

CSP Contacts FY 2016	1st Quarter FY2016	2nd Quarter FY2016	3rd Quarter FY2016	4th Quarter FY2016	FY 2016 Annual
ABUSE/NEGLECT					
Adult/Elder Abuse/Neglect	14	12	16	19	61
Child Abuse/Neglect	12	3	10	6	31
Subtotal	26	15	26	25	92
ADOPTION/FOSTER CARE					
Adoption	4	2	3	1	10
Foster Care	3	2	3	1	9
Subtotal	7	4	6	2	19
ANIMALS					
Subtotal	1	1	1	2	5
BASIC IMMEDIATE NEEDS					
Clothing/Personal Items	182	244	161	171	758
Emergency Food	1,485	1,845	1,315	1,146	5,791
Emergency Housing/Shelter	1,045	787	681	859	3,372
Household Items	160	180	154	112	606
Infant/Children Equipment	68	59	73	51	251
Subtotal	2,940	3,115	2,384	2,339	10,778
BUSINESS/PROFESSIONAL					
Business/Professional Licenses	-	4	3	1	
Subtotal	-	4	3	1	8
CASE MANAGEMENT					
Subtotal	111	124	113	82	430
CONSUMER					
Consumer Complaints	11	9	5	5	30
Consumer Credit/Money Mgmt.	129	154	130	128	541
Consumer Education	39	27	37	34	137
Consumer Protection	7	3	3	4	17
Subtotal	186	193	175	171	725
DAY CARE, CHILD/ADULT					
Adult Day Care	7	5	3	6	21
Child Care	26	49	27	54	156
Child Care Subsidy	123	100	123	104	450
Subtotal	156	154	153	164	627
DISABILITIES					
Assistive Technology/Devices	40	54	47	40	181
Disability Information	22	24	51	43	140
Disability Support Groups	3	-	2	6	11
Subtotal	65	78	100	89	332
DONATIONS					
Subtotal	25	26	8	26	85

EDUCATION					
Adult Education/GED/CEUs	80	44	48	43	215
Basic Ed / Literacy	1	-	-	-	1
Education for Children	35	13	11	13	72
Parenting Education	30	39	25	22	116
School Supply Assistance	83	1	-	1	85
Special Education	4	4	2	5	15
Tutoring	3	-	2	-	5
Subtotal	236	101	88	84	509
EMPLOYMENT					
Job Safety	4	4	1	2	11
Job Search/Placement	506	470	397	398	1,771
Job Training	47	42	49	70	208
Other Labor Issues	9	8	6	8	31
Sheltered Employment		-	-	-	-
Unemployment Insurance	27	31	37	25	120
Subtotal	593	555	490	503	2,141
ENVIRONMENTAL PROTECTION					
Other Environment	-	2	-	-	
Subtotal	-	2	-	-	2
FINANCIAL ASSISTANCE					
Burial Assistance	13	15	11	7	46
Car Repair Assistance	44	43	30	32	149
Financial Aid, Ongoing	42	32	33	47	154
Other Financial Aid	185	185	138	149	657
Other Utility Assistance	655	659	526	490	2,330
TANF, Asst. to Needy Families	113	98	85	94	390
Subtotal	1,052	1,032	823	819	3,726
FOOD					
Food Stamps	754	682	545	516	2,497
Home-Delivered Meals	2	3	-	2	7
Non-Emergency Food	107	86	84	112	389
Nutrition Supplements	8	2	5	5	20
Other Food	-	1	-	2	3
WIC Food Program	83	57	51	53	244
Subtotal	954	831	685	690	3,160
GOVERNMENT					
City Government	147	142	116	101	506
County Government	339	291	267	236	1,133
Federal Government	13	23	14	12	62
Immigration/Refugees	28	22	16	19	85
Legislators	-	-	-	-	-
Licensing, not Business	-	-	-	-	-
State Government	27	10	12	18	67
Taxes	9	19	88	30	146
Subtotal	563	507	513	416	1,999

