

CSP Contacts FY 2017	1st Quarter FY2017	2nd Quarter FY2017	3rd Quarter FY2017	4th Quarter FY2017	FY 2017 Annual
ABUSE/NEGLECT					
Adult/Elder Abuse/Neglect	15	7	10	8	
Child Abuse/Neglect	9	4	7	6	
Subtotal	24	11	17	14	66
ADOPTION/FOSTER CARE					
Adoption	2	2	4	4	12
Foster Care	7	2	6	-	15
Subtotal	9	4	10	4	27
ANIMALS					
Subtotal	2	1	5	7	15
BASIC IMMEDIATE NEEDS					
Clothing/Personal Items	188	247	144	152	731
Emergency Food	1,336	1,633	1,215	1,276	5,460
Emergency Housing/Shelter	888	666	612	750	2,916
Household Items	164	153	143	144	604
Infant/Children Equipment	59	72	70	56	257
Subtotal	2,635	2,771	2,184	2,378	9,968
BUSINESS/PROFESSIONAL					
Business/Professional Licenses	1	-	1	-	
Subtotal	1	-	1	-	2
CASE MANAGEMENT					
Subtotal	70	21	120	112	323
CONSUMER					
Consumer Complaints	12	11	8	4	35
Consumer Credit/Money Mgmt.	134	177	127	137	575
Consumer Education	26	16	15	27	84
Consumer Protection	10	5	2	6	23
Subtotal	182	209	152	174	717
DAY CARE, CHILD/ADULT					
Adult Day Care	10	4	11	9	34
Child Care	39	23	27	36	125
Child Care Subsidy	105	85	80	85	355
Subtotal	154	112	118	130	514
DISABILITIES					
Assistive Technology/Devices	44	52	51	82	229
Disability Information	69	51	81	76	277
Disability Support Groups	5	5	5	5	20
Subtotal	118	108	137	163	526
DONATIONS					
Subtotal	15	25	25	21	86

EDUCATION					
Adult Education/GED/CEUs	55	50	64	53	222
Basic Ed / Literacy	-	-	1	2	3
Education for Children	27	11	21	15	74
Parenting Education	19	27	16	19	81
School Supply Assistance	54	-	-	3	57
Special Education	5	7	8	11	31
Tutoring	-	-	1	3	4
Subtotal	160	95	111	106	472
EMPLOYMENT					
Job Safety	6	3	7	4	20
Job Search/Placement	436	429	419	432	1,716
Job Training	60	48	58	70	236
Other Labor Issues	9	4	8	15	36
Unemployment Insurance	30	29	32	32	123
Subtotal	541	513	524	553	2,131
ENVIRONMENTAL PROTECTION					
Other Environment	-	-	1	1	
Subtotal	-	-	1	1	2
FINANCIAL ASSISTANCE					
Burial Assistance	6	7	4	8	25
Car Repair Assistance	35	39	22	37	133
Financial Aid, Ongoing	40	32	39	37	148
Other Financial Aid	159	155	167	159	640
Other Utility Assistance	570	660	502	485	2,217
TANF, Asst. to Needy Families	96	110	81	78	365
Subtotal	906	1,003	815	804	3,528
FOOD					
Food Stamps	585	675	554	579	2,393
Home-Delivered Meals	1	-	1	3	5
Non-Emergency Food	153	163	158	210	684
Nutrition Supplements	21	44	38	32	135
Other Food	16	25	39	29	109
WIC Food Program	45	61	53	64	223
Subtotal	821	968	843	917	3,549
GOVERNMENT					
City Government	136	95	120	140	491
County Government	280	265	294	322	1,161
Federal Government	5	17	15	15	52
Immigration/Refugees	25	17	26	28	96
Legislators	-	-	-	-	-
Licensing, not Business	-	-	-	-	-
State Government	22	24	13	31	90
Taxes	9	13	89	21	132
Subtotal	477	431	557	557	2,022

