

CSP Contacts FY 2012	1st Quarter FY2012	2nd Quarter FY2012	3rd Quarter FY2012	4th Quarter FY2012	FY 2012 Annual
ABUSE/NEGLECT					
Adult/Elder Abuse/Neglect	15	27	35	31	108
Child Abuse/Neglect	11	14	9	20	54
Subtotal	26	41	44	51	162
ADOPTION/FOSTER CARE					
Adoption	1	1	5	3	10
Foster Care	3	6	4	1	14
Subtotal	4	7	9	4	24
ANIMALS					
Subtotal	3	2	2	2	9
BASIC IMMEDIATE NEEDS					
Clothing/Personal Items	298	262	267	227	1,054
Emergency Food	1,619	1,484	1,505	1,375	5,983
Emergency Housing/Shelter	1,237	965	841	1,037	4,080
Household Items	158	154	172	142	626
Infant/Children Equipment	109	90	117	94	410
Subtotal	3,421	2,955	2,902	2,875	12,153
BUSINESS/PROFESSIONAL					
Business/Professional Licenses	5	6	3	7	21
Subtotal	5	6	3	7	21
CASE MANAGEMENT					
Subtotal	125	79	170	213	587
CONSUMER					
Consumer Complaints	21	12	10	12	55
Consumer Credit/Money Mgmt.	181	232	163	111	687
Consumer Education	20	27	29	27	103
Consumer Protection	12	6	8	9	35
Subtotal	234	277	210	159	880
DAY CARE, CHILD/ADULT					
Adult Day Care	18	19	26	12	75
Child Care	69	59	84	50	262
Child Care Subsidy	152	128	161	116	557
Subtotal	239	206	271	178	894
DISABILITIES					
Assistive Technology/Devices	70	81	106	76	333
Disability Information	87	164	73	74	398
Disability Support Groups	6	6	8	5	25
Subtotal	163	251	187	155	756
DONATIONS					
Subtotal	55	46	39	32	172
EDUCATION					
Adult Education/GED/CEUs	79	79	62	81	301
Basic Ed / Literacy	2	1	1	2	6
Education for Children	33	22	30	28	113
Parenting Education	60	67	64	57	248
School Supply Assistance	101	6	1	3	111
Special Education	12	12	9	8	41
Tutoring	3	3	2	3	11
Subtotal	290	190	169	182	831
EMPLOYMENT					
Job Safety	4	1	4	2	11
Job Search/Placement	622	727	645	581	2,575
Job Training	96	93	91	83	363
Other Labor Issues	15	23	7	8	53
Sheltered Employment	-	-	-	-	-
Unemployment Insurance	26	51	43	43	163
Subtotal	763	895	790	717	3,165
ENVIRONMENTAL PROTECTION					
Other Environment	-	-	-	1	1
Subtotal	-	-	-	-	-
FINANCIAL ASSISTANCE					
Burial Assistance	20	21	13	18	72
Car Repair Assistance	33	20	18	33	104
Financial Aid, Ongoing	58	68	46	52	224
Other Financial Aid	238	220	200	254	912
Other Utility Assistance	1,000	1,023	1,002	708	3,733
TANF, Asst. to Needy Families	176	185	137	132	630
Subtotal	1,525	1,537	1,416	1,197	5,675
FOOD					
Food Stamps	739	752	767	596	2,854
Home-Delivered Meals	3	11	2	1	17
Non-Emergency Food	199	119	136	168	622
Nutrition Supplements	15	10	8	8	41
Other Food	3	4	-	-	7
WIC Food Program	53	54	60	54	221
Subtotal	1,012	950	973	827	3,762