HEALTH/MEDICAL					
AIDS/HIV	4	3	4	3	14
Dental Care	391	347	616	348	1,702
FAMIS -Family Medical Security	-	7	5	4	16
Free Clinic	390	422	365	298	1,475
Hospice Care	-	-	2	-	2
Medicaid	553	557	373	386	1,869
Medical Care/Treatment	86	96	84	81	347
Medical/Health Information	93	79	91	88	351
Medicare	53	57	43	38	191
Medication Payment Assistance	147	112	125	110	494
Nursing Home	11	13	8	14	46
Other Medical Financial Aid	32	19	15	16	82
STD, Sex Transmit Disease	2	2	2	1	7
Vital Statistics	2	3	2	4	11
Subtotal	1,764	1,717	1,735	1,391	6,607
HOLIDAY ASSISTANCE					
Other Holiday Assistance	58	788	3	1	850
Subtotal	58	788	3	1	850
HOME CARE					
Chore / Errand Services	16	13	13	18	60
Companion	8	13	6	8	35
Friendly Visitors	3	1	-	2	6
Home Health Aide	80	81	70	102	333
Home Nursing	52	62	44	45	203
Homemaker	12	2	8	9	31
Personal Care	65	76	56	70	267
Rehabilitation	5	6	3	3	17
Respite Care	13	14	15	14	56
Telephone Reassurance	1	-	1	-	2
Subtotal	255	268	216	271	1,010
HOUSING					
Assisted / Retirement Housing	71	58	60	62	251
Group Home	7	8	6	15	36
Home Ownership	11	4	14	6	35
Home Repair/Construction	10	8	11	5	34
Housing Search Assistance	461	360	396	405	1,622
Rent Aid	1,342	1,317	1,203	1,202	5,064
Subsidized Housing	378	305	312	289	1,284
Subtotal	2,280	2,060	2,002	1,984	8,326
I & R PRODUCTS					
2-1-1 VIRGINIA, Information About	4	6	3	3	16
No VA Database	390	377	312	309	1,388
No VA Services Directory	35	23	30	37	125
Other Organization's Directory	1	2	2	3	8
Subtotal	430	408	347	352	1,537

INSURANCE					
Insur. Counseling/Forms Asst.	17	22	35	15	89
Social Security	126	132	140	108	506
Subtotal	143	154	175	123	595
LEGAL					
Child Support	95	98	84	92	369
Court Services	8	9	8	12	37
Delinquency	15	17	13	12	57
Discrimination	2	1	1	-	4
Landlord/Tenant	27	24	24	23	98
Legal Advice/Representation	198	161	191	159	709
Offenders/Ex-Offenders	9	11	4	10	34
Probation/Parole/Diversion	-	-	1	-	1
Victim Services	8	3	5	1	17
Subtotal	362	324	331	309	1,326
MATERNAL & CHILD HEALTH					
Childbirth Preparation	2	2	-	1	5
Childhood Injury Prevention	8	7	-	5	20
Developmental Ed for Children	-	1	6	4	11
Family Planning/Birth Control	1	3	8	3	15
Hearing Testing	3	6	8	3	20
Immunizations	13	10	10	10	43
Pregnancy	-	5	8	9	22
Subtotal	27	34	40	35	136
MENTAL HEALTH					
Mental Health Counseling/Treat	113	111	104	105	433
Mental Health Crisis	20	11	8	9	48
Mental Health Information	40	34	54	34	162
Mental Health Support Groups	8	14	11	7	40
Subtotal	181	170	177	155	683
MENTORING					
Subtotal	-	1	1	1	3
OTHER INFORMATION					
Subtotal	360	327	245	326	1,258
PUBLIC SAFETY/PUBLIC WORKS					
Disaster, Natural or Man-made	-	-	-	-	-
Fire/Rescue	3	1	2	-	6
Strike Team	-	-	-	-	-
Streets/Highways	4	-	3	1	8
Subtotal	7	1	5	1	14

RECREATION/ORGANIZATIONS					
Recreation Facilities	6	7	22	10	45
Recreation Programs	15	5	2	54	76
Senior Centers	66	48	36	42	192
Teen Center/Programs	2	2	-	7	11
Subtotal	89	62	60	113	324
RUNAWAYS/MISSING PERSONS					
Runaways	-	-	-	1	1
Subtotal	-	-	-	1	1
SUBSTANCE ABUSE					
Alcohol Abuse/Addiction	11	14	6	16	47
Alcohol/Drug Support Group	5	3	4	3	15
Drug Abuse/Addiction	-	-	-	5	5
Subtotal	16	17	10	24	67
SUICIDE					
Information About Suicide	-	5	1	1	7
Subtotal	-	5	1	1	7
TRANSLATION/INTERPRETING					
Other Languages	10	4	7	7	28
Subtotal	10	4	7	7	28
TRANSPORTATION					
Mass Transit	119	90	92	94	395
Special Transportation	91	99	100	87	377
Subtotal	210	189	192	181	772
VIOLENCE					
Domestic Violence	96	75	79	82	332
Rape	3	-		1	4
Subtotal	99	75	79	83	336
VOLUNTEERISM					
Subtotal	8	4	8	7	27
Grand Total (All Categories):	13,214	13,350	11,202	10,779	48,545