HEALTH/MEDICAL					
AIDS/HIV	1	5	3	3	12
Dental Care	334	283	695	356	1,668
FAMIS -Family Medical Security	8	7	9	10	34
Free Clinic	304	348	304	316	1,272
Hospice Care	1	1	-	-	2
Medicaid	412	535	444	436	1,827
Medical Care/Treatment	89	88	94	109	380
Medical/Health Information	79	68	85	99	331
Medicare	43	60	43	51	197
Medication Payment Assistance	119	104	126	122	471
Nursing Home	8	8	14	4	34
Other Medical Financial Aid	31	24	26	24	105
STD, Sex Transmit Disease	-	3	1	1	5
Vital Statistics	2	2	4	2	10
Subtotal	1,431	1,536	1,848	1,533	6,348
HOLIDAY ASSISTANCE					
Other Holiday Assistance	26	711	2	1	740
Subtotal	26	711	2	1	740
HOME CARE					
Chore / Errand Services	20	12	15	11	58
Companion	9	7	9	9	34
Friendly Visitors	3	-	-	-	3
Home Health Aide	96	78	96	71	341
Home Nursing	44	35	45	43	167
Homemaker	8	2	11	9	30
Personal Care	68	47	62	48	225
Rehabilitation	4	-	5	3	12
Respite Care	23	10	17	12	62
Telephone Reassurance	-	3	-	-	3
Subtotal	275	194	260	206	935
HOUSING					
Assisted / Retirement Housing	63	51	73	69	256
Group Home	14	11	7	9	41
Home Ownership	6	4	7	12	29
Home Repair/Construction	9	7	3	16	35
Housing Search Assistance	363	259	296	389	1,307
Moving	7	8	11	11	37
Rent Aid	1,308	1,289	1,200	1,200	4,997
Subsidized Housing	299	266	255	327	1,147
Subtotal	2,069	1,895	1,852	2,033	7,849

I & R PRODUCTS					
2-1-1 VIRGINIA, Information About	6	3	7	12	28
No VA Database	298	312	298	323	1,231
No VA Services Directory	41	38	26	41	146
Other Organization's Directory	2	-	5	1	8
Subtotal	347	353	336	377	1,413
INSURANCE					
Insur. Counseling/Forms Asst.	7	18	14	19	58
Social Security	142	152	105	110	509
Subtotal	149	170	119	129	567
LEGAL					
Child Support	102	101	73	70	346
Court Services	8	11	8	13	40
Delinquency	12	16	16	8	52
Discrimination		2	1	2	5
Landlord/Tenant	22	13	22	26	83
Legal Advice/Representation	185	128	154	149	616
Offenders/Ex-Offenders	8	4	8	8	28
Probation/Parole/Diversion	1	1	4	1	7
Victim Services	6	-	6	2	14
Subtotal	344	276	292	279	1,191
MATERNAL & CHILD HEALTH					
Childbirth Preparation		1	4	2	7
Childhood Injury Prevention	3	2	1	3	9
Developmental Ed for Children	7	4	3	5	19
Family Planning/Birth Control	11	1	6	4	22
Hearing Testing	3	4	7	5	19
Immunizations	13	6	6	11	36
Pregnancy	7	11	9	14	41
Subtotal	44	29	36	44	153
MENTAL HEALTH					
Mental Health Counseling/Treat	102	102	103	119	426
Mental Health Crisis	9	6	6	13	34
Mental Health Information	55	44	38	37	174
Mental Health Support Groups	9	11	15	14	49
Subtotal	175	163	162	183	683
MENTORING					
Subtotal	3	1	1	4	9
OTHER INFORMATION					
Subtotal	309	276	227	209	1,021
PUBLIC SAFETY/PUBLIC WORKS					
Disaster, Natural or Man-made	-		-	-	-
Fire/Rescue	1	1	2	-	4
Strike Team	-	-	7	-	7
Streets/Highways	1	-	1	1	3
Subtotal	2	1	10	1	14

RECREATION/ORGANIZATIONS					
Recreation Facilities	24	20	40	68	152
Recreation Programs	2	4	4	4	14
Senior Centers	42	38	51	46	177
Teen Center/Programs	4	5	11	13	33
Subtotal	72	67	106	131	376
RUNAWAYS/MISSING PERSONS					
Subtotal	1	-	1	-	2
SUBSTANCE ABUSE					
Alcohol Abuse/Addiction	9	13	-	12	34
Alcohol/Drug Support Group	5	10	12	3	30
Drug Abuse/Addiction		-	-	-	-
Subtotal	14	23	12	15	64
SUICIDE					
Information About Suicide	1	2	-	5	8
Subtotal	1	2	-	5	8
TRANSLATION/INTERPRETING					
Other Languages	6	2	5	7	20
Subtotal	6	2	5	7	20
TRANSPORTATION					
Mass Transit	89	84	82	89	344
Special Transportation	79	77	92	86	334
Subtotal	168	161	174	175	678
VIOLENCE					
Domestic Violence	69	71	70	82	292
Rape	2	-	1	-	3
Subtotal	71	71	71	82	295
VOLUNTEERISM					
Subtotal	9	8	6	5	28
Grand Total (All Categories):	11,631	12,211	11,140	11,360	46,342