

<b>CSP Contacts FY 2015</b>	<b>1st Quarter FY2015</b>	<b>2nd Quarter FY2015</b>	<b>3rd Quarter FY2015</b>	<b>4th Quarter FY2015</b>	<b>FY 2015 Annual</b>
<b>ABUSE/NEGLECT</b>					
Adult/Elder Abuse/Neglect	24	26	28	21	99
Child Abuse/Neglect	12	4	7	11	34
<b>Subtotal</b>	<b>36</b>	<b>30</b>	<b>35</b>	<b>32</b>	<b>133</b>
<b>ADOPTION/FOSTER CARE</b>					
Adoption		1	1	1	3
Foster Care	3		2	2	7
<b>Subtotal</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>10</b>
<b>ANIMALS</b>					
<b>Subtotal</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>12</b>
<b>BASIC IMMEDIATE NEEDS</b>					
Clothing/Personal Items	234	256	187	149	826
Emergency Food	1,963	2,117	1,624	1,331	7,035
Emergency Housing/Shelter	1,053	805	693	815	3,366
Household Items	190	172	158	146	666
Infant/Children Equipment	115	85	107	56	363
<b>Subtotal</b>	<b>3,555</b>	<b>3,435</b>	<b>2,769</b>	<b>2,497</b>	<b>12,256</b>
<b>BUSINESS/PROFESSIONAL</b>					
Business/Professional Licenses	4	1	1	2	8
<b>Subtotal</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>8</b>
<b>CASE MANAGEMENT</b>					
<b>Subtotal</b>	<b>118</b>	<b>98</b>	<b>109</b>	<b>113</b>	<b>438</b>
<b>CONSUMER</b>					
Consumer Complaints	9	6	12	11	38
Consumer Credit/Money Mgmt.	157	133	144	128	562
Consumer Education	17	18	22	35	92
Consumer Protection	8	5	3	8	24
<b>Subtotal</b>	<b>191</b>	<b>162</b>	<b>181</b>	<b>182</b>	<b>716</b>
<b>DAY CARE, CHILD/ADULT</b>					
Adult Day Care	5	5	4	9	23
Child Care	42	25	20	40	127
Child Care Subsidy	150	104	110	106	470
<b>Subtotal</b>	<b>197</b>	<b>134</b>	<b>134</b>	<b>155</b>	<b>620</b>
<b>DISABILITIES</b>					
Assistive Technology/Devices	47	43	58	56	204
Disability Information	51	24	35	26	136
Disability Support Groups	3	14	4	2	23
<b>Subtotal</b>	<b>101</b>	<b>81</b>	<b>97</b>	<b>84</b>	<b>363</b>
<b>DONATIONS</b>					
<b>Subtotal</b>	<b>29</b>	<b>30</b>	<b>17</b>	<b>22</b>	<b>98</b>

<b>EDUCATION</b>					
Adult Education/GED/CEUs	73	67	71	63	<b>274</b>
Basic Ed / Literacy	-	-	-	-	-
Education for Children	21	12	16	14	<b>63</b>
Parenting Education	66	36	38	3	<b>143</b>
School Supply Assistance	85	-	-	5	<b>90</b>
Special Education	5	6	3	1	<b>15</b>
Tutoring	-	-	-	1	<b>1</b>
<b>Subtotal</b>	<b>250</b>	<b>121</b>	<b>128</b>	<b>87</b>	<b>586</b>
<b>EMPLOYMENT</b>					
Job Safety	4	-	3	2	<b>9</b>
Job Search/Placement	715	555	592	523	<b>2,385</b>
Job Training	46	41	48	36	<b>171</b>
Other Labor Issues	9	8	4	14	<b>35</b>
Sheltered Employment	-	-	-	-	-
Unemployment Insurance	20	28	30	21	<b>99</b>
<b>Subtotal</b>	<b>794</b>	<b>632</b>	<b>677</b>	<b>596</b>	<b>2,699</b>
<b>ENVIRONMENTAL PROTECTION</b>					
Other Environment	1	-	-	-	<b>1</b>
<b>Subtotal</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>
<b>FINANCIAL ASSISTANCE</b>					
Burial Assistance	10	9	12	2	<b>33</b>
Car Repair Assistance	42	41	34	34	<b>151</b>
Financial Aid, Ongoing	37	36	37	24	<b>134</b>
Other Financial Aid	187	189	179	170	<b>725</b>
Other Utility Assistance	758	726	795	691	<b>2,970</b>
TANF, Asst. to Needy Families	160	150	125	83	<b>518</b>
<b>Subtotal</b>	<b>1,194</b>	<b>1,151</b>	<b>1,182</b>	<b>1,004</b>	<b>4,531</b>
<b>FOOD</b>					
Food Stamps	751	638	653	605	<b>2,647</b>
Home-Delivered Meals	1	2	2	3	<b>8</b>
Non-Emergency Food	138	100	96	1	<b>335</b>
Nutrition Supplements	7	7	3	11	<b>28</b>
Other Food	1	-	2	-	<b>3</b>
WIC Food Program	108	65	83	64	<b>320</b>
<b>Subtotal</b>	<b>1,006</b>	<b>812</b>	<b>839</b>	<b>684</b>	<b>3,341</b>
<b>GOVERNMENT</b>					
City Government	135	116	132	112	<b>495</b>
County Government	250	215	275	246	<b>986</b>
Federal Government	5	11	7	13	<b>36</b>
Immigration/Refugees	24	15	32	13	<b>84</b>
Legislators	-	2	-	-	<b>2</b>
Licensing, not Business	-	1	1	-	<b>2</b>
State Government	21	24	18	13	<b>76</b>
Taxes	17	11	71	17	<b>116</b>
<b>Subtotal</b>	<b>452</b>	<b>395</b>	<b>536</b>	<b>414</b>	<b>1,797</b>

