

**Fairfax County
Contact Category Statistics
All Clients**

Coordinated Services Planning Contact Topics/Needs					
Category	1st Quarter FY2003	2nd Quarter FY2003	3rd Quarter FY2003	4th Quarter FY2003	FY2003 Year To Date
ABUSE/NEGLECT					
<i>Adult/Elder Abuse/Neglect</i>	17	6	13	22	58
<i>Child Abuse/Neglect</i>	10	17	12	15	54
Subtotal	27	23	25	37	112
Category As Percentage of Total	0.27%	0.24%	0.28%	0.45%	0.31%
ADOPTION/FOSTER CARE					
<i>Adoption</i>	4	5	14	10	33
<i>Foster Care</i>	7	10	5	13	35
Subtotal	11	15	19	23	68
Category As Percentage of Total	0.11%	0.16%	0.22%	0.28%	0.19%
ANIMALS					
Subtotal	7	10	24	14	55
Category As Percentage of Total	0.07%	0.10%	0.27%	0.17%	0.15%
BASIC IMMEDIATE NEEDS					
<i>Emergency Food</i>	621	620	571	448	2260
<i>Clothing/Personal Items</i>	108	115	67	86	376
<i>Emergency Housing/Shelter</i>	504	388	344	365	1601
<i>Emergency Shelter Intake - (Fairfax County Addition)</i>	173	134	142	110	559
<i>Infant/Children Equipment</i>	43	43	37	38	161
<i>Household Items</i>	188	184	189	156	717
Subtotal	1637	1484	1350	1203	5674
Category As Percentage of Total	16.62%	15.56%	15.34%	14.63%	15.89%
BUSINESS/PROFESSIONAL					
<i>Business/Professional Licensing</i>	6	4	7	10	27
Subtotal	6	4	7	10	27
Category As Percentage of Total	0.06%	0.04%	0.08%	0.12%	0.08%
CASE MANAGEMENT					
Subtotal	43	34	27	27	131
Category As Percentage of Total	0.44%	0.36%	0.31%	0.33%	0.37%
CONSUMER					
<i>Consumer Complaints</i>	5	6	11	8	30
<i>Consumer Education</i>	0	1	6	6	13
<i>Consumer Protection</i>	5	8	3	4	20
<i>Consumer Credit/Money Management</i>	29	13	23	15	80
Subtotal	39	28	43	53	143
Category As Percentage of Total	0.40%	0.29%	0.49%	0.64%	0.40%
DAY CARE, CHILD/ADULT					
<i>Adult Day Care</i>	8	9	5	10	32
<i>Child Care</i>	82	47	62	75	266
<i>Child Care Subsidy</i>	89	47	55	57	248
Subtotal	179	103	122	142	546
Category As Percentage of Total	1.82%	1.08%	1.39%	1.73%	1.53%
DISABILITIES					
<i>Disability Information</i>	28	21	20	24	93
<i>Assistive Technology/Devices</i>	74	81	58	78	291
<i>Disability Support Groups</i>	6	2	2	6	16
<i>Mental Retardation (Fairfax County Addition)</i>	4	2	2	5	13
Subtotal	112	106	82	113	413
Category As Percentage of Total	1.14%	1.11%	0.93%	1.37%	1.16%

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DONATIONS	94	114	81	80	369
Subtotal	94	114	81	80	369
Category As Percentage of Total	0.95%	1.20%	0.92%	0.97%	1.03%
EDUCATION					
Adult Education/GED/CEUs	62	45	59	51	217
Education for Children	25	11	8	23	67
Driver Education	0	0	2	1	3
Parenting Education	9	8	7	5	29
Special Education	8	4	13	14	39
Tutoring	1	1	5	2	9
Subtotal	105	69	94	96	364
Category As Percentage of Total	1.07%	0.72%	1.07%	1.17%	1.02%
EMPLOYMENT					
Job Search/Placement	276	217	245	203	941
Job Training	35	36	29	35	135
