

| <b>CSP Contacts FY2022</b>     | <b>1st Quarter<br/>FY2022</b> | <b>2nd Quarter<br/>FY2022</b> | <b>3rd Quarter<br/>FY2022</b> | <b>4th Quarter<br/>FY2022</b> | <b>FY 2022<br/>Annual</b> |
|--------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|---------------------------|
| <b>ABUSE/NEGLECT</b>           |                               |                               |                               |                               |                           |
| Adult/Elder Abuse/Neglect      | 6                             | 3                             | 2                             | 2                             | <b>13</b>                 |
| Child Abuse/Neglect            | 2                             | 4                             | 4                             | 1                             | <b>11</b>                 |
| <b>Subtotal</b>                | <b>8</b>                      | <b>7</b>                      | <b>6</b>                      | <b>3</b>                      | <b>24</b>                 |
| <b>ADOPTION/FOSTER CARE</b>    |                               |                               |                               |                               |                           |
| Adoption                       | -                             | -                             | -                             | -                             | -                         |
| Foster Care                    | -                             | -                             | -                             | 1                             | <b>1</b>                  |
| <b>Subtotal</b>                | <b>-</b>                      | <b>-</b>                      | <b>-</b>                      | <b>1</b>                      | <b>1</b>                  |
| <b>ANIMALS</b>                 |                               |                               |                               |                               |                           |
| <b>Subtotal</b>                | <b>1</b>                      | <b>1</b>                      | <b>3</b>                      | <b>2</b>                      | <b>7</b>                  |
| <b>BASIC IMMEDIATE NEEDS</b>   |                               |                               |                               |                               |                           |
| Clothing/Personal Items        | 100                           | 124                           | 109                           | 115                           | <b>448</b>                |
| Emergency Food                 | 589                           | 687                           | 618                           | 610                           | <b>2,504</b>              |
| Emergency Housing/Shelter      | 386                           | 334                           | 392                           | 574                           | <b>1,686</b>              |
| Household Items                | 35                            | 61                            | 42                            | 53                            | <b>191</b>                |
| Infant/Children Equipment      | 39                            | 42                            | 51                            | 50                            | <b>182</b>                |
| <b>Subtotal</b>                | <b>1,149</b>                  | <b>1,248</b>                  | <b>1,212</b>                  | <b>1,402</b>                  | <b>5,011</b>              |
| <b>BUSINESS/PROFESSIONAL</b>   |                               |                               |                               |                               |                           |
| Business/Professional Licenses | 6                             | 3                             | 2                             | 2                             |                           |
| <b>Subtotal</b>                | <b>6</b>                      | <b>3</b>                      | <b>2</b>                      | <b>2</b>                      | <b>13</b>                 |
| <b>CASE MANAGEMENT</b>         |                               |                               |                               |                               |                           |
| <b>Subtotal</b>                | <b>188</b>                    | <b>186</b>                    | <b>163</b>                    | <b>150</b>                    | <b>687</b>                |
| <b>CONSUMER</b>                |                               |                               |                               |                               |                           |
| Consumer Complaints            | 12                            | 7                             | 7                             | 6                             | <b>32</b>                 |
| Consumer Credit/Money Mgmt.    | 106                           | 131                           | 104                           | 102                           | <b>443</b>                |
| Consumer Education             | 6                             | 3                             | 7                             | 20                            | <b>36</b>                 |
