

CSP Contacts FY2020	1st Quarter FY2020	2nd Quarter FY2020	3rd Quarter FY2020	4th Quarter FY2020	FY 2020 Annual
ABUSE/NEGLECT					
Adult/Elder Abuse/Neglect	13	12	10	13	48
Child Abuse/Neglect	4	1	9	5	19
Subtotal	17	13	19	18	67
ADOPTION/FOSTER CARE					
Adoption	-	-	1	1	2
Foster Care	1	3	2	1	7
Subtotal	1	3	3	2	9
ANIMALS					
Subtotal	3	1	3	1	8
BASIC IMMEDIATE NEEDS					
Clothing/Personal Items	191	291	146	86	714
Emergency Food	1,114	1,324	1,556	2,365	6,359
Emergency Housing/Shelter	819	427	544	455	2,245
Household Items	129	147	121	43	440
Infant/Children Equipment	53	57	56	91	257
Subtotal	2,306	2,246	2,423	3,040	10,015
BUSINESS/PROFESSIONAL					
Business/Professional Licenses	2	9	6	3	
Subtotal	2	9	6	3	20
CASE MANAGEMENT					
Subtotal	112	137	149	221	619
CONSUMER					
Consumer Complaints	12	5	4	8	29
Consumer Credit/Money Mgmt.	185	177	199	133	694
Consumer Education	1	-	1	-	2
Consumer Protection	1	-	3	1	5
Subtotal	199	182	207	142	730
DAY CARE, CHILD/ADULT					
Adult Day Care	3	4	2	-	9
Child Care	35	18	27	8	88
Child Care Subsidy	80	71	94	35	280
Subtotal	118	93	123	43	377
DISABILITIES					
Assistive Technology/Devices	85	58	57	31	231
Disability Information	98	92	69	53	312
Disability Support Groups	10	10	11	10	41
Subtotal	193	160	137	94	584
DONATIONS					
Subtotal	21	17	28	11	77

EDUCATION					
Adult Education/GED/CEUs	40	32	34	11	117
Basic Ed / Literacy	1	-	8	-	9
Education for Children	22	10	13	7	52
Parenting Education	19	18	23	6	66
School Supply Assistance	52	1	2	2	57
Special Education	2	4	4	1	11
Tutoring	2	-	2	-	4
Subtotal	138	65	86	27	316
EMPLOYMENT					
Job Safety	3	6	2	3	14
Job Search/Placement	412	446	489	279	1,626
Job Training	72	74	91	19	256
Other Labor Issues	13	6	10	10	39
Unemployment Insurance	30	31	166	651	878
Subtotal	530	563	758	962	2,813
ENVIRONMENTAL PROTECTION					
Other Environment	-	-	-	2	2
Subtotal	-	-	-	2	2
FINANCIAL ASSISTANCE					
Burial Assistance	16	14	22	10	62
Car Repair Assistance	50	50	40	18	158
Financial Aid, Ongoing	32	30	28	20	110
Other Financial Aid	129	139	144	96	508
Other Utility Assistance	518	628	552	468	2,166
TANF, Asst. to Needy Families	62	59	69	64	254
Subtotal	807	920	855	676	3,258
FOOD					
SNAP (Food Stamps)	442	488	628	978	2,536
Home-Delivered Meals	2	4	10	17	33
Non-Emergency Food	190	277	302	261	1,030
Nutrition Supplements	7	21	6	5	39
Other Food	4	22	3	3	32
WIC Food Program	42	47	59	-	148
Subtotal	687	859	1,008	1,264	3,818
GOVERNMENT					
City Government	88	93	106	142	429
County Government	190	198	215	218	821
Federal Government	6	28	34	56	124
Immigration/Refugees	22	14	12	15	63
Legislators	-	1	-	-	1
Licensing, not Business	4	-	-	-	4
State Government	8	27	35	64	134
Taxes	9	8	136	146	299
Subtotal	327	369	538	641	1,875

