

Coordinated Services Planning

FY1999 Statistics

	1st Quarter FY99	2nd Quarter FY99	3rd Quarter FY99	4th Quarter FY99	FY99 Year- To- Date
Contact Method					
<i>Electronic</i>	1	2	2	72	77
<i>Fax</i>	15	4	21	38	78
<i>Mail</i>	22	99	14	5,147	5,282
<i>Phone</i>	2387	5282	4,707	11	12,387
<i>TTY/TDD</i>	21	29	18	4	72
<i>Home Visit</i>	2	3	1	161	167
<i>Walk-In</i>	266	165	1,032	29	1,492
<i>Other</i>	131	72	68	0	271
TOTAL	2845	5656	5,863	5,462	19,826
Follow-Up Calls					
<i>Follow-up: New Need Identified</i>	0	2	2	2	6
<i>Follow-up: Survey sent</i>	0	0	0	1	1
<i>Follow-up: No response</i>	1	3	5	0	9
<i>Follow-up: No New Needs</i>	18	27	54	88	187
TOTAL	19	32	61	91	203
Phone Statistics					
<i>Calls Answered</i>	12620		13,416	12,231	51,294
<i>Outbound Calls*</i>	10975		14,769	13,420	56,378
TOTAL	23595	0	28,185	25,651	107,672
<i>* Incomplete Data</i>					

Contact Primary Topics

Category	1st Quarter FY99	2nd Quarter FY99	3rd Quarter FY 99	4th Quarter FY 99	FY99 Year- To- Date
ABUSE/NEGLECT					
<i>Adult/Elder Abuse/Neglect</i>	16	19	21	19	75
<i>Child Abuse/Neglect</i>	10	10	9	16	45
<i>Spouse Abuse</i>	11	6	11	13	41
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Subtotal	37	35	41	48	161
Category As Percentage of Total	0.53%	0.57%	0.52%	0.78%	0.59%
ADOPTION/FOSTER CARE					
<i>Adoption</i>	2	6	2	9	19

<i>Foster Care</i>	4	3	7	6	20
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Subtotal	6	9	9	15	39
Category As Percentage of Total	0.09%	0.15%	0.11%	0.24%	0.14%
ANIMALS	7	3	1	2	13
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Subtotal	7	3	1	2	13
Category As Percentage of Total	0.10%	0.05%	0.01%	0.03%	0.05%
BASIC IMMEDIATE NEEDS					
<i>Emergency Food</i>	514	520	424	384	1,842
<i>Clothing/Personal Items</i>	78	79	54	62	273
<i>Emergency Housing/Shelter</i>	152	116	439	527	1,234
<i>Infant/Children Equipment</i>	31	22	21	23	97
<i>Household Items</i>	138	97	143	101	479
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Subtotal	913	834	1,081	1,097	3,925
Category As Percentage of Total	13.17%	13.51%	13.78%	17.79%	14.47%
BUSINESS/PROFESSIONAL	2	5	7	2	16
<i>Licensing</i>	21	6	15	14	56
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Subtotal	23	11	22	16	72
Category As Percentage of Total	0.33%	0.18%	0.28%	0.26%	0.27%
CASE MANAGEMENT	10	15	14	19	58
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Subtotal	10	15	14	19	58
Category As Percentage of Total	0.14%	0.24%	0.18%	0.31%	0.21%
CONSUMER					
<i>Child Safety</i>	2	3	1	2	8
<i>Consumer Complaints</i>	15	5	6	5	31
<i>Consumer Education</i>	7	5	6	10	28
<i>Consumer Protection</i>	10	2	5	2	19
<i>Consumer Credit</i>	14	15	13	9	51
<i>Safety/Accident Prevention</i>	0	0	0	2	2
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Subtotal	48	30	31	30	139
Category As Percentage of Total	0.69%	0.49%	0.40%	0.49%	0.515
DAY CARE, CHILD/ADULT					
<i>Adult Day Care</i>	11	11	10	10	42