Unemployment Insurance	17	31	24	24	96
Job Safety	4	2	2	1	9
Other Labor Issues	9	17	7	5	38
Sheltered Employment	1	3	1	1	6
Day Support - Habilitative (Fairfax County Addition)	5	5	1	1	12
Supported Employment (Fairfax County Addition)	2	4	3	2	11
Subtotal	349	315	312	272	1248
Category As Percentage of Total	3.54%	3.30%	3.55%	3.31%	3.49%
ENVIRONMENTAL PROTECTION	2	0	0	2	4
Subtotal	2	0	0	2	4
Category As Percentage of Total	0.02%	0.00%	0.00%	0.02%	0.01%
FINANCIAL ASSISTANCE					
TANF - Temporary Assistance to Needy Families	61	52	48	64	225
Financial Aid, Ongoing	29	27	35	29	120
Burial Assistance	11	5	8	5	29
Car Repair Assistance	15	13	16	18	62
Utility Assistance	613	646	700	660	2619
Other Financial Assistance	212	156	157	108	633
Subtotal	941	899	964	884	3688
Category As Percentage of Total	9.56%	9.43%	10.96%	10.75%	10.33%
FOOD					
Non-Emergency Food	30	23	9	24	86
Home-Delivered Meals	7	3	3	1	14
Food Stamps	233	159	195	216	803
Nutrition Education	1	2	1	1	5
Nutrition Supplements	0	2	2	2	6
WIC Food Program	61	44	52	61	218
Subtotal	332	899	262	305	1132
Category As Percentage of Total	3.37%	9.43%	2.98%	3.71%	3.17%
GOVERNMENT					
Immigration/Refugees	33	23	20	20	96
Taxes	17	12	20	13	62
Licensing, Not Business	6	3	5	5	19
City Government	74	43	56	42	215
County Government	239	180	210	224	853
State Government	17	19	30	10	76
Federal Government	12	14	8	9	43
Legislators	2	1	1	2	6
Subtotal	400	295	350	325	1370
Category As Percentage of Total	4.06%	3.09%	3.98%	3.95%	3.84%

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HEALTH/MEDICAL					
Medical/Health Information	141	115	183	173	612
FAMIS Information	8	6	5	10	29
FAMIS Referral (Fairfax County Addition)	1	3	3	10	17
Medical Care/Treatment	62	69	70	74	275
Free Clinic/Community Health Care Network	414	294	343	359	1410
Dental Care	265	179	254	271	969
Dental Care - Dental Clinic Enrollment (Fairfax County Addition)	26	20	19	13	78
Hospice Care	1	2	1	1	5
Nursing Home	15	9	6	12	42
STD, Sexually Transmitted Disease	2	4	2	3	11
AIDS/HIV	2	2	1	2	7
Medicaid	329	365	335	357	1386
Medicare	23	29	25	20	97
Medication Payment Assist	262	267	286	223	1038
Other Med Financial Aid	28	38	31	39	136
Vital Statistics	19	6	6	14	45
Respite Services (Fairfax County Addition)	2	1	0	1	4
International Travel Immunizations (Fairfax County Addition)	3	0	2	2	7
Subtotal	1603	1409	1572	1584	6168
Category As Percentage of Total	16.28%	14.77%	17.87%	19.26%	17.27%
HOLIDAY ASSISTANCE					
	30	635	4	6	675
Subtotal	30	635	4	6	675
Category As Percentage of Total	0.30%	6.66%	0.05%	0.07%	1.89%
HOME HEALTH/HOME CARE					
Home Nursing	31	35	48	23	137
Home Health Aide	94	77	69	67	307
Homemaker (Fairfax County Addition)	25	14	10	15	64
Personal Care (Fairfax County Addition)	112	89	114	88	403
Companion	27	13	15	9	64
Chore Services	16	15	21	13	65