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GOVERNMENT					
City Government	213	165	174	171	723
County Government	334	301	363	347	1,345
Federal Government	18	25	16	17	76
Immigration/Refugees	24	30	41	25	120
Legislators	-	-	-	-	-
Licensing, not Business	1	1	1	3	6
State Government	40	34	29	35	138
Taxes	13	29	59	17	118
Subtotal	643	585	683	615	2,526
HEALTH/MEDICAL					
AIDS/HIV	4	5	5	6	20
Dental Care	389	366	480	424	1,659
FAMIS -Family Medical Security	27	30	17	5	79
Free Clinic	684	696	718	591	2,689
Hospice Care	-	2	-	2	4
Medicaid	372	446	496	401	1,715
Medical Care/Treatment	182	194	208	178	762
Medical/Health Information.	212	159	185	194	750
Medicare	38	49	55	41	183
Medication Payment Assistance	165	161	216	175	717
Nursing Home	8	12	21	13	54
Other Medical Financial Aid	49	73	61	57	240
STD, Sex Transmit Disease	4	2	10	2	18
Vital Statistics	-	5	2	2	9
Subtotal	2,134	2,200	2,474	2,091	8,899
HOLIDAY ASSISTANCE					
Other Holiday Assistance	49	1	6	1	57
Subtotal	49	1	6	1	57
HOME CARE					
Chore / Errand Services	21	11	18	15	65
Companion	13	3	8	10	34
Friendly Visitors	1	5	5	2	13
Home Health Aide	63	65	93	65	286
Home Nursing	31	39	22	34	126
Homemaker	1	5	5	8	19
Personal Care	61	80	86	54	281
Rehabilitation	3	7	7	4	21
Respite Care	24	31	19	25	99
Telephone Reassurance	7	18	13	6	44
Subtotal	225	264	276	223	988
HOUSING					
Assisted / Retirement Housing	95	84	86	97	362
Group Home	10	6	15	19	50
Home Ownership	12	19	14	11	56
Home Repair/Construction	20	16	11	16	63
Housing Search Assistance	600	610	703	642	2,555
Rent Aid	1,448	1,280	1,258	1,187	5,173
Subsidized Housing	403	363	403	403	1,572
Subtotal	2,588	2,378	2,490	2,375	9,831
I & R PRODUCTS					
2-1-1 VIRGINIA, Information About	18	18	5	8	49
No VA Database	566	577	589	527	2,259
No VA Services Directory	259	459	357	167	1,242
Other Organization's Directory	33	44	15	13	105
Subtotal	876	1,098	966	715	3,655
INSURANCE					
Insur. Counseling/Forms Asst.	16	14	12	14	56
Social Security	78	121	82	68	349
Subtotal	94	135	94	82	405
LEGAL					
Child Support	95	155	94	90	434
Court Services	17	35	36	26	114
Delinquency	18	36	28	28	110
Discrimination	-	6	-	1	7
Landlord/Tenant	38	38	38	37	151
Legal Advice/Representation	272	254	270	239	1,035
Offenders/Ex-Offenders	21	26	13	23	83
Probation/Parole/Diversion	1	1	-	1	3
Victim Services	26	19	18	16	79
Subtotal	488	570	497	461	2,016
MATERNAL & CHILD HEALTH					
Childbirth Preparation	7	3	6	1	17
Childhood Injury Prevention	4	8	1	9	22
Developmental Ed for Children	4	7	8	1	20
Family Planning/Birth Control	10	12	10	7	39
Hearing Testing	5	5	5	3	18
Immunizations	24	13	11	8	56
Pregnancy	26	20	19	9	74
Subtotal	80	68	60	38	246

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MENTAL HEALTH					
Mental Health Counseling/Treat	144	155	149	155	603
Mental Health Crisis	20	15	9	9	53
Mental Health Information	85	87	61	71	304
Mental Health Support Groups	23	14	13	11	61
Subtotal	272	271	232	246	1,021
MENTORING					
Subtotal		4	2	6	12
OTHER INFORMATION					
Subtotal	508	457	556	566	2,087
PUBLIC SAFETY/PUBLIC WORKS					
Disaster, Natural or Man-made	-	-	-	-	-
Fire/Rescue	-	5	2	1	8
Strike Team	-	1	-	-	1
Streets/Highways	3	-	2	-	5
Subtotal	3	6	4	1	14
RECREATION/ORGANIZATIONS					
Recreation Facilities	29	67	15	35	146
Recreation Programs	1	4	4	4	13
Senior Centers	58	62	62	61	243
Teen Center/Programs	3	16	1	4	24
Subtotal	91	149	82	104	426
RUNAWAYS/MISSING PERSONS					
Runaways	-	1	1	-	2
Subtotal	-	1	1	-	2
SUBSTANCE ABUSE					
Alcohol Abuse/Addiction	14	21	7	8	50
Alcohol/Drug Support Group	13	14	10	8	45
Drug Abuse/Addiction	-	-	-	-	-
Subtotal	27	35	17	16	95
SUICIDE					
Information About Suicide	-	-	2	3	5
Subtotal	-	-	2	3	5
TRANSLATION/INTERPRETING					
Other Languages	14	7	6	3	30
Subtotal	14	7	6	3	30
TRANSPORTATION					
Mass Transit	185	161	205	173	724
Special Transportation	153	152	184	133	622
Subtotal	338	313	389	306	1,346
VIOLENCE					
Domestic Violence	40	41	45	48	174
Rape	-	3	1	1	5
Subtotal	40	44	46	49	179
VOLUNTEERISM					
Subtotal	6	19	19	11	55
Grand Total (All Categories):	16,341	16,047	16,087	14,511	62,986