

Table 1a: Basic Characteristics of all Victims by Year

Variable	Jan 1- Dec 31 1998	Jan 1 – Dec 31 1999	Jan 1 – Dec 31 2000	Jan 1 – Dec 31 2001	Jan 1 – Dec 31 2002	Jan 1- Dec 31 2003	Jan 1- Dec 31 2004	Jan 1- Dec 11, 2005
Total Number of Clients Served	29,998	29,118	30,205	32,600	33,190	35,537	39,914	35,435
CLIENTS BY REGION	29,472	28,484	29,346	27,332	28,312	30,078	32,589	28,783
Total Clients Cook County	10,639	11,277	12,096	11,333	11,732	12,198	13,004	11,761
% of Total	36.1	39.6	41.2	41.5	41.4	40.6	39.9	40.9
Total Clients Collar Counties	4,935	4,687	5,165	5,459	5,538	6,003	6,158	5,294
% of Total	16.7	16.5	17.6	20.0	19.6	20.0	18.9	18.4
Total Clients Urban Counties	7,520	6,390	6,008	5,019	5,438	5,866	7,104	6,256
% of Total	25.5	22.4	20.5	18.4	19.2	19.5	21.8	21.7
Total Clients Rural Counties	6,378	6,130	6,077	5,521	5,604	6,011	6,323	5,472
% of Total	21.6	21.5	20.7	20.2	19.8	20.0	19.4	19.0
CLIENT DEMOGRAPHICS								
Gender	29,998	29,117	30,205	32,600	33,190	35,537	39,914	35,435
% Female	95.9	96.2	95.4	94.7	94.8	94.4	93.9	94.0
% Male	4.1	3.8	4.6	5.3	5.2	5.6	6.1	6.0
Age	29,451	28,724	29,753	31,153	32,729	34,345	37,336	34,011
Average Age at First Contact	32.5	32.6	33.0	32.9	33.1	33.3	33.5	33.8
Age Range at First Contact	1-99	1-99	1-94	1-93	1-99	1-95	1-100	1-93
% Under 65 at First Contact	98.9	98.9	98.9	99.0	98.8	98.9	98.7	98.7
% 65 and Older at First Contact	1.1	1.1	1.1	1.0	1.2	1.1	1.3	1.3
% Under 18	2.3	2.4	2.3	2.3	2.3	2.3	2.3	2.1

Table 1a: Basic Characteristics of all Victims by Year

Race	28,898	28,181	29,161	31,646	32,347	34,081	37,899	34,021
% White	60.9	59.3	56.8	53.5	53.3	52.5	51.1	49.1
% African American	25.1	24.4	24.9	26.1	27.5	27.1	28.8	29.2
% Hispanic	11.5	13.3	14.8	16.0	15.7	16.5	16.6	18.0
% Asian American	0.9	1.5	1.5	1.3	1.5	1.9	1.7	1.6
% American Indian	0.4	0.3	0.3	0.3	0.3	0.3	0.3	0.2
% Bi-Racial	0.7	0.7	0.8	0.9	0.9	0.9	0.8	1.1
% Other Race	0.5	0.6	1.0	1.9	0.8	0.8	0.8	0.8
Education	21,040	23,452	24,994	26,031	26,739	28,155	30,590	30,506
% Less than High School Graduate	26.1	27.0	27.3	25.2	24.3	24.5	25.8	24.0
% High School Graduate	35.3	35.4	34.6	34.4	34.2	33.5	33.4	34.6
% Some College	28.9	27.3	26.9	29.2	29.7	29.7	28.8	28.9
% College Graduate or Higher	9.8	10.3	11.2	11.2	11.7	12.3	12.0	12.5
Employment	26,773	26,446	27,836	28,479	29,281	30,356	32,680	32,264
% Currently Employed Full Time	44.2	44.2	44.6	42.2	39.6	37.8	37.7	37.4
% Currently Employed Part Time	14.2	14.1	14.1	13.9	14.4	15.1	14.9	15.5
% Currently Not Employed	41.7	41.6	41.3	43.9	46.0	47.1	47.3	47.1
Income Sources	28,151	27,202	28,070	28,295	30,382	31,997	34,150	31,930
% TANF/AFDC as Primary or Secondary Source	10.0	6.2	5.0	4.1	3.6	2.8	3.2	4.2
% General Assistance as Primary or Secondary Source	2.8	2.2	1.9	2.2	2.8	2.4	2.6	2.7
% Social Security as Primary or Secondary Source	3.4	3.3	3.0	3.2	3.7	3.9	4.2	4.1
% SSI as Primary or Secondary Source	5.5	4.6	4.3	4.8	4.6	4.9	5.1	5.8

Table 1a: Basic Characteristics of all Victims by Year

% Alimony/ Child Support as Primary or Secondary Source	4.9	4.6	4.0	4.3	4.7	4.8	4.4	4.8
% Employment as Primary or Secondary	54.7	54.9	54.9	52.6	50.9	49.0	48.9	50.3
% Other Income as Primary or Secondary Source	12.2	9.5	9.8	10.5	11.9	12.1	10.3	10.4
% Receiving Income from Spouse as Primary Source	24,320	24,805	25,635	25,954	27,335	28,942	30,966	30,158
	2.2	7.2	8.2	9.3	9.3	9.0	9.0	8.2
Health Insurance Information	24,607	22,993	23,649	24,751	25,913	27,505	29,851	30,119
% Medicaid, no Cash Grant	10.8	12.1	14.1	15.3	18.3	22.4	25.3	26.8
% Medicaid Cash Grant	11.2	8.1	6.3	6.5	5.4	5.2	6.0	6.1
% Medicare	4.3	3.8	4.5	4.2	4.1	4.0	4.2	4.7
% Private	42.0	42.7	42.9	41.4	38.7	35.5	33.4	32.3
% None	31.7	33.2	32.2	32.6	33.3	32.9	31.0	30.2
Marital Status	28,930	27,965	28,830	29,751	31,250	32,637	35,706	33,288
% Single	34.7	37.0	38.0	38.5	39.5	39.7	40.3	40.9
% Currently Married	46.9	46.1	46.3	45.1	43.4	43.1	42.4	41.8
% Divorced/Separated	16.9	15.5	14.3	14.6	15.0	15.1	15.1	15.0
% Widowed	1.3	1.3	1.3	1.4	1.4	1.5	1.5	1.5
% Common Law	0.2	0.0	0.0	0.5	0.6	0.6	0.7	0.8
Pregnancy Status	26,057	24,778	25,922	27,262	28,884	30,510	32,806	31,613
% Pregnant at time of assault/abuse	6.1	6.3	6.7	6.0	6.1	6.2	5.8	5.9
Language Challenges	29,998	29,118	30,205	32,600	33,190	35,537	39,914	35,435
% With Language Challenge	5.0	5.8	6.7	7.3	7.4	7.7	8.3	9.6

