



ECUMENICAL STOREHOUSE, INC.  
**CLIENT SERVICE REPORT**  
 2009

CLIENTS SERVED BY DAY OF WEEK			
	Visits	Average	%
Monday	1072	22.3	45.0%
Wednesday	702	14.0	29.4%
Friday	610	12.7	25.6%
Overall	2384	16.3	100.0%

CLIENTS SERVED BY COUNTY				
	By Visit		By Family	
	#	%	#	%
Anderson	2022	84.8%	889	80.5%
Roane	189	7.9%	113	10.2%
Morgan	52	2.2%	24	2.2%
Campbell	96	4.0%	63	5.7%
Scott	6	0.3%	5	0.5%
Knox	X 12	0.5%	7	0.6%
Blount	X 3	0.1%	2	0.2%
Loudon	X 1	0.0%	1	0.1%
Monroe	X 1	0.0%	1	0.1%
Unknown	2	0.1%	0	0.0%
Total	2384	100.0%	1105	100.0%

(X means county is not served)

CLIENTS SERVED BY MONTH AND YEAR				
	Visits (1)	% Visits	Families (2)	Persons (3)
January	156	6.5%	116	335
February	193	8.1%	133	379
March	190	8.0%	130	371
April	197	8.3%	129	403
May	141	5.9%	107	322
June	202	8.5%	140	429
July	168	7.0%	116	328
August	240	10.1%	143	421
September	226	9.5%	141	455
October	225	9.4%	151	469
November (4)	263	11.0%	160	490
December	183	7.7%	129	361
2009	2384		1105	3256
2008	1775		852	2284
2007	1480		868	2323
2003	1994		908	2534
2002	1943		890	2527
2001	1752		770	2088

(1) 2009 recorded 9 of the highest monthly visits numbers  
 (2) 2009 recorded 9 of the highest monthly families numbers  
 (3) 2009 recorded 8 of the highest monthly persons numbers  
 (4) The all-time record in all 3 categories was set in Nov. 2009

FREQUENCY OF VISITS PER FAMILY			
Average visits per family: 2.2			
# Visits	# Families	%	Cum %
1	561	50.8	50.8
2	267	24.2	74.9
3	128	11.6	86.5
4	59	5.3	91.9
5	31	2.8	94.7
6	23	2.1	96.7
7	12	1.1	97.8
8	3	0.3	98.1
9	3	0.3	98.4
10	4	0.4	98.7
11	6	0.5	99.3
12	2	0.2	99.5
13	1	0.1	99.5
14	0	0.0	99.5
15	1	0.1	99.6
16	1	0.1	99.7
17	0	0.0	99.7
18	0	0.0	99.7
19	0	0.0	99.7
≥20	3	0.3	100.0
	1105	100.0	

FAMILY SIZE		
Average members per family: 3.0		
Members in Family	# Families	
1	238	
2	243	
3	243	
4	191	
5	108	
6	53	
7	17	
8	6	
9	1	
≥10	2	
Unknown	3	
	1105	



**FREQUENCY OF NEW REFERRALS BY AGENCY**

A new referral is received every 2.9 client visits

Agency	# Referrals	% Referrals	Type of Referrer	# Referrals	# Referrers
ACCAC	147	17.8%	Social Agency	366	22
ADFAC	117	14.2%	Government Agency	149	19
Salvation Army - Anderson County	61	7.4%	Churches	118	35
Anderson Co. - DHS	41	5.0%	Religious Organization	91	12
Ridgeview	41	5.0%	Apartments	49	8
McKenzie Acres Apartments	34	4.1%	Medical Facility	44	4
St. Mary's Catholic	29	3.5%	Board Members	7	1
Mid-East CAA of Roane Co.	28	3.4%	Others	2	2
Campbell Co. - Health Dept	17	2.1%			
Anderson Co. - Office on Aging	16	1.9%		826	103
Oak Ridge Housing Authority	14	1.7%			
First Baptist - Oak Ridge	13	1.6%			
Hope of East Tennessee	13	1.6%			
Kern UMC	13	1.6%			
Oliver Springs - Housing Authority	12	1.5%			
Second Baptist Clinton	11	1.3%			
Roane Co. - DHS	10	1.2%			
Roane Co. - United Way	10	1.2%			
Glenwood Baptist	9	1.1%			
Community Health of East TN	8	1.0%			
Morgan Co. - DHS	8	1.0%			
Salvation Army - Campbell County	8	1.0%			
Board Member	7	0.8%			
Callaghan Towers	7	0.8%			
Clinton Housing Authority	6	0.7%			
Clothes Closet	6	0.7%			
First Baptist Agape Center	6	0.7%			
Mt Pisgah Baptist	6	0.7%			
Anderson Co. - Child Advocacy	5	0.6%			
Anderson Co. - Health Dept	5	0.6%			
Oasis of Love	5	0.6%			
Robertsville Baptist	5	0.6%			
YWCA Family Services Center	5	0.6%			
Campbell Co. Baptist Association	4	0.5%			
Campbell Co. Family Services Center (REACHS)	4	0.5%			
Salvation Army - Morgan County	4	0.5%			
Scott Co. - Health Department	4	0.5%			
Campbell Co. - Childrens Services	3	0.4%			
First Presbyterian - Oak Ridge	3	0.4%			
Highland View Church of Christ	3	0.4%			
Kareday Apartments	3	0.4%			
Woodland Park Baptist	3	0.4%			
Central Baptist	2	0.2%			
Faith Promise	2	0.2%			
First Assembly of God	2	0.2%			
First Baptist - Clinton	2	0.2%			
First UMC - Oak Ridge	2	0.2%			
Habitat for Humanity	2	0.2%			
Healthy Start	2	0.2%			
Holiday Bureau	2	0.2%			
New Vision Church - Lansing	2	0.2%			
Red Cross	2	0.2%			
Salvation Army - Roane County	2	0.2%			
50 others with 1 referral each	50	6.1%			
<b>TOTAL</b>	<b>826</b>	<b>100.0%</b>			