



STATISTICS SUMMARY

November 2009

CALLS RECEIVED

Month of November	8,094
Year-To-Date (YTD)	74,771

OUTREACH ACTIVITY

Month of November	70
Calender Year-To-Date (YTD)	4,175

CLIENT PROFILE

TOP 3 AGE RANGES OF CALLERS

	<u>Nov</u>	<u>% of Nov</u>	<u>YTD</u>	<u>% of YTD</u>
25-34	2,076	26%	17,631	24%
35-44	1,525	19%	14,035	19%
45-54	1,287	16%	11,909	16%
Seniors - age 60+	766	9%	11,082	15%

CALLER ETHNICITY

	<u>Nov</u>	<u>% of Nov</u>	<u>YTD</u>	<u>% of YTD</u>
1 Caucasian	2,585	32%	27,133	36%
2 African American	2,271	28%	21,061	28%
3 Hispanic	1,050	13%	9,374	13%
4 Asian/Pacific Island	235	3%	2,779	4%
5 Multi-Ethnic	126	2%	1,258	2%
6 Native American	46	1%	528	1%
7 Middle Eastern	46	1%	515	1%
8 Russian/Slavic	23	0%	260	0%

TOP SOURCES OF INCOME

	<u>Nov</u>	<u>% of Nov</u>	<u>YTD</u>	<u>% of YTD</u>
1 Full-time Job; Part-Time job; Self-Employment	1,897	23%	18,654	25%
2 TANF; TANF & Job; GA; SSI & TANF	1,553	19%	12,797	17%
3 SSI; SSI & TANF; SSI & SS	1,058	13%	9,819	13%
4 None	487	6%	5,812	8%
5 Social Security	360	4%	4,912	7%
6 Unemployment	284	4%	2,832	4%
7 Child Support, Family, Spouse	267	3%	2,462	3%
8 Pension, Pension & SS	118	1%	2,327	3%



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

NEEDS AND RESOURCES

TOP NEEDS EXPRESSED (Oct)		Nov	% of Nov
1	FINANCIAL ASSISTANCE & SUPPORT	2,870	35.46%
	Financial Aid, Utilities	1045	12.91%
	Financial Aid, Rent	860	10.63%
	Financial Aid, Welfare	147	1.82%
	Financial Aid, Foreclosure	122	1.51%
2	HOUSING/SHELTER	1,477	18.25%
3	HOLIDAY PROGRAMS	1,264	15.62%
4	FOOD	704	8.70%
5	HEALTH/PUBLIC	569	7.03%
6	LEGAL	468	5.78%
7	HEALTH/MEDICAL	404	4.99%
8	FAMILY	252	3.11%
9	COUNSELING	175	2.16%
10	EMPLOYMENT & TRAINING	161	1.99%
11	INSURANCE	124	1.53%
12	FURNITURE	99	1.22%
13	TRANSLATION/INTERPRETING	97	1.20%
14	BABY SERVICES	88	1.09%
15	LAW ENFORCEMENT	83	1.03%
16	MENTAL HEALTH	83	1.03%
17	IN HOME CARE/SUPPORT	78	0.96%
18	TRANSPORTATION	73	0.90%
19	SUBSTANCE ABUSE	71	0.88%
20	EDUCATION	66	0.82%