<b>HEALTH/MEDICAL</b>					
AIDS/HIV	-	-	3	4	7
Dental Care	413	319	398	439	1,569
FAMIS -Family Medical Security	3	5	3	4	15
Free Clinic	408	343	372	327	1,450
Hospice Care	1	1	1	1	4
Medicaid	440	391	482	478	1,791
Medical Care/Treatment	104	84	82	63	333
Medical/Health Information	100	89	77	109	375
Medicare	33	33	35	45	146
Medication Payment Assistance	159	161	162	175	657
Nursing Home	6	10	12	5	33
Other Medical Financial Aid	26	16	32	21	95
STD, Sex Transmit Disease	-	1	1	3	5
Vital Statistics	2	2	2	2	8
<b>Subtotal</b>	<b>1,695</b>	<b>1,455</b>	<b>1,662</b>	<b>1,676</b>	<b>6,488</b>
<b>HOLIDAY ASSISTANCE</b>					
Other Holiday Assistance	93	859	2	2	956
<b>Subtotal</b>	<b>93</b>	<b>859</b>	<b>2</b>	<b>2</b>	<b>956</b>
<b>HOME CARE</b>					
Chore / Errand Services	10	11	15	16	52
Companion	3	2	8	8	21
Friendly Visitors	1	3	2	1	7
Home Health Aide	67	71	71	62	271
Home Nursing	34	40	44	46	164
Homemaker	-	6	5	3	14
Personal Care	50	70	61	71	252
Rehabilitation	4	-	6	2	12
Respite Care	20	15	24	16	75
Telephone Reassurance	1	1	1	-	3
<b>Subtotal</b>	<b>190</b>	<b>219</b>	<b>237</b>	<b>225</b>	<b>871</b>
<b>HOUSING</b>					
Assisted / Retirement Housing	60	50	64	65	239
Group Home	5	10	5	16	36
Home Ownership	7	6	9	8	30
Home Repair/Construction	10	6	9	8	33
Housing Search Assistance	433	343	391	434	1,601
Rent Aid	1,413	1,312	1,314	1,176	5,215
Subsidized Housing	315	240	270	323	1,148
<b>Subtotal</b>	<b>2,243</b>	<b>1,967</b>	<b>2,062</b>	<b>2,030</b>	<b>8,302</b>
<b>I &amp; R PRODUCTS</b>					
2-1-1 VIRGINIA, Information About	6	4	2	2	14
No VA Database	368	304	277	253	1,202
No VA Services Directory	56	52	54	41	203
Other Organization's Directory	4	1	-	8	13
<b>Subtotal</b>	<b>434</b>	<b>361</b>	<b>333</b>	<b>304</b>	<b>1,432</b>