Table 1a: Basic Characteristics of all Victims by Year

Special Needs	29,998	29,118	30,205	32,600	33,190	35,537	39,914	35,435
% With a Special Need or Disability	5.2	5.5	5.7	5.1	5.5	4.9	4.6	4.8
Of These:	1,548	1,609	1,734	1,672	1,815	1,746	1,822	1,691
% With ADL Problem	2.2	2.4	2.2	2.2	2.8	2.9	2.6	1.8
% With a Visual Problem	5.4	5.8	6.5	4.9	4.6	4.9	4.3	6.1
% Deaf/Hearing Impaired	8.0	7.8	7.3	7.3	7.8	7.4	8.6	7.9
% Requiring Wheelchair Accessibility	3.2	4.5	5.8	2.5	3.9	3.2	4.2	4.7
% With Developmental Disabilities	4.5	5.5	4.6	4.7	4.3	4.5	5.2	4.4
% Immobile	3.7	3.0	2.9	3.1	4.2	5.3	4.8	5.4
% With Special Dietary Needs	6.6	6.3	5.8	5.4	7.3	7.3	6.9	5.9
% Who Need Help Administering	20.0	27.0	25.1	27.0	24.4	22.6	24.4	20.2
% With Other Physical/Mental	64.3	55.6	58.6	60.0	62.6	67.6	62.1	62.7
Average Number of Special Needs or Disabilities (Range)	1.18 (1-8)	1.18 (1-5)	1.19 (1-6)	1.17 (1-9)	1.22 (1-9)	1.26 (1-7)	1.23 (1-8)	1.19 (1-5)

Table 1b: Basic Demographics of Victims by Region

Variable	Victim was Served by an Agency in Cook County	Victim was Served by an Agency in the Collar Counties	Victim was Served by an Agency in an Urban County	Victim was Served by an Agency in a Rural County
Total Number of Clients Served 1/1/1998-12/11/2005	97,627	43,553	53,209	50,085
% of All Clients	39.9	17.8	21.8	20.5
CLIENT DEMOGRAPHICS				
Gender	93,430	43,553	53,209	50,085
% Female	95.7	94.5	95.6	94.7
% Male	4.3	5.5	4.4	5.3
Age	93,702	42,173	53,119	50,030
Average Age at First Contact	33.5	33.8	32.2	32.5
Age Range at First Contact	1-100	1-99	1-100	1-99
% Under 18 at First Contact	1.9	1.6	3.3	3
% 65 and Older at First Contact	1.4	1	1.3	1.3
Race	93,324	41,200	52,447	49,750
% White	28.5	60.6	71.5	89.8
% African American	41.8	14.6	23.1	6.2
% Hispanic	24.9	21	3.4	2.5
% Asian American	2.3	2.1	0.5	0.3
% American Indian	0.3	0.3	0.3	0.3
% Bi-Racial	0.9	0.8	0.8	0.7
% Other Race	1.3	0.6	0.4	0.2
Education	79,535	33,214	39,030	43,646
% Less than High School Graduate	27.8	21.8	25.3	24.5
% High School Graduate or Some College	60.1	64.1	65.1	66.3
% College Graduate or Higher	12.1	14.1	9.6	9.2
Employment	85,002	38,977	46,680	47,646
% Currently Employed Full Time	37.3	46.1	44.9	40.8
% Currently Employed Part Time	13.6	14.9	15.6	16.1
% Currently Not Employed	49.1	38.9	39.5	43.1
Income Sources	89,660	40,309	47,983	48,201
% Public Income Sources As Primary or Secondary Source	17.0	8.7	15.5	16.6

Table 1b: Basic Demographics of Victims by Region

Variable	Victim was Served by an Agency in Cook County	Victim was Served by an Agency in the Collar Counties	Victim was Served by an Agency in an Urban County	Victim was Served by an Agency in a Rural County
% Alimony/ Child Support As Primary or Secondary Source	3.3	4.7	5.1	7.0
% Employment as Primary or Secondary Source	48.2	56.1	55.4	54.7
% Other Income as Primary or Secondary Source	11.9	11.6	7.8	12.3
% Receiving Income from Spouse as Primary Source	82,897 7.5	35,570 12.8	38,998 6.4	44,713 6.0
Health Insurance Information	79,403	33,299	40,889	43,856
% Public Insurance Source	29.4	17.5	30.5	35.0
% Private Insurance Source	35.6	53.7	40.1	35.1
% No Insurance	35.0	28.7	29.4	29.8
Marital Status	91,245	41,724	49,953	49,296
% Single	42.2	33.3	40.2	47.0
% Currently Married	44.1	50.5	40.6	31.0
% Divorced or Separated	11.4	14.9	17.7	20.3
% Widowed	1.5	1.1	1.4	1.5
% Common Law	0.8	0.2	0.1	0.1
Pregnancy Status	84,840	36,049	45,470	45,986
% Pregnant at time of abuse	6.7	6.1	5.3	5.3
Language Challenge	97,627	43,553	53,209	50,085
% With Language Challenge	13.2	10.0	0.7	0.5
Special Needs	97,627	43,553	53,209	50,085
% With Special Needs Requiring Special Attention	5.3	5.8	3.5	6.7

Table 1c: Basic Demographics of Victims by Whether or Not the Victim was in Onsite Shelter

Variable	Victim was Not in Onsite Shelter	Victim was in Onsite Shelter
Total Number of Clients in Selected Group	244,813	29,012
% of All Clients	89.4	10.6
REGION OF SERVICE	218,705	25,769
% Served by Program in Cook County	40.2	38.0
% Served by Program in a Collar County	17.9	17.0
% Served by a Program in an Urban County	21.1	27.0
% Served by a Program in a Rural County	20.8	18.1
CLIENT DEMOGRAPHICS		
Gender	244,810	29,012
% Female	94.3	99.8
% Male	5.7	0.2
Age	236,112	28,902
Average Age at First Contact	33.2	31.7
Age Range at First Contact	1-100	1-91
% Under 18 at First Contact	2.5	0.9
% 65 and Older at First Contact	1.4	0.4
Race	234,973	28,664
% White	56.0	42.1
% African American	24.7	43.0
% Hispanic	15.8	10.2
% Asian American	1.6	1.5
% American Indian	0.3	0.7
% Bi-Racial	0.8	1.5
% Other Race	0.9	1.0
Education	198,017	25,062
% Less than High School Graduate	24.7	32.2
% High School Graduate or Some College	63.3	60.5
% College Graduate or Higher	12.0	7.2
Employment	212,236	27,537
% Currently Employed Full Time	44.1	18.2
% Currently Employed Part Time	15.0	10.0
% Currently Not Employed	41.0	71.9

Table 1c: Basic Demographics of Victims by Whether or Not the Victim was in Onsite Shelter

Variable	Victim was Not in Onsite Shelter	Victim was in Onsite Shelter
Income Sources	219,878	27,553
% Public Income Sources As Primary or Secondary Source	13.9	25.7
% Alimony/ Child Support As Primary or Secondary Source	4.7	3.4
% Employment as Primary or Secondary Source	55.1	27.3
% Other Income as Primary or Secondary Source	10.9	11.0
% Receiving Income from Spouse as Primary Source (Total number included in analysis)	198,907 7.9	25,000 5.1
Health Insurance Information	190,000	25,701
% Public Insurance Source	27.6	42.7
% Private Insurance Source	41.8	14.0
% No Insurance	30.6	43.2
Marital Status	227,362	28,377
% Single	36.9	49.7
% Currently Married	46.0	33.7
% Divorced or Separated	15.3	15.0
% Widowed	1.5	1.1
% Common Law	0.4	0.4
Pregnancy Status	207,753	26,314
% Pregnant at time of abuse	5.4	10.6
Language Challenge	244,813	29,012
% With Language Challenge	7.5	4.6
Special Needs	244,813	29,012
% With Special Needs Requiring Special Attention	4.5	11.0

