

## Coordinated Services Planning

### Contact Topics/Needs

Category	1st Quarter FY2001	2nd Quarter FY2001	3rd Quarter FY2001	4th Quarter FY2001	FY2001 Year To Date
<b>ABUSE/NEGLECT</b>					
Adult/Elder Abuse/Neglect	14	15	20	14	63
Child Abuse/Neglect	16	10	17	14	57
Subtotal	30	25	37	28	120
Category As Percentage of Total	0.34%	0.31%	0.43%	0.32%	0.36%
<b>ADOPTION/FOSTER CARE</b>					
Adoption	4	2	3	2	11
Foster Care	6	4	5	4	19
Subtotal	10	6	8	6	30
Category As Percentage of Total	0.11%	0.07%	0.09%	0.07%	0.09%
<b>ANIMALS</b>	6	3	3	2	14
Subtotal	6	3	3	2	14
Category As Percentage of Total	0.07%	0.04%	0.03%	0.02%	0.04%
<b>BASIC IMMEDIATE NEEDS</b>					
Emergency Food	471	500	510	474	1955
Clothing/Personal Items	76	92	61	55	284
Emergency Housing/Shelter	517	362	451	428	1758
Emergency Shelter Intake	172	176	157	206	711
Infant/Children Equipment	33	42	31	25	131
Household Items	69	161	133	153	516
Subtotal	1338	1333	1343	1341	5355
Category As Percentage of Total	15.35%	16.45%	15.57%	15.24%	15.91%
<b>BUSINESS/PROFESSIONAL</b>					0
Business/Professional Licensing	10	8	10	8	36
Subtotal	10	8	10	8	36
Category As Percentage of Total	0.11%	0.10%	0.12%	0.09%	0.11%
<b>CASE MANAGEMENT</b>	44	42	26	40	152
Subtotal	44	42	26	40	152
Category As Percentage of Total	0.50%	0.52%	0.30%	0.45%	0.45%
<b>CONSUMER</b>					
Consumer Complaints	21	12	14	10	57
Consumer Education	4	3	3	0	10
Consumer Protection	7	5	5	4	21
Consumer Credit/Money Management	22	16	16	19	73
Subtotal	54	36	38	33	161
Category As Percentage of Total	0.62%	0.44%	0.44%	0.38%	0.48%
<b>DAY CARE, CHILD/ADULT</b>					

Adult Day Care	19	13	6	6	44
Child Care	90	77	78	74	319
Child Care Subsidy	62	39	80	69	250
Subtotal	171	129	164	149	613
Category As Percentage of Total	1.96%	1.59%	1.90%	1.69%	1.82%
<b>DISABILITIES</b>					
Disability Information	38	19	34	29	120
Assistive Technology/Devices	72	79	78	75	304
Disability Support Groups	5	1	7	4	17
Mental Retardation	5	3	4	1	13
Subtotal	120	102	123	109	454
Category As Percentage of Total	1.38%	1.26%	1.43%	1.24%	1.35%
<b>DONATIONS</b>	113	169	69	69	420
Subtotal	113	169	69	69	420
Category As Percentage of Total	1.30%	2.09%	0.80%	0.78%	1.25%
<b>EDUCATION</b>					
Adult Education/GED/CEUs	78	45	55	42	220
Education for Children	33	12	22	11	78
Driver Education (Category to be added 01/01)	0	0	0	0	0
Parenting Education	7	15	9	2	33
Special Education	6	7	5	6	24
Tutoring (Category to be added 01/01)	0	0	4	2	6
Subtotal	124	79	95	63	361
Category As Percentage of Total	1.42%	0.98%	1.10%	0.72%	1.07%
<b>EMPLOYMENT</b>					
Job Search/Placement	184	144	200	187	715
Job Training	45	29	31	31	136
Unemployment Insurance	12	12	15	25	64
Job Safety	0	1	0	0	1
Other Labor Issues	7	3	16	11	37
Sheltered Employment	2	2	2	0	6
Day Support - Habilitative	0	1	2	0	3
Supported Employment	0	1	1	3	5
Subtotal	250	193	267	257	967
Category As Percentage of Total	2.87%	2.38%	3.10%	2.92%	2.87%
<b>ENVIRONMENTAL PROTECTION</b>	3	1	1	1	6
Subtotal	3	1	1	1	6
Category As Percentage of Total	0.03%	0.01%	0.01%	0.01%	0.02%
<b>FINANCIAL ASSISTANCE</b>					
TANF - Temporary Assistance to Needy Families	83	62	53	62	260
Financial Aid, Ongoing	44	26	28	29	127

