



STATISTICS SUMMARY

July 2009

CALLS RECEIVED

Month of July	6,586
Year-To-Date (YTD)	45,839

OUTREACH ACTIVITY

Month of July	26
Calender Year-To-Date (YTD)	2,079

CLIENT PROFILE

TOP 3 AGE RANGES OF CALLERS

	<u>July</u>	<u>% of July</u>	<u>YTD</u>	<u>% of YTD</u>
25-34	1,656	25%	10,457	23%
35-44	1,212	18%	8,451	18%
45-54	1,011	15%	7,178	16%
Seniors - age 60+	879	13%	7,687	17%

CALLER ETHNICITY

	<u>July</u>	<u>% of July</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	2,308	35%	17,274	38%
2 African American	2,001	30%	12,710	28%
3 Hispanic	750	11%	5,834	13%
4 Asian/Pacific Island	252	4%	1,759	4%
5 Multi-Ethnic	111	2%	716	2%
6 Native American	65	1%	322	1%
7 Middle Eastern	47	1%	337	1%
8 Russian/Slavic	23	0%	185	0%

TOP SOURCES OF INCOME

	<u>July</u>	<u>% of July</u>	<u>YTD</u>	<u>% of YTD</u>
1 Full-time Job; Part-Time job; Self-Employment	1,502	23%	11,906	26%
2 TANF; TANF & Job; GA; SSI & TANF	1,169	18%	7,518	16%
3 SSI; SSI & TANF; SSI & SS	886	13%	5,882	13%
4 None	592	9%	3,655	8%
5 Social Security	449	7%	3,349	7%
6 Child Support, Family, Spouse	227	3%	1,407	3%
7 Unemployment	207	3%	1,724	4%
8 Pension, Pension & SS	168	3%	1,805	4%



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TOP ZIP CODES (July)				TOP ZIP CODES (YTD)			
1	95823	6	95815	1	95823	6	95838
2	95608	7	95828	2	95608	7	95822
3	95820	8	95670	3	95821	8	95828
4	95822	9	95838	4	95820	9	95660
5	95821	10	95814	5	95815	10	95670

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED		July	% of July
1	FINANCIAL ASSISTANCE & SUPPORT	2,137	32.45%
	Financial Aid, Utilities	749	11.37%
	Financial Aid, Rent	740	11.24%
	Financial Aid, Welfare	222	3.37%
2	HOUSING/SHELTER	1,591	24.16%
3	LEGAL	595	9.03%
4	FOOD	578	8.78%
5	HEALTH/MEDICAL	412	6.26%
6	EMPLOYMENT & TRAINING	190	2.88%
7	INSURANCE	149	2.26%
8	COUNSELING	142	2.16%
9	TRANSLATION/INTERPRETING	105	1.59%
10	FAMILY	103	1.56%
11	BABY SERVICES	98	1.49%
12	IN HOME CARE/SUPPORT	90	1.37%
13	MENTAL HEALTH	90	1.37%
14	EDUCATION	89	1.35%
15	TRANSPORTATION	87	1.32%
16	CONSUMER PROTECTION	83	1.26%
17	FURNITURE	83	1.26%
18	LAW ENFORCEMENT	65	0.99%
19	RECREATION/SOCIAL/CLUBS/ORGAN.	62	0.94%
20	RECORDS	50	0.76%



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TOP NEEDS EXPRESSED		YTD	% of YTD
1	FINANCIAL ASSISTANCE & SUPPORT	12,569	27.42%
	Financial Aid, Utilities	5,214	11.37%
	Financial Aid, Rent	3,535	7.71%
	Financial Aid, Welfare	1311	2.86%
2	HOUSING/SHELTER	9,372	20.45%
3	TAXES	5,171	11.28%
4	LEGAL	3,735	8.15%
5	HEALTH/MEDICAL	3,599	7.85%
6	FOOD	2,955	6.45%
7	EMPLOYMENT & TRAINING	1156	2.52%
8	COUNSELING	957	2.09%
9	INSURANCE	908	1.98%
10	IN HOME CARE/SUPPORT	655	1.43%
11	TRANSPORTATION	636	1.39%
12	BABY SERVICES	609	1.33%
13	FAMILY	577	1.26%
14	TRANSLATION/INTERPRETING	562	1.23%
15	FURNITURE	560	1.22%
16	EDUCATION	497	1.08%
17	CONSUMER PROTECTION	444	0.97%
18	LAW ENFORCEMENT	424	0.92%
19	MENTAL HEALTH	416	0.91%
20	RECREATION/SOCIAL CLUBS/ORGAN.	392	0.86%
TOP UNMET NEEDS		July	YTD
	Financial Assistance (all)	1 58	1 361
	Housing	2 11	2 54
	Food	3 8	5 26
	Health	4 7	4 31
	Dental Care	5 3	9 4
	Transportation	6 3	6 23
	Legal	7 2	7 15
	Counseling	8 1	8 7
	Taxes	9 1	3 32
	Clothing	10 0	10 4
RESOURCES DATABASE			
	Number of Agencies	712	
	Number of Programs	1604	