



STATISTICS SUMMARY

September 2009

CALLS RECEIVED

Month of September	6,970
Year-To-Date (YTD)	59,455

OUTREACH ACTIVITY

Month of September	586
Calender Year-To-Date (YTD)	2,853

CLIENT PROFILE

TOP 3 AGE RANGES OF CALLERS

	<u>Sept</u>	<u>% of Sept</u>	<u>YTD</u>	<u>% of YTD</u>
25-34	1,675	24%	13,755	23%
35-44	1,353	19%	11,141	19%
45-54	1,188	17%	9,422	16%
Seniors - age 60+	902	13%	9,445	16%

CALLER ETHNICITY

	<u>Sept</u>	<u>% of Sept</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	2,389	34%	22,000	37%
2 African American	2,035	29%	16,655	28%
3 Hispanic	782	11%	7,434	13%
4 Asian/Pacific Island	246	4%	2,268	4%
5 Multi-Ethnic	142	2%	960	2%
6 Native American	58	1%	424	1%
7 Middle Eastern	46	1%	428	1%
8 Russian/Slavic	13	0%	213	0%

TOP SOURCES OF INCOME

	<u>Sept</u>	<u>% of Sept</u>	<u>YTD</u>	<u>% of YTD</u>
1 Full-time Job; Part-Time job; Self-Employment	1,574	23%	15,031	25%
2 TANF; TANF & Job; GA; SSI & TANF	1,229	18%	9,902	17%
3 SSI; SSI & TANF; SSI & SS	929	13%	7,737	13%
4 None	569	8%	4,739	8%
5 Social Security	422	6%	4,153	7%
6 Unemployment	284	4%	2,271	4%
7 Child Support, Family, Spouse	257	4%	1,912	3%
8 Pension, Pension & SS	150	2%	2,067	3%



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

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED		Sept	% of Sept
1	FINANCIAL ASSISTANCE & SUPPORT	2,817	40.42%
	Financial Aid, Utilities	937	13.44%
	Financial Aid, Rent	782	11.22%
	Financial Aid, Foreclosure	335	4.81%
	Financial Aid, Welfare	231	3.31%
2	HOUSING/SHELTER	1,498	21.49%
3	LEGAL	624	8.95%
4	HEALTH/MEDICAL	526	7.55%
5	FOOD	506	7.26%
6	EMPLOYMENT & TRAINING	187	2.68%
7	COUNSELING	147	2.11%
8	INSURANCE	144	2.07%
9	TRANSPORTATION	119	1.71%
10	FAMILY	113	1.62%
11	LAW ENFORCEMENT	112	1.61%
12	CONSUMER PROTECTION	109	1.56%
13	EDUCATION	103	1.48%
14	FURNITURE	101	1.45%
15	BABY SERVICES	95	1.36%
16	IN HOME CARE/SUPPORT	84	1.21%
17	RECORDS	69	0.99%
18	CLOTHING	65	0.93%
19	SAFETY	63	0.90%
20	MENTAL HEALTH	62	0.89%



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TOP NEEDS EXPRESSED		YTD	% of YTD
1	FINANCIAL ASSISTANCE & SUPPORT	17,957	30.20%
	Financial Aid, Utilities	7,051	11.86%
	Financial Aid, Rent	5,024	8.45%
	Financial Aid, Foreclosure	800	1.35%
	Financial Aid, Welfare	1738	2.92%
2	HOUSING/SHELTER	12,340	20.76%
3	TAXES	5,207	8.76%
4	LEGAL	4,974	8.37%
5	HEALTH/MEDICAL	4,564	7.68%
6	FOOD	3,971	6.68%
7	EMPLOYMENT & TRAINING	1,550	2.61%
8	COUNSELING	1,246	2.10%
9	INSURANCE	1,186	1.99%
10	TRANSPORTATION	876	1.47%
11	IN HOME CARE/SUPPORT	828	1.39%
12	BABY SERVICES	819	1.38%
13	FAMILY	802	1.35%
14	EDUCATION	775	1.30%
15	FURNITURE	731	1.23%
16	TRANSLATION/INTERPRETING	675	1.14%
17	CONSUMER PROTECTION	634	1.07%
18	LAW ENFORCEMENT	617	1.04%
19	MENTAL HEALTH	538	0.90%
20	RECREATION/SOCIAL CLUBS/ORGAN.	466	0.78%
TOP UNMET NEEDS		Sept	YTD
	Financial Assistance (all)	1 73	1 501
	Housing	2 11	2 78
	Food	3 9	4 40
	Health	4 4	3 42
	Legal	5 3	7 20
	Transportation	6 2	6 31
	Clothing	7 1	8 7
	Dental Care	8 1	9 6
	Mental	9 1	10 1
	Taxes	10 0	5 33