

CSP Contacts FY2021	1st Quarter FY2021	2nd Quarter FY2021	3rd Quarter FY2021	4th Quarter FY2021	FY 2021 Annual
ABUSE/NEGLECT					
Adult/Elder Abuse/Neglect	9	1	3	10	23
Child Abuse/Neglect	-	-	1	7	8
Subtotal	9	1	4	17	31
ADOPTION/FOSTER CARE					
Adoption	-	-	2	1	3
Foster Care	-	-	-	4	4
Subtotal	-	-	2	5	7
ANIMALS					
Subtotal	3	2	1	-	6
BASIC IMMEDIATE NEEDS					
Clothing/Personal Items	102	140	59	98	399
Emergency Food	1,520	1,375	979	799	4,673
Emergency Housing/Shelter	411	320	226	404	1,361
Household Items	59	45	21	48	173
Infant/Children Equipment	52	44	50	41	187
Subtotal	2,144	1,924	1,335	1,390	6,793
BUSINESS/PROFESSIONAL					
Business/Professional Licenses	3	-	3	4	
Subtotal	3	-	3	4	10
CASE MANAGEMENT					
Subtotal	191	218	179	183	771
CONSUMER					
Consumer Complaints	4	2	3	11	20
Consumer Credit/Money Mgmt.	79	80	132	118	409
Consumer Education	1	1	-	11	13
Consumer Protection	2	-	-	4	6
Subtotal	86	83	135	144	448
DAY CARE, CHILD/ADULT					
Adult Day Care	1	2	2	6	11
Child Care	8	9	27	52	96
Child Care Subsidy	48	38	51	75	212
Subtotal	57	49	80	133	319
DISABILITIES					
Assistive Technology/Devices	26	33	15	28	102
Disability Information	52	23	32	57	164
Disability Support Groups	6	3	4	7	20
Subtotal	84	59	51	92	286
DONATIONS					
Subtotal	8	9	4	8	29

EDUCATION					
Adult Education/GED/CEUs	14	18	11	23	66
Basic Ed / Literacy	-	-	-	-	-
Education for Children	11	12	5	12	40
Parenting Education	6	7	15	12	40
School Supply Assistance	5	1	-	-	6
Special Education	-	-	1	4	5
Tutoring	1	1	1	-	3
Subtotal	37	39	33	51	160
EMPLOYMENT					
Job Safety	1	5	21	6	33
Job Search/Placement	375	478	602	608	2,063
Job Training	35	110	189	172	506
Other Labor Issues	22	14	12	19	67
Unemployment Insurance	351	244	254	233	1,082
Subtotal	784	851	1,078	1,038	3,751
ENVIRONMENTAL PROTECTION					
Other Environment	1	1	-	1	3
Subtotal	1	1	-	1	3
FINANCIAL ASSISTANCE					
Burial Assistance	7	5	8	7	27
Car Repair Assistance	25	18	18	21	82
Financial Aid, Ongoing	14	10	4	17	45
Other Financial Aid	72	87	73	70	302
Other Utility Assistance	633	786	762	671	2,852
TANF, Asst. to Needy Families	49	71	59	38	217
Subtotal	800	977	924	824	3,525
FOOD					
SNAP (Food Stamps)	676	642	600	718	2,636
Home-Delivered Meals	3	1	2	2	8
Non-Emergency Food	264	284	255	187	990
Nutrition Supplements	6	8	8	2	24
Other Food	2	5	1	2	10
WIC Food Program	-	-	47	47	94
Subtotal	951	940	913	958	3,762
GOVERNMENT					
City Government	86	79	73	141	379
County Government	155	147	163	215	680
Federal Government	57	20	31	27	135
Immigration/Refugees	10	8	7	15	40
Legislators	-	-	1	-	1
Licensing, not Business	-	2	-	-	2
State Government	57	33	45	29	164
Taxes	18	11	35	48	112
Subtotal	383	300	355	475	1,513

