



STATISTICS SUMMARY

May 2010

CALLS RECEIVED

Month of April	10,040
Year to date - 2010	52,725

OUTREACH ACTIVITY

Month of May	1,256
Year to date - 2010	6,507

CLIENT PROFILE

TOP 3 AGE RANGES OF CALLERS

	<u>May</u>	<u>% of May</u>	<u>YTD</u>	<u>% of YTD</u>
25-34	2,485	25%	11,894	23%
35-44	1,734	17%	9,154	17%
45-54	1,454	14%	8,302	16%
55-59	533	5%	3,035	6%
Seniors - age 60+	773	8%	6,676	13%

CALLER ETHNICITY

	<u>May</u>	<u>% of May</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American	3,256	32%	14,719	28%
2 Caucasian	2,446	24%	14,060	27%
3 Hispanic	872	9%	5,837	11%
4 Asian/Pacific Island	225	2%	1,423	3%
5 Multi-Ethnic	83	1%	481	1%
6 Native American	33	0%	212	0%
7 Middle Eastern	30	0%	230	0%
8 Russian/Slavic	15	0%	128	0%

TOP SOURCES OF INCOME

	<u>May</u>	<u>% of May</u>	<u>YTD</u>	<u>% of YTD</u>
1 TANF; TANF & Job; GA; SSI & TANF	2,284	23%	9,749	18%
2 SSI; SSI & TANF; SSI & SS	1,491	15%	6,654	13%
3 Full-time Job; Part-Time job; Self-Employment	1,490	15%	10,481	20%
4 None	551	5%	3,338	6%
5 Unemployment	455	5%	2,486	5%
6 Social Security	321	3%	2,215	4%
7 Child Support, Family, Spouse	251	3%	1,345	3%
8 Pension, Pension & SS	119	1%	1,702	3%



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

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED (Apr)			May	% of May
1	HOUSING/SHELTER		4,790	47.71%
2	FINANCIAL ASSISTANCE & SUPPORT		3,942	39.26%
	Financial Aid, Rent		1,674	16.67%
	Financial Aid, Utilities		1,217	12.12%
	Financial Aid, Welfare		148	1.47%
	Financial Aid, Foreclosure		30	0.30%
3	FOOD		665	6.62%
4	LEGAL		610	6.08%
5	HEALTH/MEDICAL		447	4.45%
6	EMPLOYMENT & TRAINING		205	2.04%
7	FAMILY SUPPORT		191	1.90%
8	COUNSELING		166	1.65%
9	FURNITURE		115	1.15%
10	BABY SERVICES		110	1.10%
11	CONSUMER PROTECTION		105	1.05%
12	TRANSLATION/INTERPRETING		96	0.96%
13	TRANSPORTATION		94	0.94%
14	INSURANCE		93	0.93%
15	ANIMALS		91	0.91%
16	EDUCATION		91	0.91%
17	LAW ENFORCEMENT		73	0.73%
18	IN HOME CARE/SUPPORT		63	0.63%
19	MENTAL HEALTH		59	0.59%
20	RECREATION/SOCIAL/CLUBS/ORGAN.		56	0.56%



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TOP NEEDS EXPRESSED (YTD)		YTD		% of YTD
1	HOUSING/SHELTER	19,937		37.81%
2	FINANCIAL ASSISTANCE & SUPPORT	16,415		31.13%
	Financial Aid, Rent		6,238	11.83%
	Financial Aid, Utilities		5,732	10.87%
	Financial Aid, Welfare		732	1.39%
	Financial Aid, Foreclosure		215	0.41%
3	TAXES	7,312		13.87%
4	LEGAL	3,033		5.75%
5	FOOD	2,620		4.97%
6	HEALTH/MEDICAL	2,044		3.88%
7	EMPLOYMENT & TRAINING	1,075		2.04%
8	FAMILY SUPPORT	930		1.76%
9	COUNSELING	812		1.54%
10	TRANSLATION/INTERPRETING	705		1.34%
11	INSURANCE	550		1.04%
12	BABY SERVICES	544		1.03%
13	TRANSPORTATION	463		0.88%
14	FURNITURE	459		0.87%
15	EDUCATION	440		0.83%
16	CONSUMER PROTECTION	391		0.74%
17	IN HOME CARE/SUPPORT	346		0.66%
18	LAW ENFORCEMENT	339		0.64%
19	MENTAL HEALTH	313		0.59%
20	CHILD CARE SERVICES	289		0.55%
TOP UNMET NEEDS		May		YTD
	Financial Assistance (all)	1	33	1 495
	Housing	2	11	2 333
	Health	3	6	6 16
	Counseling	4	3	8 8
	Food	5	3	4 19
	Legal	6	2	7 14
	Taxes	7	2	3 35
	Transportation	8	2	5 17
	Childcare/Baby Svs	9	1	9 3
	Clothing	10	1	10 2