Rehabilitation	6	8	7	2	23
Respite Care	9	10	15	9	43
Friendly Visitors	6	3	4	4	17
Telephone Reassurance	0	1	2	1	4
Senior Services - Other	0	0	0	11	0
Subtotal	326	265	305	242	1127
Category As Percentage of Total	3.31%	2.78%	3.47%	2.94%	3.16%
HOUSING					
Housing Search Assistance	586	388	440	440	1854
Rent Aid	1304	1001	1103	770	4178
Subsidized Housing (Housing List Open During 2nd Quarter)	425	400	431	398	1654
Home Ownership	19	18	27	28	92
Assisted Living	16	11	8	21	56
Group Home	7	5	4	10	26
Home Repair/Construction	5	6	4	5	20
Housing - Senior (Fairfax County Addition)	53	62	52	45	212
Subtotal	2415	1891	2069	1717	8092
Category As Percentage of Total	24.52%	19.83%	23.51%	20.88%	22.66%
INFORMATION AND REFERRAL PRODUCTS					
Other Organization's Directory	82	49	2	4	137
Human Services Resource Guide (Fairfax County Addition)	10	7	12	3	32
Northern Virginia Regional Commission (Fairfax County Addition)	5	3	65	48	121
Subtotal	97	59	79	55	290
Category As Percentage of Total	0.98%	0.62%	0.90%	0.67%	0.81%
INSURANCE					
Insur. Counseling/Forms Asst.	4	1	1	3	9
Social Security	47	33	44	35	159
Subtotal	51	34	45	38	168
Category As Percentage of Total	0.52%	0.36%	0.51%	0.46%	0.47%

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LEGAL					
<i>Legal Advice/Representation</i>	85	83	76	62	306
<i>Child Support</i>	56	67	82	100	305
<i>Court Services - Other</i>	26	19	25	37	107
<i>Court Services - Juv & Domestic Relations (Fairfax County Addition)</i>	19	21	25	34	99
<i>Discrimination</i>	4	2	7	3	16
<i>Landlord/Tenant</i>	19	22	15	23	79
<i>Offenders/Ex-Offenders</i>	9	0	3	2	14
<i>Probation/Parole/Diversion</i>	0	0	0	0	0
<i>Victim services</i>	9	8	7	9	33
<i>Lawyer Referral (Fairfax County Addition)</i>	40	32	44	47	163
Subtotal	267	254	284	317	1122
Category As Percentage of Total	2.71%	2.66%	3.23%	3.85%	3.14%
MATERNAL & CHILD HEALTH					
<i>Childbirth Preparation</i>	3	1	2	2	8
<i>Family Plan/Birth Control</i>	7	3	14	10	34
<i>Pregnancy</i>	20	16	14	23	73
<i>Childhood Injury Prevention</i>	3	4	2	2	11
<i>Developmental Ed for Children</i>	0	0	0	3	3
<i>Hearing Testing</i>	6	1	0	2	9
<i>Immunizations</i>	15	5	7	5	32
Subtotal	75	56	56	57	244
Category As Percentage of Total	0.76%	0.59%	0.64%	0.69%	0.68%
MENTAL HEALTH					
<i>Mental Health Crisis</i>	11	10	6	4	31
<i>Mental Health Information</i>	49	27	33	32	141
<i>Mental Health Support Groups</i>	10	15	15	11	51
<i>Mental Health Counseling (Fairfax County Addition)</i>	50	46	69	56	221
Subtotal	120	98	123	103	444
Category As Percentage of Total	1.22%	1.03%	1.40%	1.25%	1.24%
MENTORING					
Subtotal	7	1	5	4	17
Category As Percentage of Total	0.07%	0.01%	0.06%	0.05%	0.05%
PUBLIC SAFETY/PUBLIC WORKS					
Subtotal	1	0	0	1	2
Category As Percentage of Total	0.01%	0.00%	0.00%	0.01%	0.01%
RECREATION/ORGANIZATIONS					
