



STATISTICS SUMMARY

August 2009

CALLS RECEIVED

Month of August	6,631
Year-To-Date (YTD)	52,482

OUTREACH ACTIVITY

Month of August	188
Calender Year-To-Date (YTD)	2,267

CLIENT PROFILE

TOP 3 AGE RANGES OF CALLERS

	<u>August</u>	<u>% of August</u>	<u>YTD</u>	<u>% of YTD</u>
25-34	1,619	24%	12,080	23%
35-44	1,332	20%	9,787	19%
45-54	1,052	16%	8,234	16%
Seniors - age 60+	857	13%	8,543	16%

CALLER ETHNICITY

	<u>August</u>	<u>% of August</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	2,331	35%	19,611	37%
2 African American	1,905	29%	14,619	28%
3 Hispanic	818	12%	6,653	13%
4 Asian/Pacific Island	262	4%	2,022	4%
5 Multi-Ethnic	102	2%	818	2%
6 Middle Eastern	45	1%	382	1%
7 Native American	44	1%	366	1%
8 Russian/Slavic	15	0%	200	0%

TOP SOURCES OF INCOME

	<u>August</u>	<u>% of August</u>	<u>YTD</u>	<u>% of YTD</u>
1 Full-time Job; Part-Time job; Self-Employment	1,546	23%	13,457	26%
2 TANF; TANF & Job; GA; SSI & TANF	1,152	17%	8,672	17%
3 SSI; SSI & TANF; SSI & SS	925	14%	6,809	13%
4 None	514	8%	4,170	8%
5 Social Security	383	6%	3,731	7%
6 Unemployment	262	4%	1,987	4%
7 Child Support, Family, Spouse	248	4%	1,655	3%
8 Pension, Pension & SS	112	2%	1,917	4%



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TOP ZIP CODES (August)				TOP ZIP CODES (YTD)			
1	95823	6	95828	1	95823	6	95815
2	95821	7	95815	2	95608	7	95828
3	95670	8	95660	3	95821	8	95660
4	95838	9	95825	4	95820	9	95822
5	95608	10	95820	5	95838	10	95670

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED		August	% of August
1	FINANCIAL ASSISTANCE & SUPPORT	2,566	38.70%
	Financial Aid, Utilities	897	13.53%
	Financial Aid, Rent	707	10.66%
	Financial Aid, Welfare	195	2.94%
2	HOUSING/SHELTER	1,468	22.14%
3	LEGAL	613	9.24%
4	FOOD	509	7.68%
5	HEALTH/MEDICAL	439	6.62%
6	EMPLOYMENT & TRAINING	207	3.12%
7	EDUCATION	174	2.62%
8	COUNSELING	141	2.13%
9	INSURANCE	134	2.02%
10	TRANSPORTATION	119	1.79%
11	BABY SERVICES	115	1.73%
12	FAMILY	112	1.69%
13	CLOTHING	90	1.36%
14	IN HOME CARE/SUPPORT	89	1.34%
15	CONSUMER PROTECTION	81	1.22%
16	LAW ENFORCEMENT	81	1.22%
17	TRANSLATION/INTERPRETING	72	1.09%
18	FURNITURE	70	1.06%
19	RECORDS	70	1.06%
20	MENTAL HEALTH	60	0.90%



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TOP NEEDS EXPRESSED		YTD		% of YTD	
1	FINANCIAL ASSISTANCE & SUPPORT	15,139		28.85%	
	Financial Aid, Utilities		6,113		11.65%
	Financial Aid, Rent		4,242		8.08%
	Financial Aid, Welfare		1507		2.87%
2	HOUSING/SHELTER	10,846		20.67%	
3	TAXES	5,190		9.89%	
4	LEGAL	4,350		8.29%	
5	HEALTH/MEDICAL	4,038		7.69%	
6	FOOD	3,465		6.60%	
7	EMPLOYMENT & TRAINING	1363		2.60%	
8	COUNSELING	1099		2.09%	
9	INSURANCE	1042		1.99%	
10	TRANSPORTATION	755		1.44%	
11	IN HOME CARE/SUPPORT	744		1.42%	
12	BABY SERVICES	724		1.38%	
13	FAMILY	689		1.31%	
14	EDUCATION	672		1.28%	
15	TRANSLATION/INTERPRETING	634		1.21%	
16	FURNITURE	630		1.20%	
17	CONSUMER PROTECTION	525		1.00%	
18	LAW ENFORCEMENT	505		0.96%	
19	MENTAL HEALTH	476		0.91%	
20	RECREATION/SOCIAL CLUBS/ORGAN.	429		0.82%	
TOP UNMET NEEDS		August		YTD	
	Financial Assistance (all)	1	67	1	428
	Housing	2	13	2	67
	Health	3	7	3	38
	Transportation	4	6	6	29
	Food	5	4	5	31
	Counseling	6	4	8	11
	Legal	7	2	7	17
	Clothing	8	2	9	6
	Job	9	2	10	4
	Taxes	10	1	4	33