

# Coordinated Services Planning

## Contact Topics/Needs

Category	1st Quarter FY2002	2nd Quarter FY2002	3rd Quarter FY2002	4th Quarter FY2002	FY2002 Year To Date
<b>ABUSE/NEGLECT</b>					
Adult/Elder Abuse/Neglect	13	16	12	17	58
Child Abuse/Neglect	5	8	17	12	42
Subtotal	18	24	29	29	100
Category As Percentage of Total	0.24%	0.23%	0.30%	0.18%	0.27%
<b>ADOPTION/FOSTER CARE</b>					
Adoption	2	3	6	5	16
Foster Care	6	7	9	13	35
Subtotal	8	10	15	18	51
Category As Percentage of Total	0.11%	0.10%	0.15%	0.18%	0.14%
<b>ANIMALS</b>	3	6	6	4	19
Subtotal	3	6	6	4	19
Category As Percentage of Total	0.04%	0.06%	0.06%	0.04%	0.05%
<b>BASIC IMMEDIATE NEEDS</b>					
Emergency Food	525	627	649	577	2378
Clothing/Personal Items	89	103	114	71	377
Emergency Housing/Shelter	445	412	477	498	1832
Emergency Shelter Intake	222	191	179	133	725
Infant/Children Equipment	33	32	51	41	157
Household Items	139	150	194	186	669
Subtotal	1453	1515	1664	1506	6138
Category As Percentage of Total	19.51%	14.54%	17.16%	14.76%	16.27%
<b>BUSINESS/PROFESSIONAL</b>					
Business/Professional Licensing	3	6	8	10	27
Subtotal	3	6	8	10	27
Category As Percentage of Total	0.04%	0.06%	0.08%	0.10%	0.07%
<b>CASE MANAGEMENT</b>	20	26	31	35	112

Subtotal	20	26	31	35	112
Category As Percentage of Total	0.27%	0.25%	0.32%	0.34%	0.30%
<b>CONSUMER</b>					
Consumer Complaints	6	19	6	6	37
Consumer Education	0	1	2	0	3
Consumer Protection	1	5	6	4	16
Consumer Credit/Money Management	18	0	22	30	70
Subtotal	25	25	36	40	126
Category As Percentage of Total	0.34%	0.24%	0.37%	0.39%	0.33%
<b>DAY CARE, CHILD/ADULT</b>					
Adult Day Care	5	8	10	7	30
Child Care	57	48	79	79	263
Child Care Subsidy	73	71	69	58	271
Subtotal	135	127	158	144	564
Category As Percentage of Total	1.81%	1.22%	1.63%	1.41%	1.49%
<b>DISABILITIES</b>					
Disability Information	19	32	29	24	104
Assistive Technology/Devices	62	74	86	91	313
Disability Support Groups	3	3	4	2	12
Mental Retardation	3	1	1	4	9
Subtotal	87	110	120	121	438
Category As Percentage of Total	1.17%	1.06%	1.24%	1.19%	1.16%
<b>DONATIONS</b>	45	118	85	61	309
Subtotal	45	118	85	61	309
Category As Percentage of Total	0.60%	1.13%	0.88%	0.60%	0.82%
<b>EDUCATION</b>					
Adult Education/GED/CEUs	54	59	57	49	219
Education for Children	24	11	16	18	69
Driver Education (Category to be added 01/01)	3	2	1	1	7
Parenting Education	0	10	1	7	18
Special Education	3	6	23	3	35
Tutoring (Category to be added 01/01)	0	1	1	0	2

Subtotal	84	89	99	78	350
Category As Percentage of Total	1.13%	0.85%	1.02%	0.76%	0.93%
<b>EMPLOYMENT</b>					
Job Search/Placement	160	194	227	247	828
Job Training	29	44	42	32	147
Unemployment Insurance	16	36	42	24	118
Job Safety	0	3	1	3	7
Other Labor Issues	5	10	4	12	31
Sheltered Employment	0	1	4	1	6
Day Support - Habilitative	1	0	1	1	3
Supported Employment	2	1	3	5	11
Subtotal	213	289	324	325	1151
Category As Percentage of Total	2.86%	2.77%	3.34%	3.18%	3.05%
<b>ENVIRONMENTAL PROTECTION</b>	0	3	3	6	12
Subtotal	0	3	3	6	12
Category As Percentage of Total	0.00%	0.03%	0.03%	0.06%	0.03%
<b>FINANCIAL ASSISTANCE</b>					
TANF - Temporary Assistance to Needy Families	54	64	52	45	215
Financial Aid, Ongoing	34	36	35	31	136
Burial Assistance	3	7	3	8	21
Car Repair Assistance	21	15	18	25	79
Other Utility Assistance	474	656	460	586	2176
Other Financial Aid	172	174	185	169	700
Subtotal	758	952	753	864	3327
Category As Percentage of Total	10.18%	9.14%	7.77%	8.47%	8.82%
<b>FOOD</b>					
Non-Emergency Food	4	6	12	11	33
Home-Delivered Meals	8	2	5	3	18
Food Stamps	165	201	229	197	792
Nutrition Education	0	3	0	2	5
Nutrition Supplements	3	2	1	2	8
WIC Food Program	32	37	55	45	169
Subtotal	212	251	302	260	1025

