

CSP Contacts FY 2013	1st Quarter FY2013	2nd Quarter FY2013	3rd Quarter FY2013	4th Quarter FY2013	FY 2013 Annual
ABUSE/NEGLECT					
Adult/Elder Abuse/Neglect	33	24	27	18	102
Child Abuse/Neglect	13	3	7	8	31
Subtotal	46	27	34	26	133
ADOPTION/FOSTER CARE					
Adoption	1	4	1	2	8
Foster Care	3	2	4	2	11
Subtotal	4	6	5	4	19
ANIMALS					
Subtotal	3	4	1	2	10
BASIC IMMEDIATE NEEDS					
Clothing/Personal Items	242	227	160	188	817
Emergency Food	1,734	1,732	1,386	1,290	6,142
Emergency Housing/Shelter	1,210	875	831	1,004	3,920
Household Items	148	172	159	172	651
Infant/Children Equipment	88	85	69	74	316
Subtotal	3,422	3,091	2,605	2,728	11,846
BUSINESS/PROFESSIONAL					
Business/Professional Licenses	4	4	6	4	18
Subtotal	4	4	6	4	18
CASE MANAGEMENT					
Subtotal	262	232	165	212	871
CONSUMER					
Consumer Complaints	10	12	10	10	42
Consumer Credit/Money Mgmt.	110	98	82	101	391
Consumer Education	19	32	26	17	94
Consumer Protection	8	2	16	4	30
Subtotal	147	144	134	132	557
DAY CARE, CHILD/ADULT					
Adult Day Care	11	8	6	12	37
Child Care	52	31	40	43	166
Child Care Subsidy	130	101	126	125	482
Subtotal	193	140	172	180	685
DISABILITIES					
Assistive Technology/Devices	81	61	82	61	285
Disability Information	61	54	53	55	223
Disability Support Groups	7	3	5	2	17
Subtotal	149	118	140	118	525
DONATIONS					
Subtotal	34	36	36	40	146
EDUCATION					
Adult Education/GED/CEUs	65	49	67	80	261
Basic Ed / Literacy	2	-	-	1	3
Education for Children	22	22	34	28	106
Parenting Education	46	58	46	42	192
School Supply Assistance	103	-	-	1	104
Special Education	8	3	10	9	30
Tutoring	1	1	1	1	4
Subtotal	247	133	158	162	700
EMPLOYMENT					
Job Safety	6	-	1	2	9
Job Search/Placement	657	599	629	673	2,558
Job Training	85	55	55	61	256
Other Labor Issues	15	6	6	15	42
Sheltered Employment	-	-	-	-	-
Unemployment Insurance	41	33	30	40	144
Subtotal	804	693	721	791	3,009
ENVIRONMENTAL PROTECTION					
Other Environment	1	-	-	-	1
Subtotal	1	-	-	-	1
FINANCIAL ASSISTANCE					
Burial Assistance	10	9	9	11	39
Car Repair Assistance	35	25	28	35	123
Financial Aid, Ongoing	56	50	62	48	216
Other Financial Aid	255	220	226	211	912
Other Utility Assistance	809	843	688	716	3,056
TANF, Asst. to Needy Families	148	113	143	120	524
Subtotal	1,313	1,260	1,156	1,141	4,870
FOOD					
Food Stamps	807	557	669	645	2,678
Home-Delivered Meals	3	1	5	3	12
Non-Emergency Food	126	105	123	103	457
Nutrition Supplements	4	5	8	4	21
Other Food	1	1	1	-	3
WIC Food Program	45	34	48	80	207
Subtotal	986	703	854	835	3,378