HEALTH/MEDICAL					
AIDS/HIV	2	4	2	-	8
COVID-19	4,187	2,942	2,917	2,306	12,352
Dental Care	203	216	154	198	771
FAMIS -Family Medical Security	5	9	2	8	24
Free Clinic	343	390	311	277	1,321
Hospice Care	-	-	-	2	2
Medicaid	352	333	236	336	1,257
Medical Care/Treatment	26	19	30	23	98
Medical/Health Information	53	80	112	102	347
Medicare	27	23	21	24	95
Medication Payment Assistance	47	39	31	53	170
Nursing Home	1	-	4	5	10
Other Medical Financial Aid	11	3	12	18	44
STD, Sex Transmit Disease	1	-	-	-	1
Vital Statistics	1	1	-	-	2
Subtotal	5,259	4,059	3,832	3,352	16,502
HOLIDAY ASSISTANCE					
Other Holiday Assistance	6	153	2	4	165
Subtotal	6	153	2	4	165
HOME CARE					
Chore / Errand Services	3	1	1	8	13
Companion	-	1	-	4	5
Friendly Visitors	-	-	-	-	-
Home Health Aide	18	17	10	23	68
Home Nursing	6	9	9	12	36
Homemaker	1	-	1	2	4
Personal Care	25	11	14	17	67
Rehabilitation	3	0	1	3	7
Respite Care	2	1	7	7	17
Telephone Reassurance	-	-	-	1	1
Subtotal	58	40	43	77	218
HOUSING					
Assisted / Retirement Housing	41	29	19	63	152
Group Home	-	2	2	11	15
Home Ownership	3	4	7	5	19
Home Repair/Construction	3	4	4	11	22
Housing Search Assistance	195	211	245	454	1,105
Moving	8	7	22	16	53
Rent Aid	4,543	3,558	3,857	3,546	15,504
Subsidized Housing	119	120	109	273	621
Subtotal	4,912	3,935	4,265	4,379	17,491

I & R PRODUCTS					
2-1-1 VIRGINIA, Information About	69	15	76	6	166
No VA Database	190	185	104	85	564
No VA Services Directory	1	7	2	12	22
Other Organization's Directory	1	1	2	1	5
Subtotal	261	208	184	104	757
INSURANCE					
Insur. Counseling/Forms Asst.	2	1	2	6	11
Social Security	90	105	79	99	373
Subtotal	92	106	81	105	384
LEGAL					
Child Support	130	144	129	150	553
Court Services	3	1	3	1	8
Delinquency	4	6	3	8	21
Discrimination	1	-	-	1	2
Landlord/Tenant	29	18	22	56	125
Legal Advice/Representation	84	105	114	151	454
Offenders/Ex-Offenders	-	1	2	3	6
Probation/Parole/Diversion	2	-	-	2	4
Victim Services	2	2	2	7	13
Subtotal	255	277	275	379	1,186
MATERNAL & CHILD HEALTH					
Childbirth Preparation	2	1	2	4	9
Childhood Injury Prevention	5	1	1	-	7
Developmental Ed for Children	5	1	3	6	15
Family Planning/Birth Control	5	3	-	2	10
Hearing Testing	4	3	3	5	15
Immunizations	2	1	9	47	59
Pregnancy	2	2	2	7	13
Subtotal	25	12	20	71	128
MENTAL HEALTH					
Mental Health Counseling/Treat	73	109	148	109	439
Mental Health Crisis	7	7	5	8	27
Mental Health Information	31	42	68	63	204
Mental Health Support Groups	9	8	1	5	23
Subtotal	120	166	222	185	693
MENTORING					
Subtotal	-	-	1	1	2
OTHER INFORMATION					
Subtotal	120	100	90	98	408
PUBLIC SAFETY/PUBLIC WORKS					
Disaster, Natural or Man-made	-	-	-	-	-
Fire/Rescue	1	-	1	2	4
Streets/Highways	-	1	-	-	1
Subtotal	1	1	1	2	5

RECREATION/ORGANIZATIONS					
Recreation Facilities	5	-	-	18	23
Recreation Programs	1	-	1	1	3
Senior Centers	13	36	43	47	139
Teen Center/Programs	-	-	-	2	2
Subtotal	19	36	44	68	167
RUNAWAYS/MISSING PERSONS					
Subtotal	1	1	-	-	2
SUBSTANCE ABUSE					
Alcohol Abuse/Addiction	7	6	4	7	24
Alcohol/Drug Support Group	3	3	9	7	22
Drug Abuse/Addiction	-	-	-	-	-
Subtotal	10	9	13	14	46
SUICIDE					
Information About Suicide	2	1	1	3	7
Subtotal	2	1	1	3	7
TRANSLATION/INTERPRETING					
Other Languages	-	-	1	-	1
Subtotal	-	-	1	-	1
TRANSPORTATION					
Mass Transit	10	6	10	12	38
Special Transportation	22	15	16	45	98
Subtotal	32	21	26	57	136
VIOLENCE					
Domestic Violence	62	44	65	61	232
Rape	1	-	-	-	1
Subtotal	63	44	65	61	233
VOLUNTEERISM					
Subtotal	1	1	2	2	6
Grand Total (All Categories):	16,778	14,623	14,265	14,285	59,951