

CLIENT REPORT
JANUARY - DECEMBER 2008

Clients served by day of week:

	<u>Visits</u>	<u>Average</u>	<u>%</u>
Monday	785	9.1	44.2%
Wednesday	545	6.5	30.7%
Friday	445	5.9	25.1%
Overall	1775	7.5	100.0%

Clients served by county:

	<u>By Visit</u>		<u>By Family</u>	
	<u>#</u>	<u>%</u>	<u>#</u>	<u>%</u>
Anderson	1563	88.1%	725	85.1%
Roane	110	6.2%	65	7.6%
Morgan	34	1.9%	14	1.6%
Campbell	47	2.6%	30	3.5%
Knox	7	0.4%	5	0.6%
Scott	0	0.0%	0	0.0%
Unknown	14	0.8%	13	1.5%
Total	1775	100.0%	852	100.0%

Clients served by month:

	<u>Visits</u>	<u>% Visits</u>	<u>Families</u>	<u>Persons</u>
January	108	6.1%	73	176
February	163	9.2%	90	260
March	177	10.0%	77	215
April	136	7.7%	95	261
May	144	8.1%	92	220
June	148	8.3%	112	314
July	151	8.5%	114	314
August	122	6.9%	103	223
September	161	9.1%	101	204
October	183	10.3%	129	275
November	175	9.9%	114	241
December	107	6.0%	83	202
	1775	100.0%	852	2284

Frequency of visits per family:

Average visits per family: 2.1

<u># Visits</u>	<u># Families</u>	<u>%</u>	<u>Cum %</u>
1	454	53.3	53.3
2	190	22.3	75.6
3	89	10.4	86.0
4	47	5.5	91.5
5	32	3.8	95.3
6	13	1.5	96.8
7	10	1.2	98.0
8	11	1.3	99.3
9	0	0.0	99.3
10	0	0.0	99.3
11	2	0.2	99.5
12	1	0.1	99.6
13	0	0.0	99.6
14	0	0.0	99.6
15	0	0.0	99.6
16	1	0.1	99.8
17	0	0.0	99.8
18	1	0.1	99.9
19	0	0.0	99.9
≥20	1	0.1	100.0
	852	100.0	

Family size:

Average members per family: 2.7

<u>Members in Family</u>	<u># Families</u>
1	220
2	218
3	161
4	125
5	72
6	23
7	12
8	5
9	1
≥10	1
?	14
	852

