

CSP Contacts FY 2019	1st Quarter FY2019	2nd Quarter FY2019	3rd Quarter FY2019	4th Quarter FY2019	FY 2019 Annual
ABUSE/NEGLECT					
Adult/Elder Abuse/Neglect	9	9	7	6	31
Child Abuse/Neglect	4	9	10	8	31
Subtotal	13	18	17	14	62
ADOPTION/FOSTER CARE					
Adoption	2	1	1	-	4
Foster Care	2	3	2	3	10
Subtotal	4	4	3	3	14
ANIMALS					
Subtotal	2	-	1	2	5
BASIC IMMEDIATE NEEDS					
Clothing/Personal Items	202	267	164	223	856
Emergency Food	1,217	1,448	1,253	1,125	5,043
Emergency Housing/Shelter	734	679	623	744	2,780
Household Items	151	112	127	137	527
Infant/Children Equipment	42	43	59	56	200
Subtotal	2,346	2,549	2,226	2,285	9,406
BUSINESS/PROFESSIONAL					
Business/Professional Licenses	3	5	4	3	
Subtotal	3	5	4	3	15
CASE MANAGEMENT					
Subtotal	112	110	114	107	443
CONSUMER					
Consumer Complaints	6	8	11	8	33
Consumer Credit/Money Mgmt.	216	220	202	216	854
Consumer Education	31	4	4	1	40
Consumer Protection	2	1	2	1	6
Subtotal	255	233	219	226	933
DAY CARE, CHILD/ADULT					
Adult Day Care	5	4	2	4	15
Child Care	28	12	22	21	83
Child Care Subsidy	110	66	66	78	320
Subtotal	143	82	90	103	418
DISABILITIES					
Assistive Technology/Devices	74	79	61	79	293
Disability Information	95	99	103	98	395
Disability Support Groups	9	8	8	7	32
Subtotal	178	186	172	184	720
DONATIONS					
Subtotal	22	38	15	21	96

EDUCATION					
Adult Education/GED/CEUs	51	28	46	33	158
Basic Ed / Literacy	-	-	-	-	-
Education for Children	27	6	8	4	45
Parenting Education	17	20	10	16	63
School Supply Assistance	23	21	-	16	60
Special Education	7	1	2	3	13
Tutoring	-	2	1	1	4
Subtotal	125	78	67	73	343
EMPLOYMENT					
Job Safety	8	7	2	6	23
Job Search/Placement	447	459	494	404	1,804
Job Training	67	91	93	76	327
Other Labor Issues	36	10	10	13	69
Unemployment Insurance	39	30	52	26	147
Subtotal	597	597	651	525	2,370
ENVIRONMENTAL PROTECTION					
Other Environment	-	-	-	-	-
Subtotal	-	-	-	-	-
FINANCIAL ASSISTANCE					
Burial Assistance	13	6	16	12	47
Car Repair Assistance	51	35	30	35	151
Financial Aid, Ongoing	39	17	33	26	115
Other Financial Aid	166	136	138	126	566
Other Utility Assistance	529	600	654	535	2,318
TANF, Asst. to Needy Families	65	71	62	54	252
Subtotal	863	865	933	788	3,449
FOOD					
SNAP (Food Stamps)	595	588	558	516	2,257
Home-Delivered Meals	1	2	4	1	8
Non-Emergency Food	201	176	196	149	722
Nutrition Supplements	40	25	15	5	85
Other Food	36	26	10	5	77
WIC Food Program	48	36	36	51	171
Subtotal	921	853	819	727	3,320
GOVERNMENT					
City Government	119	103	94	105	421
County Government	281	226	231	220	958
Federal Government	14	16	14	11	55
Immigration/Refugees	18	24	17	15	74
Legislators	-	-	-	-	-
Licensing, not Business	3	2	2	3	10
State Government	24	17	21	11	73
Taxes	11	15	82	22	130
Subtotal	470	403	461	387	1,721

