

CSP Contacts FY 2014	1st Quarter FY2014	2nd Quarter FY2014	3rd Quarter FY2014	4th Quarter FY2014	FY 2014 Annual
ABUSE/NEGLECT					
Adult/Elder Abuse/Neglect	22	24	16	16	78
Child Abuse/Neglect	10	10	14	9	43
Subtotal	32	34	30	25	121
ADOPTION/FOSTER CARE					
Adoption	5		2	1	8
Foster Care	3	6	3	2	14
Subtotal	8	6	5	3	22
ANIMALS					
Subtotal	5	3	6		14
BASIC IMMEDIATE NEEDS					
Clothing/Personal Items	249	278	172	215	914
Emergency Food	1,665	2,506	1,840	1,673	7,684
Emergency Housing/Shelter	1,204	863	766	890	3,723
Household Items	167	236	150	181	734
Infant/Children Equipment	103	127	105	88	423
Subtotal	3,388	4,010	3,033	3,047	13,478
BUSINESS/PROFESSIONAL					
Business/Professional Licenses	3	1	2	2	8
Subtotal	3	1	2	2	8
CASE MANAGEMENT					
Subtotal	219	251	196	187	853
CONSUMER					
Consumer Complaints	12	5	16	13	46
Consumer Credit/Money Mgmt.	115	149	120	147	531
Consumer Education	19	27	16	13	75
Consumer Protection	2	2	9	2	15
Subtotal	148	183	161	175	667
DAY CARE, CHILD/ADULT					
Adult Day Care	5	7	8	11	31
Child Care	50	37	29	41	157
Child Care Subsidy	198	137	154	163	652
Subtotal	253	181	191	215	840
DISABILITIES					
Assistive Technology/Devices	64	50	47	29	190
Disability Information	54	44	43	44	185
Disability Support Groups	5	2	1	3	11
Subtotal	123	96	91	76	386
DONATIONS					
Subtotal	25	39	36	33	133
EDUCATION					
Adult Education/GED/CEUs	84	62	74	70	290
Basic Ed / Literacy	2	3	1	-	6
Education for Children	36	21	32	21	110
Parenting Education	45	61	61	66	233
School Supply Assistance	121	3	-	7	131
Special Education	11	-	3	7	21
Tutoring	3	4	3	3	13
Subtotal	302	154	174	174	804
EMPLOYMENT					
Job Safety	4	2	3	4	13
Job Search/Placement	655	805	751	718	2,929
Job Training	58	56	57	84	255
Other Labor Issues	14	28	11	13	66
Sheltered Employment	-	-	-	-	-
Unemployment Insurance	39	27	37	23	126
Subtotal	770	918	859	842	3,389
ENVIRONMENTAL PROTECTION					
Other Environment	1	-	-	-	1
Subtotal	1	-	-	-	1
FINANCIAL ASSISTANCE					
Burial Assistance	3	9	5	8	25
Car Repair Assistance	27	31	24	36	118
Financial Aid, Ongoing	69	51	32	53	205
Other Financial Aid	249	218	179	191	837
Other Utility Assistance	889	861	787	919	3,456
TANF, Asst. to Needy Families	179	164	133	147	623
Subtotal	1,416	1,334	1,160	1,354	5,264
FOOD					
Food Stamps	853	866	806	743	3,268
Home-Delivered Meals	3	3	6	3	15
Non-Emergency Food	131	125	140	120	516
Nutrition Supplements	5	5	2	7	19
Other Food		1	1	-	2
WIC Food Program	86	92	80	62	320
Subtotal	1,078	1,092	1,035	935	4,140

