



## STATISTICS SUMMARY

**December 2009**

### CALLS RECEIVED

|                    |        |
|--------------------|--------|
| Month of December  | 7,997  |
| Year-To-Date (YTD) | 82,767 |

### OUTREACH ACTIVITY

|                             |        |
|-----------------------------|--------|
| Month of December           | 1,015  |
| Calender Year-To-Date (YTD) | 15,589 |

## CLIENT PROFILE

### TOP 3 AGE RANGES OF CALLERS

|                   | <u>Dec</u> | <u>% of Dec</u> | <u>YTD</u> | <u>% of YTD</u> |
|-------------------|------------|-----------------|------------|-----------------|
| 25-34             | 2,226      | 28%             | 19,857     | 24%             |
| 35-44             | 1,584      | 20%             | 15,619     | 19%             |
| 45-54             | 1,308      | 16%             | 13,217     | 16%             |
| Seniors - age 60+ | 686        | 9%              | 11,767     | 14%             |

### CALLER ETHNICITY

|                        | <u>Dec</u> | <u>% of Dec</u> | <u>YTD</u> | <u>% of YTD</u> |
|------------------------|------------|-----------------|------------|-----------------|
| 1 Caucasian            | 2,575      | 32%             | 29,707     | 36%             |
| 2 African American     | 2,354      | 29%             | 23,416     | 28%             |
| 3 Hispanic             | 1,071      | 13%             | 10,445     | 13%             |
| 4 Asian/Pacific Island | 255        | 3%              | 3,034      | 4%              |
| 5 Multi-Ethnic         | 145        | 2%              | 1,403      | 2%              |
| 6 Native American      | 50         | 1%              | 578        | 1%              |
| 7 Middle Eastern       | 36         | 0%              | 551        | 1%              |
| 8 Russian/Slavic       | 18         | 0%              | 278        | 0%              |

### TOP SOURCES OF INCOME

|   | <u>Dec</u> | <u>% of Dec</u> | <u>YTD</u> | <u>% of YTD</u> |
|---|------------|-----------------|------------|-----------------|
| 1 TANF; TANF & Job; GA; SSI & TANF              | 1,830      | 23%             | 14,627     | 18%             |
| 2 Full-time Job; Part-Time job; Self-Employment | 1,710      | 21%             | 20,364     | 25%             |
| 3 SSI; SSI & TANF; SSI & SS                     | 1,133      | 14%             | 10,951     | 13%             |
| 4 None  | 609        | 8%              | 6,421      | 8%              |
| 5 Unemployment                                  | 365        | 5%              | 3,197      | 4%              |
| 6 Social Security                               | 328        | 4%              | 5,240      | 6%              |
| 7 Child Support, Family, Spouse                 | 289        | 4%              | 2,751      | 3%              |
| 8 Pension, Pension & SS                         | 98         | 1%              | 2,425      | 3%              |



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| <b>TOP ZIP CODES (Dec)</b> |       |    |       | <b>TOP ZIP CODES (YTD)</b> |       |    |       |
|----------------------------|-------|----|-------|----------------------------|-------|----|-------|
| 1                          | 95823 | 6  | 95820 | 1                          | 95823 | 6  | 95820 |
| 2                          | 95821 | 7  | 95608 | 2                          | 95608 | 7  | 95828 |
| 3                          | 95838 | 8  | 95670 | 3                          | 95821 | 8  | 95822 |
| 4                          | 95815 | 9  | 95828 | 4                          | 95815 | 9  | 95670 |
| 5                          | 95822 | 10 | 95825 | 5                          | 95838 | 10 | 95660 |

## NEEDS AND RESOURCES

| <b>TOP NEEDS EXPRESSED (Dec)</b> |                                | <b>Dec</b> | <b>% of Dec</b> |
|----------------------------------|--------------------------------|------------|-----------------|
| 1                                | FINANCIAL ASSISTANCE & SUPPORT | 3,149      | 39.38%          |
|                                  | Financial Aid, Rent            | 1,082      | 13.53%          |
|                                  | Financial Aid, Utilities       | 1,034      | 12.93%          |
|                                  | Financial Aid, Welfare         | 142        | 1.78%           |
|                                  | Financial Aid, Foreclosure     | 54         | 0.68%           |
| 2                                | HOUSING/SHELTER                | 2,104      | 26.31%          |
| 3                                | HOLIDAY PROGRAMS               | 1,043      | 13.04%          |
| 4                                | FOOD                           | 622        | 7.78%           |
| 5                                | LEGAL                          | 563        | 7.04%           |
| 6                                | HEALTH/MEDICAL                 | 368        | 4.60%           |
| 7                                | FAMILY SUPPORT                 | 207        | 2.59%           |
| 8                                | EMPLOYMENT & TRAINING          | 186        | 2.33%           |
| 9                                | HEALTH/PUBLIC                  | 185        | 2.31%           |
| 10                               | TRANSLATION/INTERPRETING       | 133        | 1.66%           |
| 11                               | COUNSELING                     | 130        | 1.63%           |
| 12                               | BABY SERVICES                  | 112        | 1.40%           |
| 13                               | CLOTHING                       | 111        | 1.39%           |
| 14                               | INSURANCE                      | 98         | 1.23%           |
| 15                               | TRANSPORTATION                 | 89         | 1.11%           |
| 16                               | FURNITURE                      | 81         | 1.01%           |
| 17                               | LAW ENFORCEMENT                | 71         | 0.89%           |
| 18                               | MENTAL HEALTH                  | 67         | 0.84%           |
| 19                               | EDUCATION                      | 63         | 0.79%           |
| 20                               | IN HOME CARE/SUPPORT           | 63         | 0.79%           |
|                                  |                                |            |                 |