<i>Child Care</i>	102	61	91	64	318
<i>Child Care Subsidy</i>	18	21	30	25	94
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Subtotal	131	93	131	99	454
Category As Percentage of Total	1.89%	1.51%	1.67%	1.61%	1.67%
DISABILITIES					
<i>Disability Information</i>	22	17	26	15	80
<i>Assistive Tech./Devices</i>	58	57	73	61	249
<i>Disability Support Groups</i>	0	1	7	2	10
<i>Mental Retardation</i>	5	2	0	1	8
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Subtotal	85	77	106	79	347
Category As Percentage of Total	1.23%	1.25%	1.35%	1.28%	1.28%
DONATIONS	77	120	61	71	329
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Subtotal	77	120	61	71	329
Category As Percentage of Total	1.11%	1.94%	0.78%	1.15%	1.21%
EDUCATION					
<i>Adult Education/GED/CEUs</i>	59	41	54	39	193
<i>Education for Children</i>	0	7	10	11	28
<i>Parenting Education</i>	6	2	5	5	18
<i>Special Education</i>	22	9	10	3	44
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Subtotal	87	59	79	58	283
Category As Percentage of Total	1.26%	0.96%	1.01%	0.94%	1.04%
EMPLOYMENT					
<i>Job Search/Placement</i>	87	73	78	105	343
<i>Job Training</i>	45	40	21	28	134
<i>Unemployment Insurance</i>	10	10	16	9	45
<i>Job Safety</i>	1	0	0	0	1
<i>Other Labor Issues</i>	4	6	8	6	24
<i>Sheltered Employment</i>	2	0	2	0	4
<i>Day Support - Habilitative</i>	0	1	1	2	4
<i>Supported Employment</i>	3	1	1	1	6
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Subtotal	152	131	127	151	561
Category As Percentage of Total	2.19%	2.12%	1.62%	2.45%	2.07%
ENVIRONMENTAL PROTECTION	5	2	1	3	11
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Subtotal	5	2	1	3	11
Category As Percentage of Total	0.07%	0.03%	0.01%	0.05%	0.04%
FINANCIAL ASSISTANCE					
<i>TANF, Asst. to Needy Fam.</i>	18	20	38	37	113
<i>Financial Aid, Ongoing</i>	9	19	22	18	68
<i>Burial Assistance</i>	6	6	4	5	21
<i>Car Repair Assistance</i>	23	21	22	14	80
<i>Other Utility Assistance</i>	588	511	462	397	1,958
<i>Other Financial Aid</i>	152	102	102	106	462
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Subtotal	796	679	650	577	2,702
Category As Percentage of Total	11.48%	11.00%	8.29%	9.36%	9.96%
FOOD					
<i>Home-Delivered Meals</i>	5	4	8	5	22
<i>Food Stamps</i>	77	84	75	93	329
<i>Nutrition Supplements</i>	1	0	1	2	4
<i>WIC Food Program</i>	16	14	17	23	70
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Subtotal	99	102	101	123	425
Category As Percentage of Total	1.43%	1.65%	1.29%	1.99%	1.57%
GOVERNMENT					
<i>Immigration/Refugees</i>	6	3	4	11	24
<i>Taxes</i>	18	28	66	19	131
<i>City Government</i>	53	46	44	35	178
<i>County Government</i>	222	186	261	168	837
<i>State Government</i>	28	19	25	14	86
<i>Federal Government</i>	12	8	11	6	37
<i>Legislators</i>	0	0	0	0	0
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Subtotal	339	290	411	253	1,293
Category As Percentage of Total	4.89%	4.70%	5.24%	4.10%	4.77%
HEALTH/MEDICAL					
<i>Medical/Health Information</i>	196	143	243	247	829
<i>Medical Care/Treatment</i>	115	78	88	48	329
<i>Dental Care</i>	233	210	264	208	915
<i>Hospice Care</i>	0	0	0	1	1
<i>Nursing Home</i>	32	18	19	19	88
<i>STD, Sex Transmit Disease</i>	2	0	2	1	5
<i>AIDS/HIV</i>	1	0	3	3	7
<i>Medicaid</i>	111	99	157	146	513

<i>Medicare</i>	16	20	13	15	64
<i>Medication Payment Assist</i>	148	125	168	115	556
<i>Other Med Financial Aid</i>	65	35	62	64	226
<i>Vital Statistics</i>	10	13	21	15	59
<i>Respite Services</i>	0	0	1	1	2
<i>International Travel Immunizations</i>	7	4	0	2	13
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Subtotal	936	745	1,041	885	3,607
Category As Percentage of Total	13.50%	12.07%	13.27%	14.35%	13.30%
HOLIDAY ASSISTANCE	19	702	2	0	723
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Subtotal	19	702	2	0	723
Category As Percentage of Total	0.27%	11.37%	0.03%	0.00%	2.67%
HOME HEALTH					
<i>Home Nursing</i>	28	29	37	27	121
<i>Home Health Aide</i>	41	43	79	79	242
<i>Homemaker</i>	11	18	24	30	83
<i>Personal Care</i>	60	55	86	92	293
<i>Companion</i>	29	33	43	40	145
<i>Chore Services</i>	17	23	19	26	85
<i>Rehabilitation</i>	4	2	2	4	12
<i>Respite Care</i>	4	5	16	14	39
<i>Friendly Visitors</i>	6	0	0	6	12
<i>Telephone Reassurance</i>	0	1	0	0	1
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Subtotal	200	209	306	318	1,033
Category As Percentage of Total	2.89%	3.39%	3.90%	5.16%	3.81%
HOUSING					
<i>Housing Search Assistance</i>	531	264	465	325	1,585
<i>Rent Aid</i>	1070	879	810	700	3,459
<i>Subsidized Housing</i>	323	130	1,322	234	2,009
<i>Group Home</i>	7	2	6	8	23
<i>Home Repair/Construction</i>	2	8	7	5	22
<i>Housing - Senior</i>	43	27	87	37	194
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Subtotal	1976	1310	2,697	1,309	7,292
Category As Percentage of Total	28.51%	21.22%	34.39%	21.23%	26.89%
INSURANCE					
<i>Insur. Counseling/Forms Asst.</i>	1	2	4	5	12
<i>Social Security</i>	16	17	13	25	71