| Consumer Protection            | 3                             | 2                             | -                             | 1                             | <b>6</b>                  |
| <b>Subtotal</b>                | <b>127</b>                    | <b>143</b>                    | <b>118</b>                    | <b>129</b>                    | <b>517</b>                |
| <b>DAY CARE, CHILD/ADULT</b>   |                               |                               |                               |                               |                           |
| Adult Day Care                 | 15                            | 8                             | 5                             | 2                             | <b>30</b>                 |
| Child Care                     | 25                            | 33                            | 24                            | 51                            | <b>133</b>                |
| Child Care Subsidy             | 77                            | 51                            | 69                            | 78                            | <b>275</b>                |
| <b>Subtotal</b>                | <b>117</b>                    | <b>92</b>                     | <b>98</b>                     | <b>131</b>                    | <b>438</b>                |
| <b>DISABILITIES</b>            |                               |                               |                               |                               |                           |
| Assistive Technology/Devices   | 13                            | 14                            | 19                            | 24                            | <b>70</b>                 |
| Disability Information         | 49                            | 39                            | 41                            | 55                            | <b>184</b>                |
| Disability Support Groups      | 13                            | 3                             | 8                             | 14                            | <b>38</b>                 |
| <b>Subtotal</b>                | <b>75</b>                     | <b>56</b>                     | <b>68</b>                     | <b>93</b>                     | <b>292</b>                |
| <b>DONATIONS</b>               |                               |                               |                               |                               |                           |
| <b>Subtotal</b>                | <b>7</b>                      | <b>7</b>                      | <b>4</b>                      | <b>11</b>                     | <b>29</b>                 |

| <b>EDUCATION</b>                |            |            |            |            |              |
|---------------------------------|------------|------------|------------|------------|--------------|
| Adult Education/GED/CEUs        | 18         | 9          | 23         | 31         | <b>81</b>    |
| Basic Ed / Literacy             | -          | -          | -          | 1          | <b>1</b>     |
| Education for Children          | 14         | 12         | 17         | 14         | <b>57</b>    |
| Parenting Education             | 2          | 3          | 1          | 2          | <b>8</b>     |
| School Supply Assistance        | 10         | -          | -          | 3          | <b>13</b>    |
| Special Education               | 3          | 1          | 3          | 2          | <b>9</b>     |
| Tutoring                        | 1          | -          | -          | 2          | <b>3</b>     |
| <b>Subtotal</b>                 | <b>48</b>  | <b>25</b>  | <b>44</b>  | <b>55</b>  | <b>172</b>   |
| <b>EMPLOYMENT</b>               |            |            |            |            |              |
| Job Safety                      | 4          | 3          | 2          | 7          | <b>16</b>    |
| Job Search/Placement            | 489        | 368        | 395        | 403        | <b>1,655</b> |
| Job Training                    | 83         | 72         | 100        | 92         | <b>347</b>   |
| Other Labor Issues              | 13         | 19         | 12         | 14         | <b>58</b>    |
| Unemployment Insurance          | 168        | 50         | 30         | 23         | <b>271</b>   |
| <b>Subtotal</b>                 | <b>757</b> | <b>512</b> | <b>539</b> | <b>539</b> | <b>2,347</b> |
| <b>ENVIRONMENTAL PROTECTION</b> |            |            |            |            |              |
| Other Environment               | 1          | -          | -          | 1          | <b>2</b>     |
| <b>Subtotal</b>                 | <b>1</b>   | <b>-</b>   | <b>-</b>   | <b>1</b>   | <b>2</b>     |
| <b>FINANCIAL ASSISTANCE</b>     |            |            |            |            |              |
| Burial Assistance               | 3          | 5          | 6          | 5          | <b>19</b>    |
| Car Repair Assistance           | 23         | 19         | 33         | 26         | <b>101</b>   |
| Financial Aid, Ongoing          | 23         | 14         | 19         | 15         | <b>71</b>    |