Burial Assistance	11	9	3	8	31
Car Repair Assistance	20	15	11	14	60
Other Utility Assistance	431	429	559	654	2073
Other Financial Aid	166	148	142	152	608
Subtotal	755	689	796	919	3159
Category As Percentage of Total	8.66%	8.51%	9.23%	10.44%	9.39%
<b>FOOD</b>					
Non-Emergency Food	8	11	9	10	38
Home-Delivered Meals	9	15	5	7	36
Food Stamps	208	148	172	176	704
Nutrition Education	0	1	2	1	4
Nutrition Supplements	7	1	1	0	9
WIC Food Program	67	45	51	60	2223
Subtotal	299	221	240	254	1014
Category As Percentage of Total	3.43%	2.73%	2.78%	2.89%	3.01%
<b>GOVERNMENT</b>					
Immigration/Refugees	16	21	48	24	109
Taxes	21	20	22	22	85
Licensing, Not Business	3	4	6	8	21
City Government	48	55	40	45	188
County Government	300	220	238	246	1004
State Government	20	22	20	15	77
Federal Government	17	11	11	8	47
Legislators	0	0	0	0	0
Subtotal	425	353	385	368	1531
Category As Percentage of Total	4.87%	4.36%	4.46%	4.18%	4.55%
<b>HEALTH/MEDICAL</b>					
Medical/Health Information	166	123	159	133	581
CMSIP Information	25	15	18	18	76
CMSIP Referral	5	13	16	7	41
Medical Care/Treatment	35	27	32	26	120
Free Clinic/Community Health Care Network	377	288	390	431	1486
Dental Care	172	150	193	190	705
Dental Care - Dental Clinic Enrollment	98	62	82	99	341
Hospice Care	3	1	1	0	5
Nursing Home	26	28	21	28	103
STD, Sexually Transmitted Disease	1	0	1	4	6
AIDS/HIV	1	1	2	3	7
Medicaid	296	286	306	330	1218
Medicare	25	18	21	29	93
Medication Payment Assist	157	175	214	207	753
Other Med Financial Aid	25	16	23	22	86