<i>Recreational Facilities</i>	5	10	3	10	28
<i>Senior Centers</i>	7	14	6	5	32
<i>Teen Center/Programs</i>	2	3	5	4	14
<i>Therapeutic Recreation (Fairfax County Addition)</i>	2	2	2	4	10
Subtotal	16	29	16	23	84
Category As Percentage of Total	0.16%	0.30%	0.18%	0.28%	0.24%
RUNAWAYS/MISSING PERSONS					
Subtotal	1	0	0	1	2
Category As Percentage of Total	0.01%	0.00%	0.00%	0.01%	0.01%
SUBSTANCE ABUSE					
<i>Alcohol Abuse/Addiction</i>	5	5	5	10	25
<i>Drug Abuse/Addiction</i>	4	6	6	1	17
<i>Alcohol/Drug Support Group</i>	2	2	1	1	6
<i>Substance Abuse Information (Fairfax County Addition)</i>	7	1	6	2	16
Subtotal	18	14	18	14	64
Category As Percentage of Total	0.18%	0.15%	0.20%	0.17%	0.18%

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SUICIDE	1	2	3	3	9
Subtotal	1	2	3	3	9
Category As Percentage of Total	0.01%	0.02%	0.03%	0.04%	0.03%
TRANSLATION/INTERPRETING	16	10	17	9	52
Subtotal	16	10	17	9	52
Category As Percentage of Total	0.16%	0.10%	0.19%	0.11%	0.15%
TRANSPORTATION					
<i>Mass Transit</i>	80	49	45	39	213
<i>Special Transportation</i>	162	129	123	126	540
Subtotal	242	178	168	165	753
Category As Percentage of Total	2.46%	1.87%	1.91%	2.01%	2.11%
VIOLENCE					
<i>Domestic Violence</i>	26	23	15	19	83
<i>Rape/Sexual Assault</i>	0	0	0	0	0
Subtotal	26	23	15	19	83
Category As Percentage of Total	0.26%	0.24%	0.17%	0.23%	0.23%
VOLUNTEERISM	7	16	12	14	49
Subtotal	7	16	12	14	49
Category As Percentage of Total	0.07%	0.17%	0.14%	0.17%	0.14%
OTHER INFORMATION	238	161	233	259	891
<i>Calls related to 9/11/01 Events</i>	6	4	10	2	22
<i>Gang-Related (Fairfax County Addition)</i>	1	1	1	4	7
<i>Safety/Accident Prevention (Fairfax County Addition)</i>	0	0	2	1	3
Subtotal	245	166	246	266	923
Category As Percentage of Total	2.49%	1.74%	2.80%	3.23%	2.58%
Grand Total:	9848	9538	8799	8224	35712
Quarter Total as Percentage of YTD Total	27.58%	26.71%	24.64%	23.03%	
Contact/Phone Statistics					
	1st Quarter FY2003	2nd Quarter FY2003	3rd Quarter FY2003	4th Quarter FY2003	FY2003 Year to Date
Contact Method					
<i>Electronic</i>	21	20	17	0	58
<i>Fax</i>	35	1	0	0	36
<i>Mail</i>	1	0	0	0	1
<i>Phone</i>	7393	6839	7006	6545	27783
<i>TTY/TDD</i>	4	1	1	0	6
<i>Home Visit</i>	2	1	1	0	4
<i>Walk-In</i>	341	229	169	108	847
<i>Other</i>	48	38	46	32	164
TOTAL	7845	7129	7240	6685	28899
Follow-Up Calls					
<i>Follow-up: FAMIS</i>	19	0	2	0	21
<i>Follow-up: New Need Identified</i>	239	20	15	13	287
<i>Follow-up: Survey for Walk-In</i>	17	0	0	0	17
<i>Follow-up: No response</i>	12	16	11	11	50
<i>Follow-up: No New Needs</i>	74	156	194	84	508
TOTAL	361	192	222	108	883
Maternal and Child Health Contacts					
Contacts from females age 0 - 44 and/or contacts related to children	1647	1597	1363	933	5540
Phone Statistics					
Calls Answered	16,590	15,834	14,926	13,641	60,991