| Other Financial Aid             | 55         | 56         | 66         | 75         | <b>252</b>   |
| Other Utility Assistance        | 559        | 582        | 648        | 616        | <b>2,405</b> |
| TANF, Asst. to Needy Families   | 41         | 44         | 47         | 52         | <b>184</b>   |
| <b>Subtotal</b>                 | <b>704</b> | <b>720</b> | <b>819</b> | <b>789</b> | <b>3,032</b> |
| <b>FOOD</b>                     |            |            |            |            |              |
| SNAP (Food Stamps)              | 592        | 537        | 548        | 503        | <b>2,180</b> |
| Home-Delivered Meals            | 3          | -          | -          | 1          | <b>4</b>     |
| Non-Emergency Food              | 158        | 183        | 183        | 152        | <b>676</b>   |
| Nutrition Supplements           | 6          | 2          | -          | 5          | <b>13</b>    |
| Other Food                      | 1          | 1          | 1          | 1          | <b>4</b>     |
| WIC Food Program                | 36         | 20         | 39         | 37         | <b>132</b>   |
| <b>Subtotal</b>                 | <b>796</b> | <b>743</b> | <b>771</b> | <b>699</b> | <b>3,009</b> |
| <b>GOVERNMENT</b>               |            |            |            |            |              |
| City Government                 | 121        | 108        | 112        | 123        | <b>464</b>   |
| County Government               | 189        | 148        | 152        | 141        | <b>630</b>   |
| Federal Government              | 15         | 21         | 26         | 12         | <b>74</b>    |
| Immigration/Refugees            | 9          | 16         | 19         | 18         | <b>62</b>    |
| Legislators                     | -          | -          | 1          | -          | <b>1</b>     |
| Licensing, not Business         | 2          | -          | -          | 1          | <b>3</b>     |
| State Government                | 23         | 16         | 35         | 20         | <b>94</b>    |
| Taxes                           | 34         | 3          | 27         | 17         | <b>81</b>    |
| <b>Subtotal</b>                 | <b>393</b> | <b>312</b> | <b>372</b> | <b>332</b> | <b>1,409</b> |

| <b>HEALTH/MEDICAL</b>          |              |              |              |              |               |
|--------------------------------|--------------|--------------|--------------|--------------|---------------|
| AIDS/HIV                       | 1            | 1            | 1            | 1            | 4             |
| COVID-19                       | 1,805        | 1,442        | 1,378        | 930          | 5,555         |
| Dental Care                    | 151          | 101          | 117          | 109          | 478           |
| FAMIS -Family Medical Security | 2            | 7            | 6            | 1            | 16            |
| Free Clinic                    | 173          | 135          | 181          | 163          | 652           |
| Hospice Care                   | -            | -            | -            | -            | -             |
| Medicaid                       | 262          | 158          | 179          | 166          | 765           |
| Medical Care/Treatment         | 27           | 20           | 5            | 12           | 64            |
| Medical/Health Information     | 67           | 45           | 34           | 39           | 185           |
| Medicare                       | 15           | 13           | 11           | 11           | 50            |
| Medication Payment Assistance  | 55           | 56           | 20           | 17           | 148           |
| Nursing Home                   | 2            | 2            | -            | -            | 4             |
| Other Medical Financial Aid    | 12           | 8            | 17           | 7            | 44            |
| STD, Sex Transmit Disease      | -            | -            | -            | -            | -             |
| Vital Statistics               | 2            | 1            | -            | -            | 3             |
| <b>Subtotal</b>                | <b>2,574</b> | <b>1,989</b> | <b>1,949</b> | <b>1,456</b> | <b>7,968</b>  |
| <b>HOLIDAY ASSISTANCE</b>      |              |              |              |              |               |
| Other Holiday Assistance       | 3            | 63           | -            | 2            | 68            |
| <b>Subtotal</b>                | <b>3</b>     | <b>63</b>    | <b>-</b>     | <b>2</b>     | <b>68</b>     |
| <b>HOME CARE</b>               |              |              |              |              |               |
| Chore / Errand Services        | 4            | 7            | 1            | -            | 12            |
| Companion                      | 1            | 1            | 1            | 2            | 5             |
| Friendly Visitors              | 7            | 7            | -            | 3            | 17            |
| Home Health Aide               | 1            | 0            | 27           | 21           | 49            |
