | 95815 | 3                           | 95821 | 8  | 95828 |
| 4                          | 95822 | 9  | 95825 | 4                           | 95660 | 9  | 95822 |
| 5                          | 95821 | 10 | 95838 | 5                           | 95815 | 10 | 95670 |

## NEEDS AND RESOURCES

| <b>TOP NEEDS EXPRESSED</b> |                                | <b>May</b> | <b>% of May</b> |
|----------------------------|--------------------------------|------------|-----------------|
| 1                          | FINANCIAL ASSISTANCE & SUPPORT | 1,655      | 29.52%          |
|                            | Financial Aid, Utilities       | 647        | 11.54%          |
|                            | Financial Aid, Rent            | 467        | 8.33%           |
|                            | Financial Aid, Welfare         | 187        | 3.34%           |
| 2                          | HOUSING/SHELTER                | 1,215      | 21.67%          |
| 3                          | HEALTH/MEDICAL                 | 651        | 11.61%          |
| 4                          | LEGAL                          | 500        | 8.92%           |
| 5                          | FOOD                           | 357        | 6.37%           |
| 6                          | EMPLOYMENT & TRAINING          | 177        | 3.16%           |
| 7                          | COUNSELING                     | 155        | 2.76%           |
| 8                          | INSURANCE                      | 152        | 2.71%           |
| 9                          | TRANSPORTATION                 | 110        | 1.96%           |
| 10                         | IN HOME CARE/SUPPORT           | 109        | 1.94%           |
| 11                         | BABY SERVICES                  | 93         | 1.66%           |
| 12                         | FAMILY                         | 89         | 1.59%           |
| 13                         | EDUCATION                      | 81         | 1.44%           |
| 14                         | LAW ENFORCEMENT                | 81         | 1.44%           |
| 15                         | FURNITURE                      | 75         | 1.34%           |
| 16                         | MENTAL HEALTH                  | 65         | 1.16%           |
| 17                         | CONSUMER PROTECTION            | 62         | 1.11%           |
| 18                         | RECREATION/SOCIAL/CLUBS/ORGAN. | 58         | 1.03%           |
| 19                         | SAFETY                         | 55         | 0.98%           |
| 20                         | ANIMALS                        | 49         | 0.87%           |
|                            |                                |            |                 |



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| <b>TOP NEEDS EXPRESSED</b> |   | <b>YTD</b> |       | <b>% of YTD</b> |
|----------------------------|---|------------|-------|-----------------|
| <b>1</b>                   | <b>FINANCIAL ASSISTANCE &amp; SUPPORT</b> | 8,608      |       | 25.83%          |
|                            | Financial Aid, Utilities                  |            | 3,824 | 11.47%          |
|                            | Financial Aid, Rent                       |            | 2,196 | 6.59%           |
|                            | Financial Aid, Welfare                    |            | 896   | 2.69%           |
| <b>2</b>                   | <b>HOUSING/SHELTER</b>                    | 6,367      |       | 19.11%          |
| <b>3</b>                   | <b>TAXES</b>                              | 5,136      |       | 15.41%          |
| <b>4</b>                   | <b>HEALTH/MEDICAL</b>                     | 2,760      |       | 8.28%           |
| <b>5</b>                   | <b>LEGAL</b>                              | 2,595      |       | 7.79%           |
| <b>6</b>                   | <b>FOOD</b>                               | 1,814      |       | 5.44%           |
| <b>7</b>                   | <b>EMPLOYMENT &amp; TRAINING</b>          | 824        |       | 2.47%           |
| <b>8</b>                   | <b>COUNSELING</b>                         | 679        |       | 2.04%           |
| <b>9</b>                   | <b>INSURANCE</b>                          | 622        |       | 1.87%           |
| <b>10</b>                  | <b>IN HOME CARE/SUPPORT</b>               | 485        |       | 1.46%           |
| <b>11</b>                  | <b>TRANSPORTATION</b>                     | 442        |       | 1.33%           |
| <b>12</b>                  | <b>BABY SERVICES</b>                      | 405        |       | 1.22%           |
| <b>13</b>                  | <b>TRANSLATION/INTERPRETING</b>           | 404        |       | 1.21%           |
| <b>14</b>                  | <b>FAMILY</b>                             | 394        |       | 1.18%           |
| <b>15</b>                  | <b>FURNITURE</b>                          | 394        |       | 1.18%           |
| <b>16</b>                  | <b>EDUCATION</b>                          | 344        |       | 1.03%           |
| <b>17</b>                  | <b>CONSUMER PROTECTION</b>                | 293        |       | 0.88%           |
| <b>18</b>                  | <b>LAW ENFORCEMENT</b>                    | 281        |       | 0.84%           |
| <b>19</b>                  | <b>RECREATION/SOCIAL CLUBS/ORGAN.</b>     | 236        |       | 0.71%           |
| <b>20</b>                  | <b>MENTAL HEALTH</b>                      | 220        |       | 0.66%           |
|                            |   |            |       |                 |
| <b>TOP UNMET NEEDS</b>     |   | <b>May</b> |       | <b>YTD</b>      |
|                            | Financial Assistance (all)                | <b>1</b>   | 60    | <b>1</b> 271    |
|                            | Housing                                   | <b>2</b>   | 13    | <b>2</b> 37     |
|                            | Food                                      | <b>3</b>   | 5     | <b>5t</b> 16    |
|                            | Transportation                            | <b>4</b>   | 5     | <b>5t</b> 16    |
|                            | Legal                                     | <b>5</b>   | 3     | <b>7</b> 11     |
|                            | Health                                    | <b>6</b>   | 2     | <b>4</b> 20     |
|                            | Counseling                                | <b>7</b>   | 2     | <b>8t</b> 4     |
|                            | Safety                                    | <b>8</b>   | 2     | <b>11</b> 2     |
|                            | Clothing                                  | <b>9</b>   | 1     | <b>10</b> 3     |
|                            | Translation/Interpreting                  | <b>10</b>  | 1     | <b>8t</b> 4     |