Table 2a: Presenting Issues and Severity of Abuse by Year

Variables	1/1/98 - 12/31/98	1/1/99 - 12/31/99	1/1/00 - 12/31/00	1/1/01 - 12/31/01	1/1/02- 12/31/02	1/1/03 - 12/31/03	1/1/04 - 12/31/04	1/1/05- 12/11/05
PRIMARY PRESENTING ISSUE	27,976	27,777	29,022	30,037	31,258	33,780	37,112	34,320
% Physical Abuse	73.2	69.9	68.8	66.1	61.8	61.8	60.4	57.7
% Sexual Abuse	1.5	1.2	1.2	1.4	1.7	1.9	1.6	1.6
% Emotional Abuse	25.3	28.9	30.0	32.5	36.6	36.3	37.9	40.7
SERIOUSNESS AS ASSESSED BY THE CTS, % WHERE OFFENDER:	8,040	8,090	9,139	10,925	12,265	12,018	9,640	9,253
% Threw Something at the Victim	40.3	44.7	41.0	34.8	34.4	31.0	38.4	40.4
% Pushed, Grabbed or Shoved Victim	74.1	80.2	76.4	65.9	65.2	62.5	73.0	79.0
% Slapped Victim	44.8	47.4	43.3	37.5	37.6	34.1	39.9	43.9
% Kicked, Bit or Hit Victim with a Fist	44.9	43.4	38.9	35.2	35.1	32.1	38.1	40.7
% Hit or Tried to Hit Victim with Something	38.4	37.7	37.0	30.0	29.4	28.1	33.8	40.4
% Beat up Victim	32.7	32.2	27.4	22.0	23.0	24.0	24.3	20.9
% Choked Victim	31.8	36.2	33.3	29.1	29.2	26.6	32.1	34.5
% Threatened the Victim with a Knife or Gun	21.3	22.5	19.4	19.4	21.2	21.6	18.8	20.8
% Used a Knife or Fired a Gun	5.9	6.6	5.6	5.4	5.4	5.5	5.3	5.9
Average Number of Items Endorsed (Range)	3.34 (0-9)	3.51 (0-9)	3.22 (0-9)	2.79 (0-9)	2.81 (0-9)	2.66 (0-9)	3.04 (0-9)	3.27 (0-9)
OFFENSE LOCATION	22,224	23,169	26,261	27,373	29,191	30,511	32,083	30,902
% Offender's Home	7.3	9.0	8.7	10.5	11.8	12.2	12.3	13.3
% Victim's Home	81.7	78.9	79.1	76.5	74.3	72.6	72.7	70.2
% in a Car	1.5	1.6	1.7	2.1	2.4	2.2	2.2	2.3
% on the Street	1.4	1.6	1.5	1.6	1.4	2.0	1.8	2.1
% in a Park	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1
% at a School	0.2	0.2	0.2	0.2	0.3	0.3	0.3	0.4
% at Another Public Location	3.8	4.3	4.5	3.8	3.7	3.8	3.8	4.0
% at Another Private Location	2.5	2.6	2.6	3.3	3.3	3.8	3.6	3.3
% at an "Other" Location	1.4	1.6	1.6	2.0	2.8	3.1	3.2	4.2
% WITH MULTIPLE OFFENDERS	28,698	27,822	29,074	29,206	31,008	32,694	34,680	29,250
	2.4	2.2	1.9	3.6	2.7	2.2	1.5	1.1

Table 2b: Presenting Issues and Severity of Abuse by Age of the Victim

Variables	Victim is Under 18	Victim is 18 to 64	Victim is 65 and Older
NUMBER OF VICTIMS	6,112	255,516	3,386
% OF TOTAL	2.3	96.4	1.3
PRIMARY PRESENTING ISSUE	5,702	244,623	3,249
% Physical Abuse	62.4	65.4	49.9
% Sexual Abuse	4.3	1.5	0.7
% Emotional Abuse	33.3	33.2	49.4
SERIOUSNESS AS ASSESSED BY THE CTS	6,112	255,516	3,386
% Who were Assessed Using CTS	31.5	30.8	26.9
Of These:	1,924	78,617	912
% Who had Something Thrown at them	27.1	38.5	24.9
% Pushed, Grabbed or Shoved	67.4	72.0	54.7
% Slapped	36.8	41.4	19.0
% Kicked, Bit or Hit with a Fist	34.5	38.7	20.9
% Hit or Who the Abuser Tried to Hit with	29.3	34.2	21.8
% Beat up	20.4	26.1	11.5
% Choked	24.0	32.0	12.3
% Threatened with a Knife or Gun	14.6	21.1	19.2
% Had a Knife Used or a Gun Fired at Them	3.7	5.8	2.9
Average Number of Items Endorsed (Range)	2.6 (0-9)	3.1 (0-9)	1.9 (0-9)
OFFENSE LOCATION	4,995	215,731	2,966
% Public Place*	13.8	5.8	3.2
% Private Place**	8.5	5.1	2.9
% Other Location	3.8	2.5	1.3
% Offender's Home	14.4	10.7	4.7
% Victim's Home	59.5	75.9	88.0
% OF VICTIMS WITH MULTIPLE OFFENDERS	5,241	237,988	3,179
	3.2	2.4	2.4

*Includes street, park, school or other public location.

**Includes car or other private location.

Table 2c: Presenting Issues and Offender Characteristics by Race/Ethnicity of the Victim

Variables	Victim is White	Victim is African American	Victim is Hispanic American	Victim is Asian American	Victim is American Indian	Victim is Bi-Racial
NUMBER	143,660	70,460	40,095	4,082	796	2,148
% of TOTAL	54.5	26.7	15.2	1.5	0.3	0.9
PRIMARY PRESENTING ISSUE						
PRIMARY PRESENTING ISSUE	137,909	65,758	38,483	3,975	754	2,148
% Physical Abuse	61.1	74.9	63.5	54.2	67.1	67.0
% Sexual Abuse	1.8	1.1	1.3	1.9	2.3	1.9
% Emotional Abuse	37.2	23.9	35.2	43.8	30.6	31.1
SERIOUSNESS AS ASSESSED BY THE CTS	143,660	70,460	40,095	4,082	796	2,235
% Who were Assessed Using CTS	33.2	31.2	22.5	17.1	28.0	32.4
Of These:	47,693	22,001	9,036	696	223	725
% Who had Something Thrown at	40.5	36.2	31	35.3	47.5	41
% Pushed, Grabbed or Shoved	72.3	71.4	68.6	73.7	78.5	76.3
% Slapped	38.0	46.3	43.9	44.1	48.4	45.9
% Kicked, Bit or Hit with a Fist	35.6	44.0	39.1	38.9	43.9	43.7
% Hit or Who the Abuser Tried to Hit with Something	31.7	38.5	33.3	36.8	42.6	39.0
% Beat up	22.2	33.3	25.7	24.9	29.6	30.2
% Choked	29.7	38.7	24.5	29.2	35.4	39.9
% Threatened with a Knife or Gun	19.5	26.2	16.3	17.0	26.0	26.2
% Had a Knife Used or a Gun Fired at Them	4.7	8.1	4.8	5.7	7.6	7.5
Average Number of Items Endorsed (Range)	2.94 (0-9)	3.43 (0-9)	2.87 (0-9)	3.06 (0-9)	3.60 (0-9)	3.50 (0-9)

**Table 2c: Presenting Issues and Offender Characteristics by
Race/Ethnicity of the Victim**

Variables	Victim is White	Victim is African American	Victim is Hispanic American	Victim is Asian American	Victim is American Indian	Victim is Bi-Racial
OFFENSE LOCATION	123,239	57,713	32,855	3,470	679	1,911
% Public Place*	5.7	7.3	4.7	4.9	5.5	6.2
% Private Place**	5.3	6.1	3.4	3.5	6.2	6.5
% Other Location	2.3	3.0	2.5	2.3	4.0	4.3
% Offender's Home	9.3	13.9	9.1	15.4	12.5	15.3
% Victim's Home	77.4	69.6	80.4	73.8	71.9	67.6
% OF VICTIMS WITH MULTIPLE OFFENDERS	135,368 2.9	63,078 2.2	36,813 1.1	3,555 1.9	745 3.4	2,098 2.3

*Includes street, park, school or other public location.