| Home Nursing                   | 16           | 18           | 15           | 20           | 69            |
| Homemaker                      | 9            | 18           | -            | 1            | 28            |
| Personal Care                  | 1            | 3            | 8            | 13           | 25            |
| Rehabilitation                 | 8            | 10           | 2            | 3            | 23            |
| Respite Care                   | 2            | 2            | 2            | 6            | 12            |
| Telephone Reassurance          | 5            | 7            | -            | -            | 12            |
| <b>Subtotal</b>                | <b>54</b>    | <b>73</b>    | <b>56</b>    | <b>69</b>    | <b>252</b>    |
| <b>HOUSING</b>                 |              |              |              |              |               |
| Assisted / Retirement Housing  | 65           | 28           | 57           | 59           | 209           |
| Group Home                     | 9            | 4            | 2            | 8            | 23            |
| Home Ownership                 | 5            | 3            | 4            | 12           | 24            |
| Home Repair/Construction       | 8            | 1            | 6            | 10           | 25            |
| Housing Search Assistance      | 383          | 259          | 277          | 375          | 1,294         |
| Moving                         | 19           | 6            | 10           | 17           | 52            |
| Rent Aid                       | 3,129        | 2,503        | 2,691        | 2,173        | 10,496        |
| Subsidized Housing             | 205          | 139          | 161          | 210          | 715           |
| <b>Subtotal</b>                | <b>3,823</b> | <b>2,943</b> | <b>3,208</b> | <b>2,864</b> | <b>12,838</b> |

| <b>I &amp; R PRODUCTS</b>          |            |            |            |            |            |
|------------------------------------|------------|------------|------------|------------|------------|
| 2-1-1 VIRGINIA, Information About  | 4          | 2          | 20         | 28         | 54         |
| No VA Database                     | 114        | 69         | 78         | 49         | 310        |
| No VA Services Directory           | 11         | 4          | 7          | 4          | 26         |
| Other Organization's Directory     | -          | 2          | 1          | 1          | 4          |
| <b>Subtotal</b>                    | <b>129</b> | <b>77</b>  | <b>106</b> | <b>82</b>  | <b>394</b> |
| <b>INSURANCE</b>                   |            |            |            |            |            |
| Insur. Counseling/Forms Asst.      | 11         | 26         | 16         | 12         | 65         |
| Social Security                    | 97         | 87         | 100        | 93         | 377        |
| <b>Subtotal</b>                    | <b>108</b> | <b>113</b> | <b>116</b> | <b>105</b> | <b>442</b> |
| <b>LEGAL</b>                       |            |            |            |            |            |
| Child Support                      | 119        | 98         | 94         | 77         | 388        |
| Court Services                     | 3          | 6          | 7          | 4          | 20         |
| Delinquency                        | 4          | 3          | 5          | 5          | 17         |
| Discrimination                     | 2          | -          | -          | -          | 2          |
| Landlord/Tenant                    | 44         | 24         | 37         | 37         | 142        |
| Legal Advice/Representation        | 122        | 99         | 93         | 88         | 402        |
| Offenders/Ex-Offenders             | 4          | 2          | 4          | 3          | 13         |
| Probation/Parole/Diversion         | 2          | -          | -          | -          | 2          |
| Victim Services                    | 3          | 2          | 1          | 3          | 9          |
| <b>Subtotal</b>                    | <b>303</b> | <b>234</b> | <b>241</b> | <b>217</b> | <b>995</b> |
| <b>MATERNAL &amp; CHILD HEALTH</b> |            |            |            |            |            |
| Childbirth Preparation             | 1          | -          | 1          | 3          | 5          |
| Childhood Injury Prevention        | 1          | 2          | -          | 5          | 8          |
| Developmental Ed for Children      | 7          | 4          | 3          | 8          | 22         |
| Family Planning/Birth Control      | -          | -          | 3          | 1          | 4          |
| Hearing Testing                    | 2          | 1          | 3          | 4          | 10         |
| Immunizations                      | 29         | 10         | 2          | 2          | 43         |
| Pregnancy                          | 3          | -          | 1          | 1          | 5          |
| <b>Subtotal</b>                    | <b>43</b>  | <b>17</b>  | <b>13</b>  | <b>24</b>  | <b>97</b>  |
| <b>MENTAL HEALTH</b>               |            |            |            |            |            |
