

CSP Contacts FY 2011	1st Quarter FY2011	2nd Quarter FY2011	3rd Quarter FY2011	4th Quarter FY2011	FY 2011 Annual
ABUSE/NEGLECT					
Adult/Elder Abuse/Neglect	20	18	18	27	83
Child Abuse/Neglect	16	9	19	14	58
Subtotal	36	27	37	41	141
ADOPTION/FOSTER CARE					
Adoption	4	-	3	1	8
Foster Care	12	10	11	6	39
Subtotal	16	10	14	7	47
ANIMALS					
Subtotal	3	1	4	2	10
BASIC IMMEDIATE NEEDS					
Clothing/Personal Items	246	262	206	262	976
Emergency Food	1,600	1,769	1,721	1,484	6,574
Emergency Housing/Shelter	1,044	844	891	965	3,744
Household Items	158	152	135	154	599
Infant/Children Equipment	73	121	89	90	373
Subtotal	3,121	3,148	3,042	2,955	12,266
BUSINESS/PROFESSIONAL					
Business/Professional Licenses	5	7	4	6	22
Subtotal	5	7	4	6	22
CASE MANAGEMENT					
Subtotal	64	59	61	79	263
CONSUMER					
Consumer Complaints	18	8	15	12	53
Consumer Credit/Money Mgmt.	192	160	177	232	761
Consumer Education	25	50	31	27	133
Consumer Protection	9	8	7	6	30
Subtotal	244	226	230	277	977
DAY CARE, CHILD/ADULT					
Adult Day Care	19	9	15	19	62
Child Care	91	71	75	59	296
Child Care Subsidy	198	137	147	128	610
Subtotal	308	217	237	206	968
DISABILITIES					
Assistive Technology/Devices	52	54	101	81	288
Disability Information	95	99	112	164	470
Disability Support Groups	6	4	2	6	18
Subtotal	153	157	215	251	776
DONATIONS					
Subtotal	40	47	45	46	178
EDUCATION					
Adult Education/GED/CEUs	98	87	100	79	364
Basic Ed / Literacy	4	3	6	1	14
Education for Children	49	30	38	22	139
Parenting Education	58	73	71	67	269
School Supply Assistance	79	4	6	6	95
Special Education	16	13	17	12	58
Tutoring	1	1	6	3	11
Subtotal	305	211	244	190	950
EMPLOYMENT					
Job Safety	5	8	7	1	21
Job Search/Placement	718	654	765	727	2,864
Job Training	82	67	51	93	293
Other Labor Issues	22	53	64	23	162
Sheltered Employment	-	-	-	-	-
Unemployment Insurance	71	73	81	51	276
Subtotal	898	855	968	895	3,616
ENVIRONMENTAL PROTECTION					
Other Environment	1	1	-	-	2
Pest Control	-	-	-	-	-
Subtotal	1	1	-	-	2
FINANCIAL ASSISTANCE					
Burial Assistance	9	8	13	21	51
Car Repair Assistance	30	34	35	20	119
Financial Aid, Ongoing	38	45	51	68	202
Other Financial Aid	261	188	202	220	871
Other Utility Assistance	1,174	1,048	1,066	1,023	4,311
TANF, Asst. to Needy Families	155	180	220	185	740
Subtotal	1,667	1,503	1,587	1,537	6,294
FOOD					
Food Stamps	832	859	921	752	3,364
Home-Delivered Meals	3	4	3	11	21
Non-Emergency Food	145	99	99	119	462
Nutrition Supplements	15	14	19	10	58
Other Food	1	-	2	4	7
WIC Food Program	56	62	93	54	265
Subtotal	1,052	1,038	1,137	950	4,177

