



STATISTICS SUMMARY

October 2009

CALLS RECEIVED

Month of October	7,220
Year-To-Date (YTD)	66,675

OUTREACH ACTIVITY

Month of October	1,252
Calender Year-To-Date (YTD)	4,105

CLIENT PROFILE

TOP 3 AGE RANGES OF CALLERS

	<u>Oct</u>	<u>% of Oct</u>	<u>YTD</u>	<u>% of YTD</u>
25-34	1,800	25%	15,555	23%
35-44	1,369	19%	12,510	19%
45-54	1,199	17%	10,621	16%
Seniors - age 60+	870	12%	10,316	15%

CALLER ETHNICITY

	<u>Oct</u>	<u>% of Oct</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	2,546	35%	24,546	37%
2 African American	2,136	30%	18,790	28%
3 Hispanic	889	12%	8,323	12%
4 Asian/Pacific Island	276	4%	2,544	4%
5 Multi-Ethnic	172	2%	1,132	2%
6 Native American	58	1%	482	1%
7 Middle Eastern	41	1%	469	1%
8 Russian/Slavic	24	0%	237	0%

TOP SOURCES OF INCOME

	<u>Oct</u>	<u>% of Oct</u>	<u>YTD</u>	<u>% of YTD</u>
1 Full-time Job; Part-Time job; Self-Employment	1,724	24%	16,755	25%
2 TANF; TANF & Job; GA; SSI & TANF	1,343	19%	11,244	17%
3 SSI; SSI & TANF; SSI & SS	1,024	14%	8,761	13%
4 None	586	8%	5,325	8%
5 Social Security	398	6%	4,552	7%
6 Child Support, Family, Spouse	283	4%	2,195	3%
7 Unemployment	277	4%	2,548	4%
8 Pension, Pension & SS	142	2%	2,209	3%



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

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED (Oct)		Oct	% of Oct
1	FINANCIAL ASSISTANCE & SUPPORT	2,680	37.12%
	Financial Aid, Utilities	989	13.70%
	Financial Aid, Rent	787	10.90%
	Financial Aid, Foreclosure	186	2.58%
	Financial Aid, Welfare	169	2.34%
2	HOUSING/SHELTER	1,563	21.65%
3	FOOD	632	8.75%
4	LEGAL	619	8.57%
5	HEALTH/MEDICAL	578	8.01%
6	HOLIDAY PROGRAMS	350	4.85%
7	EMPLOYMENT & TRAINING	185	2.56%
8	INSURANCE	144	1.99%
9	FAMILY	135	1.87%
10	COUNSELING	104	1.44%
11	FURNITURE	95	1.32%
12	BABY SERVICES	94	1.30%
13	EDUCATION	94	1.30%
14	FLU SHOTS	91	1.26%
15	TRANSLATION/INTERPRETING	90	1.25%
16	CONSUMER PROTECTION	89	1.23%
17	MENTAL HEALTH	84	1.16%
18	TRANSPORTATION	84	1.16%
19	LAW ENFORCEMENT	78	1.08%
20	IN HOME CARE/SUPPORT	77	1.07%