| Mental Health Counseling/Treat     | 81         | 99         | 83         | 111        | 374        |
| Mental Health Crisis               | 7          | 9          | 5          | 5          | 26         |
| Mental Health Information          | 58         | 53         | 60         | 90         | 261        |
| Mental Health Support Groups       | 8          | 4          | 6          | 9          | 27         |
| <b>Subtotal</b>                    | <b>154</b> | <b>165</b> | <b>154</b> | <b>215</b> | <b>688</b> |
| <b>MENTORING</b>                   |            |            |            |            |            |
| <b>Subtotal</b>                    | <b>-</b>   | <b>-</b>   | <b>1</b>   | <b>2</b>   | <b>3</b>   |
| <b>OTHER INFORMATION</b>           |            |            |            |            |            |
| <b>Subtotal</b>                    | <b>72</b>  | <b>76</b>  | <b>75</b>  | <b>90</b>  | <b>313</b> |
| <b>PUBLIC SAFETY/PUBLIC WORKS</b>  |            |            |            |            |            |
| Disaster, Natural or Man-made      | -          | -          | -          | -          | -          |
| Fire/Rescue                        | 2          | -          | -          | -          | 2          |
| Streets/Highways                   | -          | -          | -          | -          | -          |
| <b>Subtotal</b>                    | <b>2</b>   | <b>-</b>   | <b>-</b>   | <b>-</b>   | <b>2</b>   |

| <b>RECREATION/ORGANIZATIONS</b>      |               |              |               |              |               |
|--------------------------------------|---------------|--------------|---------------|--------------|---------------|
| Recreation Facilities                | 6             | -            | 5             | 4            | <b>15</b>     |
| Recreation Programs                  | 2             | 2            | 2             | 2            | <b>8</b>      |
| Senior Centers                       | 38            | 26           | 34            | 49           | <b>147</b>    |
| Teen Center/Programs                 | 1             | -            | 1             | 2            | <b>4</b>      |
| <b>Subtotal</b>                      | <b>47</b>     | <b>28</b>    | <b>42</b>     | <b>57</b>    | <b>174</b>    |
| <b>RUNAWAYS/MISSING PERSONS</b>      |               |              |               |              |               |
| <b>Subtotal</b>                      | <b>-</b>      | <b>-</b>     | <b>-</b>      | <b>1</b>     | <b>1</b>      |
| <b>SUBSTANCE ABUSE</b>               |               |              |               |              |               |
| Alcohol Abuse/Addiction              | 7             | 7            | 7             | 4            | <b>25</b>     |
| Alcohol/Drug Support Group           | 6             | 5            | 7             | 4            | <b>22</b>     |
| Drug Abuse/Addiction                 | -             | -            | -             | -            | <b>-</b>      |
| <b>Subtotal</b>                      | <b>13</b>     | <b>12</b>    | <b>14</b>     | <b>8</b>     | <b>47</b>     |
| <b>SUICIDE</b>                       |               |              |               |              |               |
| Information About Suicide            | 1             | -            | 3             | -            | <b>4</b>      |
| <b>Subtotal</b>                      | <b>1</b>      | <b>-</b>     | <b>3</b>      | <b>-</b>     | <b>4</b>      |
| <b>TRANSLATION/INTERPRETING</b>      |               |              |               |              |               |
| Other Languages                      | 1             | 1            | 1             | 1            | <b>4</b>      |
| <b>Subtotal</b>                      | <b>1</b>      | <b>1</b>     | <b>1</b>      | <b>1</b>     | <b>4</b>      |
| <b>TRANSPORTATION</b>                |               |              |               |              |               |
| Mass Transit                         | 12            | 15           | 8             | 19           | <b>54</b>     |
| Special Transportation               | 29            | 23           | 20            | 27           | <b>99</b>     |
| <b>Subtotal</b>                      | <b>41</b>     | <b>38</b>    | <b>28</b>     | <b>46</b>    | <b>153</b>    |
| <b>VIOLENCE</b>                      |               |              |               |              |               |
| Domestic Violence                    | 57            | 66           | 76            | 72           | <b>271</b>    |
| Rape                                 | -             | 3            | -             | -            | <b>3</b>      |
| <b>Subtotal</b>                      | <b>57</b>     | <b>69</b>    | <b>76</b>     | <b>72</b>    | <b>274</b>    |
| <b>VOLUNTEERISM</b>                  |               |              |               |              |               |
| <b>Subtotal</b>                      | <b>4</b>      | <b>1</b>     | <b>3</b>      | <b>6</b>     | <b>14</b>     |
| <b>Grand Total (All Categories):</b> | <b>11,806</b> | <b>9,954</b> | <b>10,305</b> | <b>9,656</b> | <b>41,721</b> |