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GOVERNMENT					
City Government	223	167	180	165	735
County Government	487	352	312	301	1,452
Federal Government	19	17	25	25	86
Immigration/Refugees	24	39	38	30	131
Legislators	-	-	1	-	1
Licensing, not Business	2	2	-	1	5
State Government	29	24	33	34	120
Taxes	18	13	69	29	129
Subtotal	802	614	658	585	2,659
HEALTH/MEDICAL					
AIDS/HIV	4	-	4	5	13
Dental Care	503	314	355	366	1,538
FAMIS -Family Medical Security	20	20	20	30	90
Free Clinic	896	803	903	696	3,298
Hospice Care	1	1	5	2	9
Medicaid	459	451	507	446	1,863
Medical Care/Treatment	117	73	112	194	496
Medical/Health Information.	132	165	182	159	638
Medicare	51	51	61	49	212
Medication Payment Assistance	143	137	160	161	601
Nursing Home	9	14	23	12	58
Other Medical Financial Aid	37	33	38	73	181
STD, Sex Transmit Disease	5	4	4	2	15
Vital Statistics	2	2	7	5	16
Subtotal	2,379	2,068	2,381	2,200	9,028
HOLIDAY ASSISTANCE					
Other Holiday Assistance	44	680	2	1	727
Subtotal	44	680	2	1	727
HOME CARE					
Chore / Errand Services	8	9	17	11	45
Companion	7	5	2	3	17
Friendly Visitors	4	-	4	5	13
Home Health Aide	82	69	82	65	298
Home Nursing	24	26	27	39	116
Homemaker	3	4	9	5	21
Personal Care	53	58	85	80	276
Rehabilitation	6	2	5	7	20
Respite Care	18	31	32	31	112
Telephone Reassurance	-	1	1	18	20
Subtotal	205	205	264	264	938
HOUSING					
Assisted / Retirement Housing	67	61	92	84	304
Group Home	9	5	9	6	29
Home Ownership	19	15	14	19	67
Home Repair/Construction	14	7	11	16	48
Housing Search Assistance	541	501	551	610	2,203
Rent Aid	1,744	1,509	1,493	1,280	6,026
Subsidized Housing	456	365	434	363	1,618
Subtotal	2,850	2,463	2,604	2,378	10,295
I & R PRODUCTS					
2-1-1 VIRGINIA, Information About	46	24	26	18	114
No VA Database	412	334	355	577	1,678
No VA Services Directory	279	231	253	459	1,222
Other Organization's Directory	9	3	20	44	76
Subtotal	746	592	654	1,098	3,090
INSURANCE					
Insur. Counseling/Forms Asst.	6	12	10	14	42
Social Security	107	91	98	121	417
Subtotal	113	103	108	135	459
LEGAL					
Child Support	173	170	190	155	688
Court Services	53	31	39	35	158
Delinquency	39	33	45	36	153
Discrimination	7	3	5	6	21
Landlord/Tenant	34	30	38	38	140
Legal Advice/Representation	257	196	253	254	960
Offenders/Ex-Offenders	25	22	37	26	110
Probation/Parole/Diversion	-	3	2	1	6
Victim Services	11	23	28	19	81
Subtotal	599	511	637	570	2,317
MATERNAL & CHILD HEALTH					
Childbirth Preparation	4	4	11	3	22
Childhood Injury Prevention	2	10	4	8	24
Developmental Ed for Children	7	7	11	7	32
Family Planning/Birth Control	13	18	10	12	53
Hearing Testing	3	6	2	5	16
Immunizations	22	10	18	13	63
Pregnancy	12	14	20	20	66
Subtotal	63	69	76	68	276

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MENTAL HEALTH					
Mental Health Counseling/Treat	177	175	153	155	660
Mental Health Crisis	19	12	21	15	67
Mental Health Information	84	78	87	87	336
Mental Health Support Groups	18	13	8	14	53
Subtotal	298	278	269	271	1,116
MENTORING					
Subtotal	5	4	3	4	16
OTHER INFORMATION					
Subtotal	485	437	466	457	1,845
PUBLIC SAFETY/PUBLIC WORKS					
Disaster, Natural or Man-made	-	-	-	-	-
Fire/Rescue	1	2	1	5	9
Strike Team	-	2	-	1	3
Streets/Highways	1	2	-	-	3
Subtotal	2	6	1	6	15
RECREATION/ORGANIZATIONS					
Recreation Facilities	48	7	21	67	143
Recreation Programs	6	1	4	4	15
Senior Centers	63	50	58	62	233
Teen Center/Programs	10	2	2	16	30
Subtotal	127	60	85	149	421
RUNAWAYS/MISSING PERSONS					
Runaways	1	-	1	1	3
Subtotal	1	-	1	1	3
SUBSTANCE ABUSE					
Alcohol Abuse/Addiction	14	24	20	21	79
Alcohol/Drug Support Group	10	18	16	14	58
Drug Abuse/Addiction	-	-	-	-	-
Subtotal	24	42	36	35	137
SUICIDE					
Information About Suicide	2	2	1	-	5
Subtotal	2	2	1	-	5
TRANSLATION/INTERPRETING					
Other Languages	19	10	9	7	45
Subtotal	19	10	9	7	45
TRANSPORTATION					
Mass Transit	182	121	126	161	590
Special Transportation	127	97	116	152	492
Subtotal	309	218	242	313	1,082
VIOLENCE					
Domestic Violence	40	55	46	41	182
Rape	2	1	3	3	9
Subtotal	42	56	49	44	191
VOLUNTEERISM					
Subtotal	6	15	15	19	55
Grand Total (All Categories):	17,034	15,940	16,386	16,047	65,407