Vital Statistics	12	10	13	11	46
Respite Services	2	3	3	2	10
International Travel Immunizations	1	3	1	2	7
Subtotal	1427	1219	1496	1542	5684
Category As Percentage of Total	16.37%	15.05%	17.35%	17.52%	16.89%
<b>HOLIDAY ASSISTANCE</b>	22	546	1	1	570
Subtotal	22	546	1	1	570
Category As Percentage of Total	0.25%	6.74%	0.01%	0.01%	1.69%
<b>HOME HEALTH/HOME CARE</b>					
Home Nursing	61	49	63	59	232
Home Health Aide	116	70	105	86	377
Homemaker	35	28	29	30	122
Personal Care	108	69	125	113	415
Companion	43	31	40	26	140
Chore Services	45	28	42	22	137
Rehabilitation	6	7	7	3	23
Respite Care	23	16	31	22	137
Friendly Visitors	18	9	12	5	44
Telephone Reassurance	1	0	2	0	3
Subtotal	456	307	456	366	1585
Category As Percentage of Total	5.23%	3.79%	5.29%	4.16%	4.71%
<b>HOUSING</b>					
Housing Search Assistance	471	563	512	624	2170
Rent Aid	754	782	851	882	3269
Subsidized Housing	378	230	459	0	1067
Home Ownership (Category to be added 01/01)	0	0	24	33	57
Assisted Living (Category added 1/01)	0	0	50	14	64
Group Home	6	8	10	7	31
Home Repair/Construction	12	5	11	6	34
Housing - Senior	39	56	95	46	236
Subtotal	1660	1644	2012	1612	6928
Category As Percentage of Total	19.04%	20.29%	23.33%	18.32%	20.59%
<b>INFORMATION AND REFERRAL PRODUCTS</b>					
Other Organization's Directory	2	42	71	77	193
Human Services Resource Guide	54	16	9	30	109
Northern Virginia Regional Commission	12	1	7	11	31
Subtotal	68	59	16	41	184
Category As Percentage of Total	0.78%	0.73%	0.19%	0.047%	0.55%
<b>INSURANCE</b>					
Insur. Counseling/Forms Asst.	3	3	0	1	7
Social Security	38	30	28	28	124

Subtotal	41	33	28	29	131
Category As Percentage of Total	0.47%	0.41%	0.32%	.033%	0.39%
<b>LEGAL</b>					
Legal Advice/Representation	74	65	89	58	286
Child Support	98	46	67	50	261
Court Services - Other	31	15	26	13	85
Court Services - Juv & Domestic Relations	21	20	19	16	76
Discrimination	4	1	4	3	12
Landlord/Tenant	19	20	22	18	79
Offenders/Ex-Offenders	3	3	1	4	11
Probation/Parole/Diversion	0	0	1	0	1
Victim services	18	5	11	5	39
Lawyer Referral	31	45	50	32	158
Subtotal	299	220	290	199	1008
Category As Percentage of Total	3.43%	2.72%	3.36%	2.26%	3.00%
<b>MATERNAL &amp; CHILD HEALTH</b>	307	111	82	56	556
Childbirth Preparation	3	2	2	1	8
Family Plan/Birth Control	9	7	2	1	19
Pregnancy	19	17	11	13	60
Childhood Injury Prevention	6	1	6	2	15
Developmental Ed for Children	1	0	0	0	1
Hearing Testing (Category to be added 01/01)	0	0	5	5	10
Immunizations	16	6	9	11	42
Subtotal	361	144	117	89	711
Category As Percentage of Total	4.14%	1.78%	1.36%	1.01%	2.11%
<b>MENTAL HEALTH</b>					
Mental Health Crisis	7	7	11	10	35
Mental Health Information	41	31	36	32	140
Mental Health Support Groups	14	8	16	11	49
Mental Health Counseling	43	32	51	59	185
Subtotal	105	78	14	112	409
Category As Percentage of Total	1.20%	0.96%	1.32%	1.27%	1.22%
<b>MENTORING (Category to be added 01/01)</b>	0	0	4	2	6
Subtotal	0	0	4	2	6
Category As Percentage of Total	0.00%	0.00%	0.05%	0.02%	0.02%
<b>PUBLIC SAFETY/PUBLIC WORKS</b>	1	0	0	1	2
Subtotal	1	0	0	1	2
Category As Percentage of Total	0.01%	0.00%	0.00%	0.01%	0.01%
<b>RECREATION/ORGANIZATIONS</b>					
Recreational Facilities	9	7	0	14	30
Senior Centers	19	10	7	11	47