**Includes car or other private location.

Table 2d: Presenting Issues and Severity of Abuse by Disability Status of the Victim

Variables	Victim Has No Special Needs or Disabilities	Victim Has a Special Need or Disability
NUMBER OF VICTIMS	259,655	14,170
% OF TOTAL	94.8	5.2
PRIMARY PRESENTING ISSUE	244,055	13,834
% Physical Abuse	65.3	61.7
% Sexual Abuse	1.5	2.3
% Emotional Abuse	33.3	36.0
SERIOUSNESS AS ASSESSED BY THE CTS	259,655	14,170
% Who Were Assessed Using CTS	29.6	34.5
Of These:	76,823	4,890
% Who had something thrown at them	37.8	42.5
% Pushed, Grabbed or Shoved	71.4	74.5
% Slapped	40.6	47.5
% Kicked, Bit or Hit with a Fist	38.0	43.2
% Hit or Who the Abuser Tried to Hit with Something	33.6	38.5
% Beat up	25.4	31.2
% Choked	31.4	34.4
% Threatened with a Knife or Gun	20.7	23.7
% Had a Knife Used or a Gun Fired at Them	5.6	7.5
Average Number of Items Endorsed (Range)	3.05 (0-9)	3.43 (0-9)
OFFENSE LOCATION	213,081	12,685
% Public Place*	5.9	5.5
% Private Place**	5.1	4.8
% Other Location	2.6	2.5
% Offender's Home	10.5	14.1
% Victim's Home	75.9	73.0
% OF VICTIMS WITH MULTIPLE OFFENDERS	235,728	13,552
	2.3	4.0

*Includes street, park, school or other public location.

**Includes car or other private location.

Table 2e: Presenting Issues and Severity of Abuse by Region

Variables	Victim was Served by a Program in Cook County	Victim was Served by a Program in the Collar Counties	Victim was Served by a Program in an Urban County	Victim was Served by a Program in a Rural County
NUMBER OF VICTIMS	97,627	43,553	53,209	50,085
% OF TOTAL	39.9	17.8	21.8	20.5
PRIMARY PRESENTING ISSUE	92,435	42,465	50,105	48,805
% Physical Abuse	71.7	63.0	65.0	55.7
% Sexual Abuse	1.2	1.1	1.8	2.2
% Emotional Abuse	27.1	35.9	33.2	42.1
SERIOUSNESS AS ASSESSED BY THE CTS	97,627	43,553	53,209	50,085
% Who Were Assessed Using CTS	26.0	37.3	33.0	34.5
Of These:	25,386	16,247	17,541	17,270
% Who had something thrown at them	34.1	50.8	34.3	38.7
% Pushed, Grabbed or Shoved	69.3	81.1	68.9	72.8
% Slapped	42.7	50.7	34.9	38.1
% Kicked, Bit or Hit with a Fist	41.2	42.5	33.2	36.5
% Hit or Who the Abuser Tried to Hit with Something	30.8	42.2	36.3	30.5
% Beat up	32.2	18.8	25.5	23.1
% Choked	31.1	36.5	30.2	30.7
% Threatened with a Knife or Gun	20.8	21.1	25.4	17.0
% Had a Knife Used or a Gun Fired at Them	5.4	7.8	6.0	4.2
Average Number of Items Endorsed (Range)	3.08 (0-9)	3.51 (0-9)	2.95 (0-9)	2.92 (0-9)
OFFENSE LOCATION	79,733	37,177	44,948	44,651
% Public Place*	5.9	4.1	6.0	6.4
% Private Place**	4.9	3.6	5.6	5.8
% Other Location	2.3	1.8	1.9	2.6
% Offender's Home	13.2	8.2	8.5	9.6
% Victim's Home	73.7	82.3	78.0	75.5
% OF VICTIMS WITH MULTIPLE OFFENDERS	89,186	41,455	49,582	48,612
	1.2	1.7	4.1	3.9

*Includes street, park, school or other public location.

**Includes car or other private location.

Table 2f: Presenting Issues and Severity of Abuse by Whether or Not the Victim Received Onsite Shelter

Variables	Individual Did not Receive On-Site Shelter	Individual Received On-Site Shelter
NUMBER OF VICTIMS	244,813	29,012
% OF TOTAL	89.4	10.6
PRIMARY PRESENTING ISSUE	230,030	27,859
% Physical Abuse	64.1	72.9
% Sexual Abuse	1.5	1.8
% Emotional Abuse	34.4	25.3
SERIOUSNESS AS ASSESSED BY THE CTS	244,813	29,012
% Who Were Assessed Using CTS	29.5	32.5
Of These:	72,275	9,438
% Who had something thrown at them	37.2	44.7
% Pushed, Grabbed or Shoved	70.5	80.0
% Slapped	39.0	56.4
% Kicked, Bit or Hit with a Fist	36.8	50.3
% Hit or Who the Abuser Tried to Hit with Something	32.6	43.9
% Beat up	24.0	39.1
% Choked	30.0	43.7
% Threatened with a Knife or Gun	20.0	27.4
% Had a Knife Used or a Gun Fired at Them	5.4	8.2
Average Number of Items Endorsed (Range)	2.95 (0-9)	3.94 (0-9)
OFFENSE LOCATION	200,176	25,527
% Public Place*	6.0	5.3
% Private Place**	5.0	6.3
% Other Location	2.5	3.0
% Offender's Home	9.3	21.4
% Victim's Home	77.3	63.9
% OF VICTIMS WITH MULTIPLE OFFENDERS	221,447	27,833
	2.2	3.8

*Includes street, park, school or other public location.