Category As Percentage of Total	2.85%	2.41%	3.11%	2.55%	2.72%
<b>GOVERNMENT</b>					
Immigration/Refugees	20	18	23	23	84
Taxes	7	8	22	14	51
Licensing, Not Business	3	5	4	4	16
City Government	48	48	64	47	207
County Government	152	213	283	251	899
State Government	13	16	21	19	69
Federal Government	6	6	12	13	37
Legislators	0	0	0	1	1
Subtotal	249	314	429	372	1364
Category As Percentage of Total	3.34%	3.01%	4.42%	3.64%	3.61%
<b>HEALTH/MEDICAL</b>					
Medical/Health Information	85	103	122	105	415
CMSIP Information	7	14	10	7	38
CMSIP Referral	6	4	3	4	17
Medical Care/Treatment	29	39	43	29	140
Free Clinic/Community Health Care Network	319	433	493	432	1677
Dental Care	131	196	259	261	847
Dental Care - Dental Clinic Enrollment	60	98	139	71	368
Hospice Care	1	0	3	3	7
Nursing Home	13	10	19	11	53
STD, Sexually Transmitted Disease	0	1	1	2	4
AIDS/HIV	1	1	0	3	5
Medicaid	285	326	355	268	1234
Medicare	12	18	26	31	87
Medication Payment Assist	205	210	280	252	947
Other Med Financial Aid	15	20	22	22	79
Vital Statistics	7	10	17	17	51
Respite Services	4	0	1	5	10
International Travel Immunizations	0	0	0	5	5
Subtotal	1,180	1,483	1793	1528	5984

Category As Percentage of Total	15.84%	14.23%	18.49%	14.97%	15.86%
<b>HOLIDAY ASSISTANCE</b>	8	566	3	0	577
Subtotal	8	566	3	0	577
Category As Percentage of Total	0.11%	5.43%	0.03%	0.00%	1.53%
<b>HOME HEALTH/HOME CARE</b>					
Home Nursing	45	48	44	41	178
Home Health Aide	74	61	69	72	276
Homemaker	17	32	23	15	87
Personal Care	103	64	116	111	394
Companion	21	21	22	17	81
Chore Services	12	20	17	28	77
Rehabilitation	5	8	4	4	21
Respite Care	12	11	10	16	49
Friendly Visitors	4	7	6	7	24
Telephone Reassurance	2	0	1	0	3
Subtotal	295	272	312	311	1190
Category As Percentage of Total	3.96%	2.61%	3.22%	3.05%	3.15%
<b>HOUSING</b>					
Housing Search Assistance	471	509	543	659	2182
Rent Aid	898	1,231	1139	1068	4336
Subsidized Housing	374	1,367	609	1531	3881
Home Ownership (Category to be added 01/01)	19	20	22	13	74
Assisted Living (Category added 1/01)	6	12	22	48	88
Group Home	4	7	6	11	28
Home Repair/Construction	6	6	7	2	21
Housing - Senior	48	44	81	86	259
Subtotal	1,826	3,196	2429	3418	10869
Category As Percentage of Total	24.51%	30.67%	25.05%	33.49%	28.80%
<b>INFORMATION AND REFERRAL PRODUCTS</b>					
Other Organization's Directory	21	39	57	44	161
Human Services Resource Guide	14	14	18	5	51
Northern Virginia Regional Commission	12	10	9	2	33

Subtotal	47	63	84	51	245
Category As Percentage of Total	0.63%	0.60%	0.87%	0.50%	0.65%
<b>INSURANCE</b>					
Insur. Counseling/Forms Asst.	3	1	0	2	6
Social Security	40	29	45	28	142
Subtotal	43	30	45	30	148
Category As Percentage of Total	0.58%	0.29%	0.46%	0.29%	0.39%
<b>LEGAL</b>					
Legal Advice/Representation	61	63	89	98	311
Child Support	29	49	53	69	200
Court Services - Other	11	9	15	13	48
Court Services - Juv & Domestic Relations	15	28	17	20	80
Discrimination	2	3	8	4	17
Landlord/Tenant	14	8	12	9	43
Offenders/Ex-Offenders	5	4	7	4	20
Probation/Parole/Diversion	0	0	0	0	0
Victim services	8	7	9	9	33
Lawyer Referral	30	32	52	37	151
Subtotal	175	203	262	263	903
Category As Percentage of Total	2.35%	1.95%	2.70%	2.58%	2.39%
<b>MATERNAL &amp; CHILD HEALTH</b>					
Childbirth Preparation	2	7	2	4	15
Family Plan/Birth Control	3	3	2	3	11
Pregnancy	11	7	25	11	54
Childhood Injury Prevention	2	0	3	4	9
Developmental Ed for Children	0	0	0	0	0
Hearing Testing (Category to be added 01/01)	6	3	8	4	21
Immunizations	10	14	15	11	50
Subtotal	60	48	84	56	248
Category As Percentage of Total	0.81%	0.46%	0.87%	0.55%	0.66%
<b>MENTAL HEALTH</b>					
Mental Health Crisis	9	11	8	12	40
Mental Health Information	20	47	41	40	148