**FREQUENCY OF NEW REFERRALS BY AGENCY
ALPHABETIC ORDER**

Frequency of new referrals: every 2.7 client visit

Agency	# Referrals	% Referrals	Agency	# Referrals	% Referrals
ACCAC	138	20.8	Hope of East Tennessee	12	1.8
ADFAC	112	16.8	HUD	1	0.2
Anderson Co. - DHS	30	4.5	Indian Creek Baptist	1	0.2
Anderson Co. - Office on Aging	10	1.5	JoAnn Hasty, LCSW	1	0.2
Arms of Hope	3	0.5	Kareday Apartments	8	1.2
Beach Grove Baptist	1	0.2	Kern UMC	12	1.8
Big Emory Baptist Association	1	0.2	Knox Co. - DCS	1	0.2
Big Mountain Baptist	1	0.2	Lutheran Church	1	0.2
Callaghan Towers	7	1.1	McKenzie Acres Apartments	13	2.0
Calvary Baptist	1	0.2	Middle Springs Baptist	1	0.2
Campbell Co. - DHS	3	0.5	Mid-East CAA	25	3.8
Campbell Co. - Health Dept	10	1.5	Morgan Co. - DHS	6	0.9
Campbell Co. - Red Cross	1	0.2	Mt Pisgah Baptist	6	0.9
Caring Heart Baptist	1	0.2	New Vision Church - Lansing	2	0.3
Central Baptist	1	0.2	New Vision Ministries	1	0.2
Chapel on the Hill	1	0.2	Oak Ridge Housing Authority	7	1.1
Cherokee Health Systems	1	0.2	Oak Ridge Schools	2	0.3
Children's Special Services	1	0.2	Oasis of Love	7	1.1
Christian Discovery	2	0.3	Oliver Springs - Housing Authority	2	0.3
Christian Outreach	1	0.2	Oliver Springs Community Ministrie:	3	0.5
Clinton DCS	1	0.2	Peer Support Center	1	0.2
Clinton Housing Authority	2	0.3	Reachs	9	1.4
Clothes Closet	2	0.3	Recovery Hope	2	0.3
Community Health of East TN	1	0.2	Red Cross	5	0.8
DHS ECII	1	0.2	Ridgeview	36	5.4
Dyllis Baptist	1	0.2	Ridgeview - Healthy Start	1	0.2
East Tennessee Behavioral	1	0.2	Ridgeview - LaFollette	1	0.2
Emory Valley Center	1	0.2	Roane Co. - DCS	3	0.5
ETHRA	2	0.3	Roane Co. - DHS	1	0.2
Faith Lutheran	1	0.2	Roane Co. - United Way	12	1.8
Family Resource Center	2	0.3	Robertsville Baptist	1	0.2
First Baptist - Clinton	3	0.5	Roger Johnson	1	0.2
First Baptist - Oak Ridge	7	1.1	Royce Baptist	1	0.2
First Baptist Agape Center	12	1.8	Salvation Army - Anderson County	48	7.2
First Baptist Clinton	1	0.2	Salvation Army - Morgan County	1	0.2
First Christian - Harriman	3	0.5	Second Baptist Clinton	5	0.8
First Christian - Oak Ridge	1	0.2	Solutions On Site	1	0.2
First Free Will Baptist	1	0.2	Solway Baptist	1	0.2
First Methodist - Oak Ridge	2	0.3	St. Mary's Catholic	24	3.6
First Presbyterian	3	0.5	Summit View at Lake City	1	0.2
First United Methodist	2	0.3	Trinity Baptist	1	0.2
Florence Chriddendon Agency	1	0.2	Wings of Hope	1	0.2
Glenwood Baptist	8	1.2	Youth Villages	1	0.2
Headwaters Church - Clinton	2	0.3	YWCA	1	0.2
Health Connect	1	0.2			
Healthy Start	1	0.2	Total	665	100.0
Helping Ministries	1	0.2			
Heritage Church of God	1	0.2			
Heritage Fellowship	2	0.3			
Holiday Bureau	1	0.2			