**Includes car or other private location.

Table 3a: Offender Characteristics by Year

ABUSER/OFFENDER CHARACTERISTICS	1/1/98-12/31/98	1/1/99-12/31/99	1/1/00-12/31/00	1/1/01-12/31/01	1/1/02-12/31/02	1/1/03-12/31/03	1/1/04-12/31/04	1/1/05-12/11/05
Relationship of Abuser/Offender To Client	29,250	28,232	29,325	30,545	31,832	33,309	35,112	29,555
% Husband or Ex-Husband	46.8	45.9	45.6	45.1	43.1	42.0	40.5	38.8
% Boyfriend or Ex-Boyfriend	32.7	37.6	38.5	38.9	40.7	40.9	41.6	43.0
% Father, or Mother's Boyfriend	1.4	1.5	1.3	1.4	1.3	1.4	1.4	1.3
% Other Male Relative	4.2	3.9	4.2	4.1	4.4	4.5	4.5	4.8
% Male Friend	7.9	3.6	2.0	1.9	1.6	1.8	1.8	1.5
% Male Acquaintance	0.4	0.4	0.4	0.6	0.6	0.8	0.8	0.8
% Wife or Ex-Wife	1.5	1.5	1.6	1.7	1.8	1.7	1.8	2.0
% Girlfriend or Ex-Girlfriend	1.2	1.4	1.7	1.7	1.9	2.0	2.3	2.6
% Mother, or Father's Girlfriend	0.7	0.7	0.7	0.7	0.9	0.9	0.9	1.0
% Other Female Relative	1.6	1.8	1.8	1.9	2.0	2.3	2.5	2.6
% Female Friend	0.6	0.5	0.4	0.4	0.4	0.5	0.5	0.6
% Female Acquaintance	0.2	0.1	0.2	0.2	0.2	0.3	0.4	0.4
% Unknown Relationship	1.0	1.1	1.8	1.3	1.1	0.8	1.0	0.7
Gender of Offender/Abuser	29,171	28,230	29,186	30,540	31,889	33,382	35,145	29,609
% Male	94.2	94.0	93.8	93.2	92.7	92.2	91.4	90.7
% Female	5.8	6.0	6.2	6.8	7.3	7.8	8.6	9.3
Race of Offender/Abuser	22,757	24,355	25,604	26,828	28,224	29,430	30,078	26,976
% White	54.3	53.8	51.7	50.9	49.2	48.1	47.9	47.7
% African American	30.1	28.8	29.3	30.2	31.5	31.5	31.1	31.9
% Hispanic	12.9	14.4	15.8	15.9	16.1	17.0	17.4	17.3
% Asian American	0.6	1.1	1.2	1.0	1.3	1.6	1.5	1.0
% American Indian	0.5	0.5	0.4	0.3	0.3	0.2	0.2	0.2
% Bi-Racial	0.8	0.8	0.9	0.9	0.9	1.0	1.1	1.1
% Other Race	0.7	0.7	0.6	0.7	0.7	0.7	0.7	0.8
Age at time Case Opened	21,658	23,880	25,318	26,491	27,952	29,073	30,410	26,909
Average Age	34.4	34.4	34.5	34.8	34.9	35.1	35.0	35.3
Age Range	12-99	11-94	10-90	11-90	10-91	10-95	10-94	10-96
Visitation Information	8,558	16,261	16,185	17,587	19,517	20,265	20,812	22,582
% For Whom Visitation is not an Issue	85.8	87.2	88.2	89.6	90.3	89.7	89.9	90.3
Of Those with Visitation Issues:	1,218	2,087	1,905	1,821	1,884	2,085	2,089	2,098
% With Supervised Supervision	31.7	31.1	32.0	32.2	31.2	28.3	31.3	31.3
% With Unsupervised Visitation	68.3	68.9	68.0	67.7	68.8	71.7	68.7	68.7

Table 3a: Offender Characteristics by Year

ABUSER/OFFENDER CHARACTERISTICS	1/1/98-12/31/98	1/1/99-12/31/99	1/1/00-12/31/00	1/1/01-12/31/01	1/1/02-12/31/02	1/1/03-12/31/03	1/1/04-12/31/04	1/1/05-12/11/05
Police Charge Information: Type of Charge for Those Charged	1,818	2,250	2,238	2,163	2,121	3,039	3,144	2,308
% Felony Charges	8.7	9.5	7.5	9.9	11.9	9.8	10.3	11.1
% Misdemeanor Charges	83.9	84.0	85.7	83.0	75.8	79.8	76.9	80.2
% Unknown	7.4	6.5	6.8	7.1	12.3	10.4	12.8	8.8

*Based on whether or not there was a charge date for the offender.

Table 3b: Offender Characteristics by Age of the Victim

ABUSER/OFFENDER CHARACTERISTICS	Victim is under 18	Victim is 18 to 64	Victim is 65 or older
Relationship of Abuser/Offender To Client	5,382	243,263	3,213
% Husband or Ex-Husband	6.4	44.7	21.9
% Boyfriend or Ex-Boyfriend	58.0	38.8	4.6
% Father, or Mother's Boyfriend	12.3	1.1	0.3
% Other Male Relative	5.7	3.8	42.2
% Male Friend	4.9	3.1	3.2
% Male Acquaintance	1.2	0.6	1.6
% Wife or Ex-Wife	0.1	1.7	2.6
% Girlfriend or Ex-Girlfriend	1.0	1.8	1.4
% Mother, or Father's Girlfriend	5.9	0.7	0.2
% Other Female Relative	2.5	1.8	18.0
% Female Friend	0.5	0.5	1.4
% Female Acquaintance	0.5	0.2	1.3
% Unknown	1.1	1.1	1.2
Gender of Offender/Abuser	5,412	243,066	3,256
% Male	89.5	93.1	75.6
% Female	10.5	6.9	24.4
Race of Offender/Abuser	4,808	211,390	2,887
% White	56.2	50.3	68.2
% African American	24.8	30.6	23.7
% Hispanic	16.1	15.9	5.2
% Asian American	0.5	1.2	1.7
% American Indian	0.1	0.3	0.3
% Bi-Racial	1.8	0.9	0.5
% Other Race	0.5	0.7	0.4
Age at time Case Opened	4,778	208,535	2,821
Average Age	25.2	34.9	47.9
Age Range	13-75	10-99	13-96
Visitation Information	3,291	135,026	2,255
% For Whom Visitation is not an Issue	94.5	89.1	98.9
Of Those for Whom Visitation Applies	180	14,769	24
% With Supervised Visitation	33.9	31.4	37.5
% With Unsupervised Visitation	66.1	68.7	62.5

Table 3c: Offender Characteristics by Race and Ethnicity of the Victim

ABUSER/OFFENDER CHARACTERISTICS	Victim is White	Victim is African American	Victim is Hispanic American	Victim is Asian American	Victim is American Indian	Victim is Bi-Racial
Relationship of Abuser/Offender To Client	139,186	64,351	37,016	3,608	766	2,138
% Husband or Ex-Husband	46.4	29.1	56.6	67.5	43.5	29.2
% Boyfriend or Ex-Boyfriend	34.4	52.9	33.0	16.9	38.0	52.3
% Father, or Mother's Boyfriend	1.5	1.1	1.1	1.6	1.0	2.8
% Other Male Relative	5.0	4.1	2.4	4.2	3.8	3.2
% Male Friend	3.4	3.6	1.1	2.1	5.5	3.1
% Male Acquaintance	0.7	0.6	0.3	0.8	1.2	0.6
% Wife or Ex-Wife	2.1	1.2	1.1	1.2	1.4	1.3
% Girlfriend or Ex-Girlfriend	1.6	2.7	1.2	0.7	0.5	2.2
% Mother, or Father's Girlfriend	0.8	0.9	0.5	0.6	0.8	1.7
% Other Female Relative	2.2	2.1	1.3	2.6	1.3	1.7
% Female Friend	0.5	0.6	0.3	0.7	1.0	0.7
% Female Acquaintance	0.3	0.2	0.1	0.3	0.4	0.5
% Unknown	1.0	1.1	1.0	0.7	1.6	0.8
Gender of Offender/Abuser	139,137	64,377	37,023	3,616	765	2,142
% Male	92.4	92.2	95.3	93.2	94.2	91.8
% Female	7.6	7.8	4.7	6.8	5.8	8.2
Race of Offender/Abuser	120,564	58,276	32,892	3,029	656	1,857
% White	87.2	2.4	7.8	19.9	49.2	24.5
% African American	6.8	95.1	4.2	7.4	20.1	49.7
% Hispanic	4.1	1.0	86.3	4.0	11.4	13.7
% Asian American	0.3	0.2	0.3	67.1	0.9	1.0
% American Indian	0.4	0.2	0.1	0.3	15.5	0.4
% Bi-Racial	0.8	0.8	0.7	0.6	1.8	10.0
% Other Race	0.4	0.3	0.6	0.8	0.9	0.9

