



STATISTICS SUMMARY

June 2010

CALLS RECEIVED

Month of June	11,600
Year to date - 2010	64,325

OUTREACH ACTIVITY

Month of June	1,381
Year to date - 2010	7,888

CLIENT PROFILE

TOP 3 AGE RANGES OF CALLERS

	<u>June</u>	<u>% of June</u>	<u>YTD</u>	<u>% of YTD</u>
25-34	2,703	23%	14,597	23%
35-44	1,917	17%	11,071	17%
45-54	1,752	15%	10,054	16%
55-59	595	5%	3,630	6%
Seniors - age 60+	877	8%	7,553	12%

CALLER ETHNICITY

	<u>June</u>	<u>% of June</u>	<u>YTD</u>	<u>% of YTD</u>
1 African American	3,500	30%	18,219	28%
2 Caucasian	2,841	24%	16,901	26%
3 Hispanic	933	8%	6,770	11%
4 Asian/Pacific Island	233	2%	1,656	3%
5 Multi-Ethnic	45	0%	526	1%
6 Middle Eastern	40	0%	270	0%
7 Native American	33	0%	245	0%
8 Russian/Slavic	19	0%	147	0%

TOP SOURCES OF INCOME

	<u>June</u>	<u>% of June</u>	<u>YTD</u>	<u>% of YTD</u>
1 TANF; TANF & Job; GA; SSI & TANF	2,435	21%	12,184	19%
2 SSI; SSI & TANF; SSI & SS	1,698	15%	8,352	13%
3 Full-time Job; Part-Time job; Self-Employment	1,502	13%	11,983	19%
4 None	644	6%	3,982	6%
5 Unemployment	497	4%	2,983	5%
6 Social Security	320	3%	2,535	4%
7 Child Support, Family, Spouse	311	3%	1,656	3%
8 Pension, Pension & SS	121	1%	1,823	3%



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TOP ZIP CODES (June)				TOP ZIP CODES (YTD)			
1	95823	6	95815	1	95823	6	95820
2	95821	7	95828	2	95821	7	95670
3	95608	8	95825	3	95608	8	95828
4	95670	9	95820	4	95815	9	95825
5	95838	10	95824	5	95838	10	95822

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED (June)		June	% of June
1	HOUSING/SHELTER	5,464	47.10%
2	FINANCIAL ASSISTANCE & SUPPORT	4,547	39.20%
	Financial Aid, Rent	1,915	16.51%
	Financial Aid, Utilities	1,473	12.70%
	Financial Aid, Welfare	167	1.44%
	Financial Aid, Foreclosure	36	0.31%
3	FOOD	957	8.25%
4	LEGAL	630	5.43%
5	HEALTH/MEDICAL	410	3.53%
6	EMPLOYMENT & TRAINING	279	2.41%
7	COUNSELING	166	1.43%
8	FAMILY SUPPORT	150	1.29%
9	INSURANCE	148	1.28%
10	RECREATION/SOCIAL/CLUBS/ORGAN.	147	1.27%
11	TRANSLATION/INTERPRETING	127	1.09%
12	TRANSPORTATION	114	0.98%
13	BABY SERVICES	113	0.97%
14	FURNITURE	98	0.84%
15	IN HOME CARE/SUPPORT	95	0.82%
16	CONSUMER PROTECTION	94	0.81%
17	LAW ENFORCEMENT	78	0.67%
18	ANIMALS	71	0.61%
19	MENTAL HEALTH	69	0.59%
20	EDUCATION	66	0.57%



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TOP NEEDS EXPRESSED (YTD)		YTD		% of YTD
1	HOUSING/SHELTER	25,401		39.49%
2	FINANCIAL ASSISTANCE & SUPPORT	20,962		32.59%
	Financial Aid, Rent		8,153	12.67%
	Financial Aid, Utilities		7,205	11.20%
	Financial Aid, Welfare		899	1.40%
	Financial Aid, Foreclosure		251	0.39%
3	TAXES	7,332		11.40%
4	LEGAL	3,663		5.69%
5	FOOD	3,577		5.56%
6	HEALTH/MEDICAL	2,463		3.83%
7	EMPLOYMENT & TRAINING	1,354		2.10%
8	FAMILY SUPPORT	1,079		1.68%
9	COUNSELING	978		1.52%
10	TRANSLATION/INTERPRETING	832		1.29%
11	INSURANCE	698		1.09%
12	BABY SERVICES	657		1.02%
13	TRANSPORTATION	577		0.90%
14	FURNITURE	557		0.87%
15	EDUCATION	506		0.79%
16	CONSUMER PROTECTION	485		0.75%
17	IN HOME CARE/SUPPORT	435		0.68%
18	LAW ENFORCEMENT	417		0.65%
19	MENTAL HEALTH	382		0.59%
20	RECREATION/SOCIAL/CLUBS/ORGAN.	359		0.56%
TOP UNMET NEEDS		June		YTD
	Financial Assistance (all)	1	44	1 541
	Housing	2	15	2 348
	Food	3	7	4 26
	Transportation	4	6	5 23
	Employment & Training	5	1	9 6
	Taxes	6	1	3 36
	Health	7	0	6 16
	Legal	8	0	7 14
	Counseling	9	0	8 8
	Childcare/Baby Svs	10	0	10 3