



## STATISTICS SUMMARY

**June 2009**

### CALLS RECEIVED

Month of June	5,952
Year-To-Date (YTD)	39,254

### OUTREACH ACTIVITY

Month of June	348
Calender Year-To-Date (YTD)	2,053

## CLIENT PROFILE

### TOP 3 AGE RANGES OF CALLERS

	<u>June</u>	<u>% of June</u>	<u>YTD</u>	<u>% of YTD</u>
25-34	1,433	24%	8,799	22%
35-44	1,086	18%	7,239	18%
45-54	948	16%	6,167	16%
Seniors - age 60+	815	14%	6,808	17%

### CALLER ETHNICITY

	<u>June</u>	<u>% of June</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	2,203	37%	14,966	38%
2 African American	1,769	30%	10,709	27%
3 Hispanic	698	12%	5,084	13%
4 Asian/Pacific Island	230	4%	1,507	4%
5 Multi-Ethnic	100	2%	605	2%
6 Native American	48	1%	257	1%
7 Russian/Slavic	29	0%	162	0%
8 Middle Eastern	26	0%	290	1%

### TOP SOURCES OF INCOME

	<u>June</u>	<u>% of June</u>	<u>YTD</u>	<u>% of YTD</u>
1 Full-time Job; Part-Time job; Self-Employment	1,369	23%	10,404	27%
2 TANF; TANF & Job; GA; SSI & TANF	1,008	17%	6,348	16%
3 SSI; SSI & TANF; SSI & SS	865	15%	4,996	13%
4 None	533	9%	3,063	8%
5 Social Security	384	6%	2,900	7%
6 Unemployment	263	4%	1,517	4%
7 Child Support, Family, Spouse	203	3%	1,180	3%
8 Pension, Pension & SS	129	2%	1,637	4%



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

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED</b>		<b>June</b>	<b>% of June</b>
1	FINANCIAL ASSISTANCE & SUPPORT	1,823	30.63%
	Financial Aid, Utilities	640	10.75%
	Financial Aid, Rent	599	10.06%
	Financial Aid, Welfare	193	3.24%
2	HOUSING/SHELTER	1,414	23.76%
3	FOOD	562	9.44%
4	LEGAL	545	9.16%
5	HEALTH/MEDICAL	427	7.17%
6	EMPLOYMENT & TRAINING	142	2.39%
7	INSURANCE	137	2.30%
8	COUNSELING	136	2.28%
9	TRANSPORTATION	107	1.80%
10	BABY SERVICES	106	1.78%
11	MENTAL HEALTH	106	1.78%
12	RECREATION/SOCIAL/CLUBS/ORGAN.	94	1.58%
13	FURNITURE	83	1.39%
14	FAMILY	80	1.34%
15	IN HOME CARE/SUPPORT	80	1.34%
16	LAW ENFORCEMENT	77	1.29%
17	CONSUMER PROTECTION	68	1.14%
18	EDUCATION	64	1.08%
19	SAFETY	60	1.01%
20	ANIMALS	59	0.99%



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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>	10,432		26.58%	
	Financial Aid, Utilities		4,465		11.37%
	Financial Aid, Rent		2,795		7.12%
	Financial Aid, Welfare		1089		2.77%
<b>2</b>	<b>HOUSING/SHELTER</b>	7,781		19.82%	
<b>3</b>	<b>TAXES</b>	5,155		13.13%	
<b>4</b>	<b>HEALTH/MEDICAL</b>	3,187		8.12%	
<b>5</b>	<b>LEGAL</b>	3,140		8.00%	
<b>6</b>	<b>FOOD</b>	2,376		6.05%	
<b>7</b>	<b>EMPLOYMENT &amp; TRAINING</b>	966		2.46%	
<b>8</b>	<b>COUNSELING</b>	815		2.08%	
<b>9</b>	<b>INSURANCE</b>	759		1.93%	
<b>10</b>	<b>IN HOME CARE/SUPPORT</b>	565		1.44%	
<b>11</b>	<b>TRANSPORTATION</b>	549		1.40%	
<b>12</b>	<b>BABY SERVICES</b>	511		1.30%	
<b>13</b>	<b>FURNITURE</b>	477		1.22%	
<b>14</b>	<b>FAMILY</b>	474		1.21%	
<b>15</b>	<b>TRANSLATION/INTERPRETING</b>	457		1.16%	
<b>16</b>	<b>EDUCATION</b>	408		1.04%	
<b>17</b>	<b>CONSUMER PROTECTION</b>	361		0.92%	
<b>18</b>	<b>LAW ENFORCEMENT</b>	359		0.91%	
<b>19</b>	<b>RECREATION/SOCIAL CLUBS/ORGAN.</b>	330		0.84%	
<b>20</b>	<b>MENTAL HEALTH</b>	326		0.83%	
<b>TOP UNMET NEEDS</b>		<b>June</b>		<b>YTD</b>	
	Financial Assistance (all)	<b>1</b>	32	<b>1</b>	303
	Housing	<b>2</b>	10	<b>2</b>	47
	Health	<b>3t</b>	4	<b>3</b>	24
	Transportation	<b>3t</b>	4	<b>4</b>	20
	Food	<b>5</b>	3	<b>5</b>	19
	Counseling	<b>6t</b>	2	<b>7</b>	6
	Legal	<b>6t</b>	2	<b>6</b>	13
	Safety	<b>8t</b>	1	<b>9</b>	3
	Clothing	<b>8t</b>	1	<b>8</b>	4
	Childcare/Baby Svs	<b>8t</b>	1	<b>10</b>	2