CSP Contacts FY 2014	1st Quarter FY2014	2nd Quarter FY2014	3rd Quarter FY2014	4th Quarter FY2014	FY 2014 Annual
GOVERNMENT					
City Government	139	132	140	142	553
County Government	342	248	300	298	1,188
Federal Government	7	4	8	11	30
Immigration/Refugees	18	24	20	27	89
Legislators	-	-	-	-	-
Licensing, not Business	2	-	1	3	6
State Government	37	20	23	25	105
Taxes	12	19	61	28	120
Subtotal	557	447	553	534	2,091
HEALTH/MEDICAL					
AIDS/HIV	1	5	7	1	14
Dental Care	595	390	435	449	1,869
FAMIS -Family Medical Security	18	10	16	7	51
Free Clinic	640	417	359	414	1,830
Hospice Care	-	2	-	-	2
Medicaid	497	457	523	511	1,988
Medical Care/Treatment	158	119	104	112	493
Medical/Health Information.	167	147	148	113	575
Medicare	55	41	43	33	172
Medication Payment Assistance	149	141	163	140	593
Nursing Home	13	6	7	5	31
Other Medical Financial Aid	32	21	40	32	125
STD, Sex Transmit Disease	2	1	-	-	3
Vital Statistics	-	-	1	1	2
Subtotal	2,327	1,757	1,846	1,818	7,748
HOLIDAY ASSISTANCE					
Other Holiday Assistance	64	924	2	-	990
Subtotal	64	924	2	-	990
HOME CARE					
Chore / Errand Services	18	15	21	17	71
Companion	9	8	10	1	28
Friendly Visitors	1	-	-	2	3
Home Health Aide	62	69	50	62	243
Home Nursing	37	29	33	31	130
Homemaker	5	4	6	7	22
Personal Care	59	56	44	60	219
Rehabilitation	4	3	1	4	12
Respite Care	15	14	10	20	59
Telephone Reassurance	2	3	2	1	8
Subtotal	212	201	177	205	795
HOUSING					
Assisted / Retirement Housing	86	73	81	71	311
Group Home	8	13	10	12	43
Home Ownership	8	8	10	14	40
Home Repair/Construction	20	11	14	14	59
Housing Search Assistance	573	469	512	445	1,999
Rent Aid	1,444	1,379	1,322	1,210	5,355
Subsidized Housing	431	288	312	313	1,344
Subtotal	2,570	2,241	2,261	2,079	9,151
I & R PRODUCTS					
2-1-1 VIRGINIA, Information About	2	1	2	8	13
No VA Database	359	380	294	339	1,372
No VA Services Directory	183	108	113	103	507
Other Organization's Directory	5	8	3	3	19
Subtotal	549	497	412	453	1,911
INSURANCE					
Insur. Counseling/Forms Asst.	11	51	96	34	192
Social Security	98	107	121	99	425
Subtotal	109	158	217	133	617
LEGAL					
Child Support	115	91	79	87	372
Court Services	14	12	8	8	42
Delinquency	27	35	20	23	105
Discrimination	1	1	-	-	2
Landlord/Tenant	26	29	24	21	100
Legal Advice/Representation	213	215	210	204	842
Offenders/Ex-Offenders	16	11	9	17	53
Probation/Parole/Diversion	3	1	-	-	4
Victim Services	20	22	18	12	72
Subtotal	435	417	368	372	1,592
MATERNAL & CHILD HEALTH					
Childbirth Preparation	1	-	1	1	3
Childhood Injury Prevention	3	7	5	5	20
Developmental Ed for Children	9	4	2	6	21
Family Planning/Birth Control	12	5	9	6	32
Hearing Testing	4	2	3	-	9
Immunizations	13	6	6	4	29
Pregnancy	19	15	17	14	65
Subtotal	61	39	43	36	179

CSP Contacts FY 2014	1st Quarter FY2014	2nd Quarter FY2014	3rd Quarter FY2014	4th Quarter FY2014	FY 2014 Annual
MENTAL HEALTH					
Mental Health Counseling/Treat	132	109	135	149	525
Mental Health Crisis	9	7	10	12	38
Mental Health Information	54	46	57	58	215
Mental Health Support Groups	7	10	10	12	39
Subtotal	202	172	212	231	817
MENTORING					
Subtotal	2	4	1	4	11
OTHER INFORMATION					
Subtotal	607	556	546	511	2,220
PUBLIC SAFETY/PUBLIC WORKS					
Disaster, Natural or Man-made	-	-	-	-	-
Fire/Rescue	3	-	3	-	6
Strike Team	-	11	-	1	12
Streets/Highways	-	1	1	-	2
Subtotal	3	12	4	1	20
RECREATION/ORGANIZATIONS					
Recreation Facilities	22	6	12	37	77
Recreation Programs	1	-	5	2	8
Senior Centers	59	57	53	55	224
Teen Center/Programs	2	1	1	2	6
Subtotal	84	64	71	96	315
RUNAWAYS/MISSING PERSONS					
Runaways	1	-	1	-	2
Subtotal	1	-	1	-	2
SUBSTANCE ABUSE					
Alcohol Abuse/Addiction	14	-	12	11	37
Alcohol/Drug Support Group	9	11	9	12	41
Drug Abuse/Addiction	-	-	-	-	-
Subtotal	23	11	21	23	78
SUICIDE					
Information About Suicide	1	-	2	1	4
Subtotal	1	-	2	1	4
TRANSLATION/INTERPRETING					
Other Languages	9	-	12	9	30
Subtotal	9	-	12	9	30
TRANSPORTATION					
Mass Transit	181	120	136	125	562
Special Transportation	133	102	111	111	457
Subtotal	314	222	247	236	1,019
VIOLENCE					
Domestic Violence	31	25	34	42	132
Rape	-	-	-	-	-
Subtotal	31	25	34	42	132
VOLUNTEERISM					
Subtotal	9	20	9	14	52
Grand Total (All Categories):	15,941	16,069	14,018	13,866	59,894