Table 3c: Offender Characteristics by Race and Ethnicity of the Victim

ABUSER/OFFENDER CHARACTERISTICS	Victim is White	Victim is African American	Victim is Hispanic American	Victim is Asian American	Victim is American Indian	Victim is Bi-Racial
Age at time Case Opened	118,879	57,672	31,621	2,490	656	1,863
Average Age	35.2	34.6	33.4	39.0	35.6	31.7
Age Range	10-99	10-96	11-95	11-87	15-72	13-83
Visitation Information	77,469	38,074	19,550	2,014	397	1,255
% Visitation For Whom Visitation is not an Issue	87.5	92.9	89.6	89.0	88.2	90.1
Of Those for Whom Visitation Applies	9,657	2,715	2,038	221	47	124
% With Supervised Visitation	29.2	38.1	33.8	31.2	36.2	29.0
% With Unsupervised Visitation	70.8	61.9	67.2	68.8	63.8	71.0

Table 3d: Offender Characteristics by Disability Status of the Victim

ABUSER/OFFENDER CHARACTERISTICS	Victim Does Not Have a Special Need or Disability	Victim Has a Special Need or Disability
Relationship of Abuser/Offender To Client	240,561	14,143
% Husband or Ex-Husband	43.7	43.3
% Boyfriend or Ex-Boyfriend	38.9	35.8
% Father, or Mother's Boyfriend	1.3	1.7
% Other Male Relative	4.2	6.7
% Male Friend	3.1	3.1
% Male Acquaintance	0.6	0.9
% Wife or Ex-Wife	1.7	1.5
% Girlfriend or Ex-Girlfriend	1.8	1.3
% Mother, or Father's Girlfriend	0.8	1.2
% Other Female Relative	2.0	2.9
% Female Friend	0.5	0.7
% Female Acquaintance	0.2	0.4
% Unknown	1.2	0.5
Gender of Offender/Abuser	240,561	14,173
% Male	92.9	92.0
% Female	7.1	8.0
Race of Offender/Abuser	207,994	12,111
% White	50.5	53.0
% African American	30.2	34.0
% Hispanic	16.2	8.7
% Asian American	1.2	1.8
% American Indian	0.3	0.5
% Bi-Racial	0.9	1.2
% Other Race	0.7	0.8
Age at time Case Opened	204,848	11,920
Average Age	34.6	38.5
Age Range	10-99	11-96
Visitation Information	132,460	8,774
% For Whom Visitation is not an Issue	89.2	91.6
Of Those for Whom Visitation Applies	14,343	733
% With Supervised Visitation	30.9	40.7
% With Unsupervised Visitation	69.1	59.3

Table 3e: Offender Characteristics by Region in Which the Victim was Served

ABUSER/OFFENDER CHARACTERISTICS	Victim was Served by a Program in Cook County	Victim was Served by a Program in a Collar County	Victim was Served by a Program in a Urban County	Victim was Served by a Program in a Rural County
Relationship of Abuser/Offender To Client	89,852	41,904	51,921	50,574
% Husband or Ex-Husband	43.3	49.4	39.6	46.4
% Boyfriend or Ex-Boyfriend	41.7	34.6	39.3	34.9
% Father, or Mother's Boyfriend	1.3	1.5	1.2	1.6
% Other Male Relative	4.1	4.0	4.5	4.7
% Male Friend	1.9	1.5	6.0	3.5
% Male Acquaintance	0.6	0.5	0.5	0.6
% Wife or Ex-Wife	1.2	2.3	1.5	2.1
% Girlfriend or Ex-Girlfriend	1.6	1.9	1.6	1.7
% Mother, or Father's Girlfriend	0.8	0.9	0.7	1.0
% Other female Relative	1.8	2.0	2.2	2.2
% Female Friend	0.4	0.4	0.5	0.6
% Female Acquaintance	0.2	0.2	0.3	0.3
% Unknown	1.2	0.9	1.9	0.4
Gender of Offender/Abuser	89,913	41,859	51,552	50,718
% Male	93.8	92.7	93.2	92.1
% Female	6.2	7.3	6.8	7.9
Race of Offender/Abuser	81,802	26,105	45,596	48,607
% White	26.0	50.7	63.5	85.1
% African American	44.1	20.3	30.0	10.0
% Hispanic	25.7	25.3	4.4	3.2
% Asian American	2.0	1.4	0.4	0.2
% American Indian	0.3	0.4	0.3	0.3
% Bi-Racial	0.8	0.9	1.0	0.9
% Other Race	1.1	0.9	0.4	0.3
Age at time Case Opened	80,697	25,008	44,852	47,866
Average Age	35.5	34.9	34.0	34.4
Age Range	10-96	10-93	10-94	10-99

Table 3e: Offender Characteristics by Region in Which the Victim was Served

ABUSER/OFFENDER CHARACTERISTICS	Victim was Served by a Program in Cook County	Victim was Served by a Program in a Collar County	Victim was Served by a Program in a Urban County	Victim was Served by a Program in a Rural County
Region from Which Abuser Was From	79,296	27,882	46,454	47,339
% from Cook County	98.1	5.0	0.7	0.9
% From a Collar County	1.2	93.7	0.9	0.4
% From a Urban County	0.5	0.7	96.1	2.8
% From an Ruran County	0.2	0.5	2.3	95.9
Visitation Information	55,813	20,877	20,712	31,855
% For Whom Visitation is not an Issue	90.8	87.7	88.7	86.7
Of Those for Whom Visitation Applies	5,130	2,556	2,331	4,233
% With Supervised Visitation	40.6	20.0	29.3	28.4
% With Unsupervised Visitation	59.4	80.0	70.7	71.6

Table 3f: Offender Characteristics by Whether or Not the Victim Received On-Site Shelter

ABUSER/OFFENDER CHARACTERISTICS	Offender Related to Individual Who Did not Receive On-Site Shelter	Offender Related to Individual Who Received On-Site Shelter
Relationship of Abuser/Offender To Client	225,798	28,906
% Husband or Ex-Husband	44.9	34.4
% Boyfriend or Ex-Boyfriend	37.2	50.0
% Father, or Mother's Boyfriend	1.3	1.9
% Other Male Relative	4.5	2.6
% Male Friend	2.9	5.2
% Male Acquaintance	0.5	1.0
% Wife or Ex-Wife	1.9	0.1
% Girlfriend or Ex-Girlfriend	1.9	0.7
% Mother, or Father's Girlfriend	0.7	1.5
% Other Female Relative	2.1	1.3
% Female Friend	0.5	0.5
% Female Acquaintance	0.2	0.3
% Unknown	1.2	0.6
Gender of Offender/Abuser	225,627	28,906
% Male	92.5	95.4
% Female	7.5	4.6
Race of Offender/Abuser	194,078	26,027
% White	52.6	35.5
% African American	27.9	49.4
% Hispanic	16.4	10.9
% Asian American	1.3	1.0
% American Indian	0.3	0.7
% Bi-Racial	0.8	1.4
% Other Race	0.7	0.9
Age at time Case Opened	191,450	25,318
Average Age	34.7	35.8
Age Range	10-99	10-89