HEALTH/MEDICAL					
AIDS/HIV	2	1	4	1	8
Dental Care	383	362	360	336	1,441
FAMIS -Family Medical Security	2	6	4	7	19
Free Clinic	302	319	279	242	1,142
Hospice Care	1	-	-	-	1
Medicaid	398	472	487	450	1,807
Medical Care/Treatment	79	64	78	55	276
Medical/Health Information	70	71	82	57	280
Medicare	53	54	58	35	200
Medication Payment Assistance	88	87	104	84	363
Nursing Home	6	4	6	5	21
Other Medical Financial Aid	6	9	23	17	55
STD, Sex Transmit Disease	-	-	1	2	3
Vital Statistics	2	2	2	-	6
Subtotal	1,392	1,451	1,488	1,291	5,622
HOLIDAY ASSISTANCE					
Other Holiday Assistance	32	495	2	3	532
Subtotal	32	495	2	3	532
HOME CARE					
Chore / Errand Services	6	8	13	3	30
Companion	6	5	3	3	17
Friendly Visitors	5	3	-	-	8
Home Health Aide	46	53	48	41	188
Home Nursing	18	29	26	21	94
Homemaker	6	5	2	4	17
Personal Care	48	49	35	38	170
Rehabilitation	3	3	5	2	13
Respite Care	10	10	16	8	44
Telephone Reassurance	1	3	1	1	6
Subtotal	149	168	149	121	587
HOUSING					
Assisted / Retirement Housing	64	45	59	56	224
Group Home	11	11	8	5	35
Home Ownership	5	6	4	8	23
Home Repair/Construction	8	14	7	11	40
Housing Search Assistance	289	249	308	324	1,170
Moving	17	10	13	11	51
Rent Aid	1,280	1,351	1,384	1,192	5,207
Subsidized Housing	328	220	305	247	1,100
Subtotal	2,002	1,906	2,088	1,854	7,850

I & R PRODUCTS					
2-1-1 VIRGINIA, Information About	46	35	22	36	139
No VA Database	215	225	159	190	789
No VA Services Directory	27	33	25	24	109
Other Organization's Directory	2	3	-	2	7
Subtotal	290	296	206	252	1,044
INSURANCE					
Insur. Counseling/Forms Asst.	18	8	8	5	39
Social Security	116	177	133	120	546
Subtotal	134	185	141	125	585
LEGAL					
Child Support	104	115	109	91	419
Court Services	8	4	7	3	22
Delinquency	8	7	1	5	21
Discrimination	2	1	-	1	4
Landlord/Tenant	31	16	34	22	103
Legal Advice/Representation	154	133	152	121	560
Offenders/Ex-Offenders	8	10	10	6	34
Probation/Parole/Diversion	-	3	3	2	8
Victim Services	2	2	2	3	9
Subtotal	317	291	318	254	1,180
MATERNAL & CHILD HEALTH					
Childbirth Preparation	5	4	2	-	11
Childhood Injury Prevention	4	4	3	1	12
Developmental Ed for Children	3	3	4	-	10
Family Planning/Birth Control	4	4	1	2	11
Hearing Testing	2	2	9	6	19
Immunizations	5	4	2	5	16
Pregnancy	13	13	12	17	55
Subtotal	36	34	33	31	134
MENTAL HEALTH					
Mental Health Counseling/Treat	132	138	102	82	454
Mental Health Crisis	10	9	8	13	40
Mental Health Information	41	31	46	34	152
Mental Health Support Groups	10	12	10	7	39
Subtotal	193	190	166	136	685
MENTORING					
Subtotal	2	1	-	2	5
OTHER INFORMATION					
Subtotal	120	112	87	74	393
PUBLIC SAFETY/PUBLIC WORKS					
Disaster, Natural or Man-made	-	-	-	-	-
Fire/Rescue	1	-	1	1	3
Strike Team	-	-	-	-	-
Streets/Highways	-	-	-	1	1
Subtotal	1	-	1	2	4

RECREATION/ORGANIZATIONS					
Recreation Facilities	22	8	8	44	82
Recreation Programs	2	1	1	7	11
Senior Centers	54	2	24	17	97
Teen Center/Programs	3	1	2	6	12
Subtotal	81	12	35	74	202
RUNAWAYS/MISSING PERSONS					
Subtotal	-	1	-	-	1
SUBSTANCE ABUSE					
Alcohol Abuse/Addiction	20	16	16	12	64
Alcohol/Drug Support Group	12	11	7	6	36
Drug Abuse/Addiction	-	-	-	-	-
Subtotal	32	27	23	18	100
SUICIDE					
Information About Suicide	-	4	3	4	11
Subtotal	-	4	3	4	11
TRANSLATION/INTERPRETING					
Other Languages	3	4	3	3	13
Subtotal	3	4	3	3	13
TRANSPORTATION					
Mass Transit	78	71	84	76	309
Special Transportation	88	60	70	61	279
Subtotal	166	131	154	137	588
VIOLENCE					
Domestic Violence	85	65	73	73	296
Rape	1	2	-	-	3
Subtotal	86	67	73	73	299
VOLUNTEERISM					
Subtotal	1	6	9	7	23
Grand Total (All Categories):	11,091	11,402	10,771	9,909	43,173