NUMBER OF REFERRALS ORDER

Agency	# Referrals	% Referrals	Agency	# Referrals	% Referrals
ACCAC	138	20.8	Caring Heart Baptist	1	0.2
ADFAC	112	16.8	Central Baptist	1	0.2
Salvation Army - Anderson County	48	7.2	Chapel on the Hill	1	0.2
Ridgeview	36	5.4	Cherokee Health Systems	1	0.2
Anderson Co. - DHS	30	4.5	Children's Special Services	1	0.2
Mid-East CAA	25	3.8	Christian Outreach	1	0.2
St. Mary's Catholic	24	3.6	Clinton DCS	1	0.2
McKenzie Acres Apartments	13	2.0	Community Health of East TN	1	0.2
First Baptist Agape Center	12	1.8	DHS ECII	1	0.2
Hope of East Tennessee	12	1.8	Dyllis Baptist	1	0.2
Kern UMC	12	1.8	East Tennessee Behavioral	1	0.2
Roane Co. - United Way	12	1.8	Emory Valley Center	1	0.2
Anderson Co. - Office on Aging	10	1.5	Faith Lutheran	1	0.2
Campbell Co. - Health Dept	10	1.5	First Baptist Clinton	1	0.2
Reachs	9	1.4	First Christian - Oak Ridge	1	0.2
Glenwood Baptist	8	1.2	First Free Will Baptist	1	0.2
Kareday Apartments	8	1.2	Florence Chriddendon Agency	1	0.2
Callaghan Towers	7	1.1	Health Connect	1	0.2
First Baptist - Oak Ridge	7	1.1	Healthy Start	1	0.2
Oak Ridge Housing Authority	7	1.1	Helping Ministries	1	0.2
Oasis of Love	7	1.1	Heritage Church of God	1	0.2
Morgan Co. - DHS	6	0.9	Holiday Bureau	1	0.2
Mt Pisgah Baptist	6	0.9	HUD	1	0.2
Red Cross	5	0.8	Indian Creek Baptist	1	0.2
Second Baptist Clinton	5	0.8	JoAnn Hasty, LCSW	1	0.2
Arms of Hope	3	0.5	Knox Co. - DCS	1	0.2
Campbell Co. - DHS	3	0.5	Lutheran Church	1	0.2
First Baptist - Clinton	3	0.5	Middle Springs Baptist	1	0.2
First Christian - Harriman	3	0.5	New Vision Ministries	1	0.2
First Presbyterian	3	0.5	Peer Support Center	1	0.2
Oliver Springs Community Ministries	3	0.5	Ridgeview - Healthy Start	1	0.2
Roane Co. - DCS	3	0.5	Ridgeview - LaFollette	1	0.2
Christian Discovery	2	0.3	Roane Co. - DHS	1	0.2
Clinton Housing Authority	2	0.3	Robertsville Baptist	1	0.2
Clothes Closet	2	0.3	Roger Johnson	1	0.2
ETHRA	2	0.3	Royce Baptist	1	0.2
Family Resource Center	2	0.3	Salvation Army - Morgan County	1	0.2
First Methodist - Oak Ridge	2	0.3	Solutions On Site	1	0.2
First United Methodist	2	0.3	Solway Baptist	1	0.2
Headwaters Church - Clinton	2	0.3	Summit View at Lake City	1	0.2
Heritage Fellowship	2	0.3	Trinity Baptist	1	0.2
New Vision Church - Lansing	2	0.3	Wings of Hope	1	0.2
Oak Ridge Schools	2	0.3	Youth Villages	1	0.2
Oliver Springs - Housing Authority	2	0.3	YWCA	1	0.2
Recovery Hope	2	0.3			
Beach Grove Baptist	1	0.2	Total	665	100.0
Big Emory Baptist Association	1	0.2			
Big Mountain Baptist	1	0.2			
Calvary Baptist	1	0.2			
Campbell Co. - Red Cross	1	0.2			

SERVICE RECORD

YEAR	VISITS													Tot
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1999									151	125	185	109		570
2000	105	142	185	113	189	120	94	197	139	200	153	115		1752
2001	147	163	177	157	149	128	149	169	187	239	153	125		1943
2002	127	177	181	244	163	169	155	159	166	138	195	120		1994
2004	135	109												244
2007	153	137	127	101	116	132	109	157	128	138	117	65		1480
2008	108	163	177	136	144	148	151	122	161	183	175	107		1775
AVG	129	149	212	150	152	139	132	161	155	171	163	107		

YEAR	FAMILIES													Tot
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1999									108	96	130	84		338
2000	75	93	130	83	136	93	82	130	102	135	106	73		770
2001	114	114	129	125	106	90	101	116	129	160	115	89		890
2002	87	112	126	139	106	115	102	126	109	120	130	89		908
2004	97	95												177
2007	113	110	97	77	87	95	90	119	93	98	93	53		868
2008	73	90	77	95	92	112	114	103	101	129	114	83		852
	93	102	140	104	105	101	98	119	107	123	115	79		

YEAR	PERSONS													Tot
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
1999									326	256	371	246		952
2000	211	263	373	243	357	251	232	395	245	364	333	223		2088
2001	337	363	383	333	319	270	309	341	372	463	348	257		2527
2002	223	337	307	408	332	342	281	335	316	371	395	264		2534
2004	228	260												446
2007	285	298	267	202	238	266	283	368	278	288	236	172		2323
2008	176	260	215	261	220	314	314	223	204	275	241	202		2284
	243	297	386	289	293	289	284	332	290	336	321	227		