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Subtotal	17	19	17	30	83
Category As Percentage of Total	0.25%	0.31%	0.22%	0.49%	0.315
LEGAL					
<i>Legal Advice/Representation</i>	32	19	31	38	120
<i>Child Support</i>	21	33	27	22	103
<i>Court Services - Other</i>	16	24	8	9	57
<i>Court Services - Juv & Domestic Relations</i>	8	12	19	9	48
<i>Discrimination</i>	4	6	3	6	19
<i>Landlord/Tenant</i>	16	7	17	13	53
<i>Offenders/Ex-Offenders</i>	1	2	1	2	6
<i>Probation/Parole/Diversion</i>	0	0	0	0	0
<i>Victim services</i>	3	2	4	0	9
<i>Lawyer Referral</i>	37	20	28	26	111
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Subtotal	138	125	138	125	526
Category As Percentage of Total	1.99%	2.02%	1.76%	2.03%	1.94%
MATERNAL & CHILD HEALTH	17	37	61	64	179
<i>Childbirth Preparation</i>	4	1	6	3	14
<i>Family Plan/Birth Control</i>	1	0	1	4	6
<i>Pregnancy</i>	9	2	5	13	29
<i>Developmental Ed for Children</i>	0	0	0	0	0
<i>Immunizations</i>	10	9	3	4	26
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Subtotal	41	49	76	88	254
Category As Percentage of Total	0.59%	0.79%	0.97%	1.43%	0.94%
MENTAL HEALTH					
<i>Mental Health Crisis</i>	6	3	5	2	16
<i>Mental Health Information</i>	23	20	26	28	97
<i>Support Groups</i>	8	10	10	11	39
<i>Mental Health Counseling</i>	24	19	40	27	110
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Subtotal	61	52	81	68	262
Category As Percentage of Total	0.88%	0.84%	1.03%	1.10%	0.97%
PUBLIC SAFETY/PUBLIC WORKS	7	1	2	0	10
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Subtotal	7	1	2	0	10
Category As Percentage of Total	0.10%	0.02%	0.03%	0.00%	0.04%
REC./ORGANIZATIONS					

<i>Recreational Facilities</i>	8	5	5	10	28
<i>Senior Centers</i>	15	8	12	26	61
<i>Teen Center/Programs</i>	4	2	1	4	11
<i>Therapeutic Recreation</i>	2	2	2	5	11
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Subtotal	29	17	20	45	111
Category As Percentage of Total	0.42%	0.28%	0.26%	0.73%	0.41%
RUNAWAYS/MISSING PERSONS	2	1	1	1	5
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Subtotal	2	1	1	1	5
Category As Percentage of Total	0.03%	0.02%	0.01%	0.02%	0.02%
SUBSTANCE ABUSE					
<i>Alcohol Abuse/Addiction</i>	4	2	2	4	12
<i>Drug Abuse/Addiction</i>	3	4	3	2	12
<i>Alcohol/Drug Support Grp</i>	1	2	1	2	6
<i>Substance Abuse Information</i>	1	2	1	2	6
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Subtotal	9	10	7	10	36
Category As Percentage of Total	0.13%	0.16%	0.09%	0.16%	0.13%
SUICIDE	2	0	2	0	4
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Subtotal	2	0	2	0	4
Category As Percentage of Total	0.03%	0.00%	0.03%	0.00%	0.01%
TRANSLATION/INTERPRETING	10	2	19	28	59
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Subtotal	10	2	19	28	59
Category As Percentage of Total	0.14%	0.03%	0.24%	0.45%	0.22%
TRANSPORTATION					
<i>Mass Transit</i>	17	19	20	40	96
<i>Special Transportation</i>	317	212	264	225	1,018
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Subtotal	334	231	284	265	1,114
Category As Percentage of Total	4.82%	3.74%	3.62%	4.30%	4.11%
VIOLENCE					
<i>Sexual Assault</i>	1	0	0	0	1
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Subtotal	1	0	0	0	1
Category As Percentage of Total	0.01%	0.00%	0.00%	0.00%	0.00%

VOLUNTEERISM	15	23	17	14	69
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Subtotal	15	23	17	14	69
Category As Percentage of Total	0.22%	0.37%	0.22%	0.23%	0.25%
OTHER INFORMATION	319	188	266	340	1,113
<i>Repeat Caller</i>	1	0	1	0	2
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Subtotal	320	188	267	340	1,115
Category As Percentage of Total	4.62%	3.05%	3.40%	5.51%	4.11%
Grand Total:	6932	6174	7,843	6,167	27,116
Quarter Total as Percentage of YTD Total	52.89%	47.11%	28.92%	22.74%	