Mental Health Support Groups	12	12	8	10	42
Mental Health Counseling	44	51	43	60	198
Subtotal	85	121	100	122	428
Category As Percentage of Total	1.14%	1.16%	1.03%	1.20%	1.13%
<b>MENTORING (Category to be added 01/01)</b>	2	6	7	4	19
Subtotal	2	6	7	4	19
Category As Percentage of Total	0.03%	0.06%	0.07%	0.04%	0.05%
<b>PUBLIC SAFETY/PUBLIC WORKS</b>	1	0	1	0	2
Subtotal	1	0	1	0	2
Category As Percentage of Total	0.01%	0.00%	0.01%	0.00%	0.01%
<b>RECREATION/ORGANIZATIONS</b>					
Recreational Facilities	6	7	9	8	30
Senior Centers	5	5	7	5	22
Teen Center/Programs	2	3	2	8	15
Therapeutic Recreation	1	0	1	0	2
Subtotal	14	15	19	21	69
Category As Percentage of Total	0.19%	0.14%	0.20%	0.21%	0.18%
<b>RUNAWAYS/MISSING PERSONS</b>	0	0	0	0	0
Subtotal	0	0	0	0	0
Category As Percentage of Total	0.00%	0.00%	0.00%	0.00%	0.00%
<b>SUBSTANCE ABUSE</b>					
Alcohol Abuse/Addiction	8	5	10	8	31
Drug Abuse/Addiction	7	7	8	9	31
Alcohol/Drug Support Group	3	1	2	3	9
Substance Abuse Information	3	7	7	4	21
Subtotal	21	20	27	24	92
Category As Percentage of Total	0.28%	0.19%	0.28%	0.24%	0.24%
<b>SUICIDE</b>	1	2	2	1	6
Subtotal	1	2	2	1	6
Category As Percentage of Total	0.01%	0.02%	0.02%	0.01%	0.02%
<b>TRANSLATION/INTERPRETING</b>	18	16	15	23	72
Subtotal	18	16	15	23	72

Category As Percentage of Total	0.24%	0.15%	0.15%	0.23%	0.19%
<b>TRANSPORTATION</b>					
Mass Transit	51	65	76	59	251
Special Transportation	138	152	121	168	579
Subtotal	189	217	197	227	830
Category As Percentage of Total	2.54%	2.08%	2.03%	2.22%	2.20%
<b>VIOLENCE</b>					
Domestic Violence	12	20	22	30	84
Rape/Sexual Assault	0	0	1	1	2
Subtotal	12	20	23	31	55
Category As Percentage of Total	0.16%	0.19%	0.24%	0.30%	0.23%
<b>VOLUNTEERISM</b>	12	21	17	7	57
Subtotal	12	21	17	7	57
Category As Percentage of Total	0.16%	0.20%	0.18%	0.07%	0.15%
<b>OTHER INFORMATION</b>	135	169	268	212	784
Repeat Caller	12	0	0	0	12
Calls related to 9/11/02 Events		88	30	4	122
Gang-Related (Fairfax Addition)	0	0	1	0	1
Safety/Accident Prevention (Fairfax Addition)	0	0	0	0	0
Subtotal	147	257	299	216	797
Category As Percentage of Total	1.97%	2.47%	3.08%	2.12%	2.11%
<b>Grand Total:</b>	7,449	10,421	9,697	10,206	37,735

### Contact/Phone Statistics

<b>Contact Method</b>	<b>1st Quarter FY2001</b>	<b>2nd Quarter FY2002</b>	<b>3rd Quarter FY2002</b>	<b>4th Quarter FY2002</b>	<b>FY2002 Year to Date</b>
Electronic	18	39	18	24	99
Fax	2	2	1	8	13
Mail	5	1	7	1	14
Phone	5,299	6,773	7,140	6,685	25,897
TTY/TDD	5	15	8	5	33
Home Visit	2	7	1	3	13

Walk-In	558	1,541	530	1,641	4,270
Other	53	60	83	68	264
<b>TOTAL</b>	5,942	8,438	7,788	8,435	30,603
<b>Follow-Up Calls</b>					
Follow-up: CMSIP	1	2	0	0	3
Follow-up: New Need Identified	28	20	22	20	90
Follow-up: Survey sent	0	0	0	0	0
Follow-up: No response	14	8	14	15	51
Follow-up: No New Needs	216	215	192	130	753
<b>TOTAL</b>	258	245	228	165	896
<b>Maternal and Child Health Contacts</b>					
Contacts from females age 0 - 44 and/or contacts related to children	1,004	2,499	1,361	1,660	6,524
<b>Phone Statistics</b>					
Calls Answered	10,815	12,959	13,890	14,410	52,074
Outbound Calls	15,666	15,487	12,946	11,282	55,381
<b>TOTAL</b>	26,481	28,446	26,836	25,692	107,455