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GOVERNMENT					
City Government	191	167	132	107	597
County Government	387	246	260	287	1,180
Federal Government	11	10	9	8	38
Immigration/Refugees	25	24	30	22	101
Legislators	-	-	-	-	-
Licensing, not Business	3	-	-	3	6
State Government	21	22	26	32	101
Taxes	16	14	50	33	113
Subtotal	654	483	507	492	2,136
HEALTH/MEDICAL					
AIDS/HIV	3	1	2	1	7
Dental Care	502	416	540	564	2,022
FAMIS -Family Medical Security	25	3	19	14	61
Free Clinic	547	453	535	231	1,766
Hospice Care	-	1	2	-	3
Medicaid	455	318	444	406	1,623
Medical Care/Treatment	152	121	117	158	548
Medical/Health Information.	228	154	162	157	701
Medicare	40	34	34	39	147
Medication Payment Assistance	164	131	168	167	630
Nursing Home	9	4	3	10	26
Other Medical Financial Aid	30	28	34	38	130
STD, Sex Transmit Disease	2	1	3	-	6
Vital Statistics	2	2	1	3	8
Subtotal	2,159	1,667	2,064	1,788	7,678
HOLIDAY ASSISTANCE					
Other Holiday Assistance	50	725	3	-	778
Subtotal	50	725	3	-	778
HOME CARE					
Chore / Errand Services	21	17	16	23	77
Companion	8	5	10	8	31
Friendly Visitors	-	-	-	3	3
Home Health Aide	90	52	48	57	247
Home Nursing	29	26	22	33	110
Homemaker	4	4	2	1	11
Personal Care	53	47	58	64	222
Rehabilitation	1	3	4	2	10
Respite Care	24	16	24	31	95
Telephone Reassurance	1	4	2	1	8
Subtotal	231	174	186	223	814
HOUSING					
Assisted / Retirement Housing	97	52	89	73	311
Group Home	8	13	21	12	54
Home Ownership	9	5	8	8	30
Home Repair/Construction	12	13	7	9	41
Housing Search Assistance	704	504	569	583	2,360
Rent Aid	1,438	1,403	1,352	1,196	5,389
Subsidized Housing	432	360	410	404	1,606
Subtotal	2,700	2,350	2,456	2,285	9,791
I & R PRODUCTS					
2-1-1 VIRGINIA, Information About	7	9	5	2	23
No VA Database	446	355	287	303	1,391
No VA Services Directory	141	97	101	155	494
Other Organization's Directory	7	2	2	7	18
Subtotal	601	463	395	467	1,926
INSURANCE					
Insur. Counseling/Forms Asst.	9	8	8	7	32
Social Security	78	78	87	89	332
Subtotal	87	86	95	96	364
LEGAL					
Child Support	79	72	59	73	283
Court Services	10	7	11	20	48
Delinquency	38	25	35	29	127
Discrimination	2	-	1	1	4
Landlord/Tenant	24	25	23	23	95
Legal Advice/Representation	228	190	256	227	901
Offenders/Ex-Offenders	11	11	11	19	52
Probation/Parole/Diversion	1	-	-	2	3
Victim Services	25	19	18	20	82
Subtotal	418	349	414	414	1,595
MATERNAL & CHILD HEALTH					
Childbirth Preparation	2	2	-	3	7
Childhood Injury Prevention	8	3	-	3	14
Developmental Ed for Children	7	10	7	6	30
Family Planning/Birth Control	10	2	4	11	27
Hearing Testing	5	2	1	4	12
Immunizations	21	10	5	8	44
Pregnancy	11	6	12	13	42
Subtotal	64	35	29	48	176

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MENTAL HEALTH					
Mental Health Counseling/Treat	124	98	134	155	511
Mental Health Crisis	7	9	13	10	39
Mental Health Information	86	50	74	58	268
Mental Health Support Groups	16	9	11	13	49
Subtotal	233	166	232	236	867
MENTORING					
Subtotal	3	-	6	1	10
OTHER INFORMATION					
Subtotal	541	509	495	530	2,075
PUBLIC SAFETY/PUBLIC WORKS					
Disaster, Natural or Man-made	-	-	-	-	-
Fire/Rescue	1	-	-	-	1
Strike Team	2	-	-	1	3
Streets/Highways	-	1	-	-	1
Subtotal	3	1	-	1	5
RECREATION/ORGANIZATIONS					
Recreation Facilities	22	5	10	34	71
Recreation Programs	2	-	1	2	5
Senior Centers	53	51	38	46	188
Teen Center/Programs	5	4	2	3	14
Subtotal	82	60	51	85	278
RUNAWAYS/MISSING PERSONS					
Runaways	-	-	-	1	1
Subtotal	-	-	-	1	1
SUBSTANCE ABUSE					
Alcohol Abuse/Addiction	7	8	11	8	34
Alcohol/Drug Support Group	10	8	5	3	26
Drug Abuse/Addiction	-	-	-	-	-
Subtotal	17	16	16	11	60
SUICIDE					
Information About Suicide	1	1	4	-	6
Subtotal	1	1	4	-	6
TRANSLATION/INTERPRETING					
Other Languages	7	7	2	8	24
Subtotal	7	7	2	8	24
TRANSPORTATION					
Mass Transit	195	163	198	174	730
Special Transportation	125	105	130	114	474
Subtotal	320	268	328	288	1,204
VIOLENCE					
Domestic Violence	41	27	34	36	138
Rape	-	-	-	-	-
Subtotal	41	27	34	36	138
VOLUNTEERISM					
Subtotal	10	13	9	9	41
Grand Total (All Categories):	15,837	13,991	13,513	13,394	56,735