Table 3f: Offender Characteristics by Whether or Not the Victim Received On-Site Shelter

ABUSER/OFFENDER CHARACTERISTICS	Offender Related to Individual Who Did not Receive On-Site Shelter	Offender Related to Individual Who Received On-Site Shelter
Visitation Information	124,437	16,797
% For Whom Visitation is not an Issue	88.5	95.1
Of Those for Whom Visitation Applies	14,250	826
% With Supervised Visitation	31.1	36.7
% With Unsupervised Visitation	68.9	63.3

Table 4a: Referral Sources for Victims by Year

Referral Source:	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
TOTAL	27,862	27,295	27,923	29,242	31,605	33,890	38,205	33,534
% Referred by Police	39.6	39.2	38.5	37.1	36.1	37.1	36.0	35.5
% Referred by a Hospital	5.5	5.0	4.8	4.3	3.9	3.6	3.0	3.0
% Referred by a Social Service Program	11.8	12.1	11.9	12.9	10.5	9.9	9.5	10.1
% Referred by a Relative	4.4	4.2	4.4	3.8	4.0	3.5	3.5	4.1
% Referred by a Friend	7.8	7.5	8.0	7.8	7.9	7.2	6.9	7.4
% Self-Referred	14.6	11.5	10.2	9.9	10.2	10.0	11.9	13.7
% Referred by a Medical Service Provider	1.0	1.1	1.1	1.0	1.0	0.9	0.9	1.2
% Referred by a Medical Advocacy Program	1.1	1.5	1.8	2.0	1.5	1.1	1.0	1.0
% Referred by Clergy	0.6	0.5	0.5	0.5	0.5	0.4	0.4	0.4
% Referred by Educational Personnel	0.9	1.0	0.9	0.9	0.9	0.8	0.8	0.6
% Referred by the Clerk of the Circuit Court	0.8	2.0	1.5	1.6	2.0	1.8	1.8	1.9
% Referred by State's Attorney's Office	3.7	7.3	5.7	4.5	4.2	5.3	5.9	6.1
% Referred by a Legal System Source	3.0	4.1	5.4	4.6	5.1	4.2	3.4	3.4
% Referred by a Private Attorney	1.0	2.0	2.3	2.0	2.1	1.9	1.7	2.0
% Referred by a Public Health Program	0.2	0.4	0.4	0.6	0.6	1.0	0.6	0.6
% Referred by DCFS	0.0	0.0	0.0	0.2	0.3	0.4	0.6	0.6
% Referred through Media	0.5	1.0	0.8	0.7	0.7	0.6	1.0	1.1
% Referred by Hotline	0.0	0.0	0.0	3.1	5.7	7.6	9.7	6.4
% Referred by Telephone	1.2	1.1	0.9	0.6	0.6	0.4	0.4	0.3
% Referred by an Other Project	2.1	2.1	1.5	1.3	1.5	1.3	1.1	1.2
% Referred by an Other Source	5.8	5.9	8.0	8.8	7.9	7.5	6.8	6.6

Table 4b: Referral Sources for Victims by Age of the Victim

Referral Source:	Victim is Under 18	Victim is 18 to 64	Victim is 65 and older
Number of All Victims Included in the Analysis	5,628	240,590	3,179
% Referred by Police	44.0	37.6	47.6
% Referred by a Hospital	3.9	4.1	3.4
% Referred by a Social Service Program	7.0	11.4	10.3
% Referred by a Relative	7.4	4.0	5.2
% Referred by a Friend	5.4	7.9	3.9
% Self-Referred	6.9	11.8	8.3
% Referred by a Medical Source*	3.3	2.8	2.8
% Referred by State’s Attorney’s Office	6.2	5.3	8.7
% Referred by a Private Attorney	0.9	1.9	2.3
% Referred by a Legal System Source	3.2	4.2	4.7
% Referred by the Clerk of the Circuit Court	1.5	1.7	1.9
% Referred by Hotline	1.1	2.7	1.2
% Referred by an Other Source**	16.4	11.7	7.4

* Includes Medical Service Provider, Medical Advocacy Program and Public Health Program.

**Includes Clergy, Educational Personnel, DCFS, Media Sources, Telephone, Other Projects and “Other” sources.

Table 4c: Referral Sources for Victims by Race/Ethnicity of the Victim

Referral Source:	Victim is White	Victim is African American	Victim is Hispanic	Victim is Asian American	Victim is American Indian	Victim is Bi-Racial
Number of All Victims Included in the Analysis	135,208	66,716	37,768	3,671	749	2,115
% Referred by Police	43.0	35.0	26.7	26.1	30.3	34.7
% Referred by a Hospital	2.9	5.8	4.4	3.9	5.6	5.7
% Referred by a Social Service Program	9.6	13.1	12.7	13.1	17.9	14.7
% Referred by a Relative	4.9	2.2	4.4	3.8	4.4	4.9
% Referred by a Friend	8.1	4.6	11.8	12.5	6.8	7.0
% Self-Referred	12.7	9.3	9.9	22.3	13.3	10.3
% Referred by a Medical Source*	2.0	3.7	3.9	1.8	2.8	3.3
% Referred by State’s Attorney’s Office	5.7	5.9	4.0	3.0	4.0	3.6
% Referred by a Private Attorney	3.0	0.4	0.8	1.6	2.0	1.2
% Referred by a Legal System Source	3.3	5.3	5.6	3.3	3.2	2.9
% Referred by the Clerk of the Circuit Court	2.2	1.1	0.9	1.2	1.6	1.1
% Referred by Hotline	1.4	7.3	2.9	1.7	2.0	4.4
% Referred by an Other Source**	9.8	11.9	16.6	17.2	14.0	14.6

* Includes Medical Service Provider, Medical Advocacy Program and Public Health Program.

**Includes Clergy, Educational Personnel, DCFS, Media Sources, Telephone, Other Projects and “Other” sources.

Table 4d: Referral Sources for Victims by Disability Status

Referral Source:	Victim Does Not Have a Special Need or Disability	Victim has a Special Need or Disability
Number of All Victims Included in the Analysis	242,883	13,710
% Referred by Police	37.7	26.4
% Referred by a Hospital	3.8	8.3
% Referred by a Social Service Program	10.7	17.8
% Referred by a Relative	4.0	4.1
% Referred by a Friend	7.6	8.0
% Self-Referred	11.8	10.0
% Referred by a Medical Source*	2.6	4.3
% Referred by State’s Attorney’s Office	5.3	4.5
% Referred by a Private Attorney	1.9	1.1
% Referred by a Legal System Source	4.1	3.9
% Referred by the Clerk of the Circuit Court	1.6	1.4
% Referred by Hotline	4.4	3.1
% Referred by an Other Source**	11.3	16.2

* Includes Medical Service Provider, Medical Advocacy Program and Public Health Program.