Teen Center/Programs	3	1	2	7	13
Therapeutic Recreation	1	0	0	4	5
Subtotal	32	18	9	36	95
Category As Percentage of Total	0.37%	0.22%	0.10%	0.41%	0.28%
<b>RUNAWAYS/MISSING PERSONS</b>	1	1	0	0	2
Subtotal	1	1	0	0	2
Category As Percentage of Total	0.01%	0.01%	0.00%	0.00%	0.01%
<b>SUBSTANCE ABUSE</b>					
Alcohol Abuse/Addiction	5	3	5	11	24
Drug Abuse/Addiction	4	5	4	11	24
Alcohol/Drug Support Group	6	0	1	1	8
Substance Abuse Information	9	4	7	4	24
Subtotal	24	12	17	27	80
Category As Percentage of Total	0.28%	0.15%	0.20%	0.31%	0.24%
<b>SUICIDE</b>	2	1	2	0	5
Subtotal	2	1	2	0	5
Category As Percentage of Total	0.02%	0.01%	0.02%	0.00%	0.01%
<b>TRANSLATION/INTERPRETING</b>	14	29	20	15	78
Subtotal	14	29	20	15	78
Category As Percentage of Total	0.16%	0.36%	0.23%	0.17%	0.23%
<b>TRANSPORTATION</b>					
Mass Transit	49	55	57	59	220
Special Transportation	219	162	207	193	781
Subtotal	268	217	264	252	1001
Category As Percentage of Total	3.07%	2.68%	3.06%	2.86%	2.97%
<b>VIOLENCE</b>					
Domestic Violence	16	14	20	16	66
Rape/Sexual Assault	0	0	4	1	5
Subtotal	16	14	24	17	71
Category As Percentage of Total	0.18%	0.17%	0.28%	0.19%	0.21%
<b>VOLUNTEERISM</b>	19	17	14	14	64
Subtotal	19	17	14	14	64
Category As Percentage of Total	0.22%	0.21%	0.16%	0.16%	0.19%
<b>OTHER INFORMATION</b>	150	150	161	173	634
Repeat Caller	0	2	0	2	4
Gang-Related (Fairfax Addition)	0	0	0	0	0
Safety/Accident Prevention (Fairfax Addition)	1	1	1	0	3
Subtotal	151	153	162	175	641
Category As Percentage of Total	1.73%	1.89%	1.88%	1.99%	1.91%
<b>Grand Total:</b>	8719	8101	8623	8799	33648
Quarter Total as Percentage of YTD Total	25.91%	24.08%	25.63%	26.15%	

<b>Contact/Phone Statistics</b>					
	<b>1st Quarter FY2001</b>	<b>2nd Quarter FY2001</b>	<b>3rd Quarter FY2001</b>	<b>4th Quarter FY2001</b>	<b>FY2001 Year to Date</b>
<b>Contact Method</b>					
Electronic	15	14	32	72	133
Fax	10	6	2	18	36
Mail	23	5	4	32	64
Phone	6276	6212	6234	6276	24998
TTY/TDD	11	7	5	23	46
Home Visit	3	5	0	8	16
Walk-In	303	1533	341	1246	3423
Other	65	51	43	159	318
<b>TOTAL</b>	<b>6706</b>	<b>7833</b>	<b>6661</b>	<b>7834</b>	<b>29034</b>
<b>Follow-Up Calls</b>					
Follow-up: CMSIP	1	1	2	4	8
Follow-up: New Need Identified	41	40	40	32	153
Follow-up: Survey sent	0	0	0	0	0
Follow-up: No response	6	5	14	7	32
Follow-up: No New Needs	286	312	297	281	1176
<b>TOTAL</b>	<b>333</b>	<b>358</b>	<b>353</b>	<b>324</b>	<b>1368</b>
<b>Maternal and Child Health Contacts</b>					
Contacts from females age 0 - 44 and/or contacts related to children	438	1584	1151	1575	4748
<b>Phone Statistics</b>					
Calls Answered	12,497	11,272	12859	13162	49790
Outbound Calls	13,447	12,324	13277	16335	55383
<b>TOTAL</b>	<b>25,944</b>	<b>23,596</b>	<b>26136</b>	<b>29497</b>	<b>105173</b>