<b>INSURANCE</b>					
Insur. Counseling/Forms Asst.	14	52	32	11	<b>109</b>
Social Security	113	88	104	111	<b>416</b>
<b>Subtotal</b>	<b>127</b>	<b>140</b>	<b>136</b>	<b>122</b>	<b>525</b>
<b>LEGAL</b>					
Child Support	80	68	76	92	<b>316</b>
Court Services	16	13	12	10	<b>51</b>
Delinquency	16	12	16	15	<b>59</b>
Discrimination	1	3	1	-	<b>5</b>
Landlord/Tenant	31	17	29	24	<b>101</b>
Legal Advice/Representation	209	192	188	180	<b>769</b>
Offenders/Ex-Offenders	17	12	7	22	<b>58</b>
Probation/Parole/Diversion	-	-	1	-	<b>1</b>
Victim Services	10	14	4	-	<b>28</b>
<b>Subtotal</b>	<b>380</b>	<b>331</b>	<b>334</b>	<b>343</b>	<b>1,388</b>
<b>MATERNAL &amp; CHILD HEALTH</b>					
Childbirth Preparation	-	1	-	-	<b>1</b>
Childhood Injury Prevention	5	3	1	3	<b>12</b>
Developmental Ed for Children	4	6	2	5	<b>17</b>
Family Planning/Birth Control	4	12	7	5	<b>28</b>
Hearing Testing	1	3	6	4	<b>14</b>
Immunizations	13	9	12	5	<b>39</b>
Pregnancy	12	13	15	3	<b>43</b>
<b>Subtotal</b>	<b>39</b>	<b>47</b>	<b>43</b>	<b>25</b>	<b>154</b>
<b>MENTAL HEALTH</b>					
Mental Health Counseling/Treat	113	97	120	103	<b>433</b>
Mental Health Crisis	4	7	8	5	<b>24</b>
Mental Health Information	33	31	39	35	<b>138</b>
Mental Health Support Groups	11	15	20	12	<b>58</b>
<b>Subtotal</b>	<b>161</b>	<b>150</b>	<b>187</b>	<b>155</b>	<b>653</b>
<b>MENTORING</b>					
<b>Subtotal</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>
<b>OTHER INFORMATION</b>					
<b>Subtotal</b>	<b>439</b>	<b>374</b>	<b>349</b>	<b>329</b>	<b>1,491</b>
<b>PUBLIC SAFETY/PUBLIC WORKS</b>					
Disaster, Natural or Man-made	-	-	-	-	<b>-</b>
Fire/Rescue	1	1	-	-	<b>2</b>
Strike Team	-	1	-	-	<b>1</b>
Streets/Highways	-	-	1	-	<b>1</b>
<b>Subtotal</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>4</b>

<b>RECREATION/ORGANIZATIONS</b>					
Recreation Facilities	18	-	19	28	<b>65</b>
Recreation Programs	8	15	5	3	<b>31</b>
Senior Centers	43	28	36	44	<b>151</b>
Teen Center/Programs	4	3	4	7	<b>18</b>
<b>Subtotal</b>	<b>73</b>	<b>46</b>	<b>64</b>	<b>82</b>	<b>265</b>
<b>RUNAWAYS/MISSING PERSONS</b>					
Runaways	1	-	-	-	<b>1</b>
<b>Subtotal</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>
<b>SUBSTANCE ABUSE</b>					
Alcohol Abuse/Addiction	10	5	10	12	<b>37</b>
Alcohol/Drug Support Group	8	3	4	7	<b>22</b>
Drug Abuse/Addiction	-	-	-	-	<b>-</b>
<b>Subtotal</b>	<b>18</b>	<b>8</b>	<b>14</b>	<b>19</b>	<b>59</b>
<b>SUICIDE</b>					
Information About Suicide	2	-	3	4	<b>9</b>
<b>Subtotal</b>	<b>2</b>	<b>-</b>	<b>3</b>	<b>4</b>	<b>9</b>
<b>TRANSLATION/INTERPRETING</b>					
Other Languages	15	20	15	11	<b>61</b>
<b>Subtotal</b>	<b>15</b>	<b>20</b>	<b>15</b>	<b>11</b>	<b>61</b>
<b>TRANSPORTATION</b>					
Mass Transit	126	89	75	112	<b>402</b>
Special Transportation	111	58	77	85	<b>331</b>
<b>Subtotal</b>	<b>237</b>	<b>147</b>	<b>152</b>	<b>197</b>	<b>733</b>
<b>VIOLENCE</b>					
Domestic Violence	50	50	70	80	<b>250</b>
Rape	1	-	3	-	<b>4</b>
<b>Subtotal</b>	<b>51</b>	<b>50</b>	<b>73</b>	<b>80</b>	<b>254</b>
<b>VOLUNTEERISM</b>					
<b>Subtotal</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>26</b>
<b>Grand Total (All Categories):</b>	<b>14,141</b>	<b>13,269</b>	<b>12,386</b>	<b>11,490</b>	<b>51,286</b>