HEALTH/MEDICAL					
AIDS/HIV	14	-	3	1	18
COVID-19	-	-	763	4,117	4,880
Dental Care	367	308	365	109	1,149
FAMIS -Family Medical Security	4	3	11	13	31
Free Clinic	176	215	257	444	1,092
Hospice Care	1	-	-	-	1
Medicaid	342	400	419	433	1,594
Medical Care/Treatment	43	33	51	40	167
Medical/Health Information	89	68	67	85	309
Medicare	40	47	43	24	154
Medication Payment Assistance	75	92	94	55	316
Nursing Home	3	-	6	-	9
Other Medical Financial Aid	4	7	17	10	38
STD, Sex Transmit Disease	-	-	1	-	1
Vital Statistics	-	-	3	-	3
Subtotal	1,158	1,173	2,100	5,331	9,762
HOLIDAY ASSISTANCE					
Other Holiday Assistance	28	503	1	-	532
Subtotal	28	503	1	-	532
HOME CARE					
Chore / Errand Services	8	4	2	2	16
Companion	2	2	1	-	5
Friendly Visitors	-	-	1	1	2
Home Health Aide	61	39	52	10	162
Home Nursing	31	27	25	15	98
Homemaker	-	1	4	1	6
Personal Care	28	37	36	15	116
Rehabilitation	2	2	3	1	8
Respite Care	7	4	8	4	23
Telephone Reassurance	1	3	1	-	5
Subtotal	140	119	133	49	441
HOUSING					
Assisted / Retirement Housing	56	61	59	45	221
Group Home	4	3	3	1	11
Home Ownership	8	7	5	5	25
Home Repair/Construction	13	8	4	7	32
Housing Search Assistance	283	252	274	231	1,040
Moving	17	19	11	10	57
Rent Aid	1,353	1,343	1,776	4,154	8,626
Subsidized Housing	227	226	211	152	816
Subtotal	1,961	1,919	2,343	4,605	10,828

I & R PRODUCTS					
2-1-1 VIRGINIA, Information About	82	108	93	85	368
No VA Database	177	194	198	187	756
No VA Services Directory	35	18	17	7	77
Other Organization's Directory	2	2	1	2	7
Subtotal	296	322	309	281	1,208
INSURANCE					
Insur. Counseling/Forms Asst.	7	10	8	5	30
Social Security	140	141	128	81	490
Subtotal	147	151	136	86	520
LEGAL					
Child Support	106	118	140	139	503
Court Services	6	4	2	6	18
Delinquency	13	8	7	1	29
Discrimination	1	1	1	1	4
Landlord/Tenant	28	28	27	34	117
Legal Advice/Representation	115	132	143	107	497
Offenders/Ex-Offenders	9	9	4	6	28
Probation/Parole/Diversion	1	2	2	1	6
Victim Services	3	2	3	1	9
Subtotal	282	304	329	296	1,211
MATERNAL & CHILD HEALTH					
Childbirth Preparation	1	1	-	-	2
Childhood Injury Prevention	1	2	-	1	4
Developmental Ed for Children	3	2	7	3	15
Family Planning/Birth Control	2	1	3	2	8
Hearing Testing	1	6	5	3	15
Immunizations	1	4	1	1	7
Pregnancy	11	7	1	3	22
Subtotal	20	23	17	13	73
MENTAL HEALTH					
Mental Health Counseling/Treat	98	104	115	66	383
Mental Health Crisis	7	11	8	7	33
Mental Health Information	27	46	53	40	166
Mental Health Support Groups	10	4	16	4	34
Subtotal	142	165	192	117	616
MENTORING					
Subtotal	-	-	3	-	3
OTHER INFORMATION					
Subtotal	101	123	139	119	482
PUBLIC SAFETY/PUBLIC WORKS					
Disaster, Natural or Man-made	26	-	-	-	26
Fire/Rescue	-	-	2	-	2
Streets/Highways	1	2	-	1	4
Subtotal	27	2	2	1	32

RECREATION/ORGANIZATIONS					
Recreation Facilities	18	9	6	-	33
Recreation Programs	1	2	8	1	12
Senior Centers	26	19	38	28	111
Teen Center/Programs	4	4	-	-	8
Subtotal	49	34	52	29	164
RUNAWAYS/MISSING PERSONS					
Subtotal	2	2	-	-	4
SUBSTANCE ABUSE					
Alcohol Abuse/Addiction	15	14	14	4	47
Alcohol/Drug Support Group	7	8	16	5	36
Drug Abuse/Addiction	-	-	-	-	-
Subtotal	22	22	30	9	83
SUICIDE					
Information About Suicide	1	3	2	2	8
Subtotal	1	3	2	2	8
TRANSLATION/INTERPRETING					
Other Languages	3	5	7	1	16
Subtotal	3	5	7	1	16
TRANSPORTATION					
Mass Transit	89	64	65	4	222
Special Transportation	67	67	89	35	258
Subtotal	156	131	154	39	480
VIOLENCE					
Domestic Violence	88	81	88	65	322
Rape	-	-	-	-	-
Subtotal	88	81	88	65	322
VOLUNTEERISM					
Subtotal	3	5	12	4	24
Grand Total (All Categories):	10,087	10,724	12,392	18,194	51,397