**Includes Clergy, Educational Personnel, DCFS, Media Sources, Telephone, Other Projects and “Other” sources.

Table 4e: Referral Sources for Victims by Region

Referral Source:	Victim Was Served by a Program in Cook County	Victim Was Served by a Program in a Collar County	Victim Was Served by a Program in an Urban County	Victim Was Served by a Program in a Rural County
Number of All Victims Included in the Analysis	92,828	40,588	49,171	48,382
% Referred by Police	32.8	46.0	41.3	37.4
% Referred by a Hospital	5.6	5.0	2.3	2.6
% Referred by a Social Service Program	12.7	10.2	12.0	9.3
% Referred by a Relative	2.4	4.4	5.0	6.4
% Referred by a Friend	6.3	8.6	8.2	10.1
% Self-Referred	6.7	13.6	16.8	13.9
% Referred by a Medical Source*	3.8	3.2	1.5	1.9
% Referred by State’s Attorney’s Office	4.8	2.9	3.4	8.3
% Referred by a Private Attorney	0.7	2.7	2.6	3.1
% Referred by a Legal System Source	6.7	2.7	3.3	2.2
% Referred by the Clerk of the Circuit Court	1.1	1.0	2.0	3.0
% Referred by Hotline	6.9	1.0	0.3	0.2
% Referred by an Other Source**	15.3	11.8	8.1	8.1

* Includes Medical Service Provider, Medical Advocacy Program and Public Health Program.

**Includes Clergy, Educational Personnel, DCFS, Media Sources, Telephone, Other Projects and “Other” sources.

Table 4f: Referral Sources for Victims by Whether the Victim Received Onsite Shelter or Not

Referral Source:	Individual Did not Receive On Site Shelter	Individual Received On-Site Shelter
Number of All Victims Included in the Analysis	229,043	27,550
% Referred by Police	39.3	18.7
% Referred by a Hospital	3.7	6.6
% Referred by a Social Service Program	9.2	26.6
% Referred by a Relative	3.9	4.5
% Referred by a Friend	7.4	10.1
% Self-Referred	11.6	12.4
% Referred by a Medical Source*	2.7	2.3
% Referred by State’s Attorney’s Office	5.8	0.8
% Referred by a Private Attorney	2.0	0.3
% Referred by a Legal System Source	4.5	1.3
% Referred by the Clerk of the Circuit Court	1.8	0.3
% Referred by Hotline	4.2	5.5
% Referred by an Other Source**	10.7	18.3

*Includes Medical Service Provider, Medical Advocacy Program and Public Health Program.

**Includes Clergy, Educational Personnel, DCFS, Media Sources, Telephone, Other Projects and “Other” sources.

Table 5a: Victims Referred to by Year

Location Referred To:	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
TOTAL	27,862	27,295	27,923	29,242	31,605	33,890	38,205	33,534
% Referred to the Police	3.0	6.6	3.9	3.4	3.9	3.4	4.5	8.2
% Referred to a Hospital	0.2	0.1	0.1	0.2	0.2	0.2	0.1	0.3
% Referred to a Medical Service Provider	0.2	0.2	0.3	0.4	0.4	0.3	0.4	0.5
% Referred to a Medical Advocate	0.2	0.2	0.1	0.1	0.6	0.6	0.4	0.8
% Referred to a Public Health Program	0.0	0.1	0.2	0.2	0.2	0.1	0.2	0.2
% Referred to a Social Service Program	3.8	7.8	8.7	14.8	16.6	17.0	15.6	18.2
% Referred to the Legal System	4.9	9.7	5.4	6.6	7.4	7.9	8.0	8.8
% Referred to a Private Attorney	0.6	1.3	1.6	1.6	1.8	1.8	1.7	2.8
% Referred to the State's Attorney's Office	2.1	4.5	1.6	1.6	2.6	2.9	2.8	4.8
% Referred to the Clerk of the Circuit Court	0.1	0.4	0.4	0.7	0.8	4.1	4.5	8.0
% Referred to Clergy	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
% Referred to Educational Personnel	0.1	0.2	0.1	0.2	0.2	0.1	0.1	0.2
% Referred to Another Project	0.6	1.1	1.3	1.0	0.7	0.6	0.5	1.3
% Referred to an "Other" Provider or Location	1.4	1.9	2.1	3.6	6.2	6.1	8.0	10.0

Table 5b: Referrals To by Victim's Age

Location Referred To:	Victim is under 18	Victim is 18 to 64	Victim is 65 or Older
Number of All Victims Included in the Analysis	5,628	240,590	3,179
% Referred to the Police	4.9	4.6	5.5
% Referred to a Hospital	0.2	0.2	0.3
% Referred to a Social Service Program	11.6	12.5	10.8
% Referred to Another Medical Location*	2.1	0.8	0.9
% Referred to the State's Attorney's Office	3.6	2.8	3.1
% Referred to a Private Attorney	1.3	1.7	2.4
% Referred to the Legal System	5.6	7.2	7.2
% Referred to the Clerk of the Circuit Court	1.8	2.5	4.8
% Referred to Another Project	0.5	0.9	0.6
% Referred to an "Other" Provider or Location **	4.7	4.3	3.6

* Includes Medical Service Provider, Medical Advocacy Program and Public Health Program.

** Includes Clergy, Educational Personnel, and "Other" Providers or Locations.

Table 5c: Referrals To by Victim's Race/Ethnicity

Location Referred To:	Victim is White	Victim is African American	Victim is Hispanic	Victim is Asian American	Victim is American Indian	Victim is Bi-Racial
Number of All Victims Included in the Analysis	135,208	66,716	37,768	3,671	749	2,115
% Referred to the Police	5.8	1.6	6.4	2.6	2.5	4.0
% Referred to a Hospital	0.2	0.2	0.1	0.5	0.1	0.2
% Referred to a Social Service Program	11.2	13.4	17.1	13.0	10.0	12.5
% Referred to Another Medical Location*	0.8	0.9	0.8	1.0	1.5	0.9
% Referred to the State's Attorney's Office	2.8	1.7	5.2	1.0	2.8	2.4
% Referred to a Private Attorney	2.7	0.3	0.6	1.9	1.2	0.9
% Referred to the Legal System	7.3	5.2	10.7	9.1	5.5	6.1
% Referred to the Clerk of the Circuit Court	1.5	3.9	3.5	2.7	2.1	4.8
% Referred to Another Project	0.9	0.8	1.0	4.1	0.8	0.7
% Referred to an "Other" Provider or Location **	4.8	4.4	4.5	2.8	3.5	3.6

* Includes Medical Service Provider, Medical Advocacy Program and Public Health Program.

** Includes Clergy, Educational Personnel, and "Other" Locations or Providers.

Table 5d: Referrals to by Victim’s Disability Status

Location Referred To:	Victim does not have a Special Need or Disability	Victim has a Special Need or Disability
Number of All Victims Included in the Analysis	242,883	13,710
% Referred to the Police	4.4	6.5
% Referred to a Hospital	0.1	0.6
% Referred to a Social Service Program	12.8	14.2
% Referred to Another Medical Location*	0.7	2.0
% Referred to the State’s Attorney’s Office	2.8	2.1
% Referred to a Private Attorney	1.6	2.1
% Referred to the Legal System	7.2	6.1
% Referred to the Clerk of the Circuit Court	2.5	1.0
% Referred to Another Project	0.8	2.6
% Referred to an "Other" Provider or Location **	5.0	8.2

* Includes Medical Service Provider, Medical Advocacy Program and Public Health Program.

** Includes Clergy, Educational Personnel, and “Other” Locations or Providers.

Table 5e: Referrals To by Victim’s Primary Presenting Issue

Location Referred To:	Primary Presenting Issue was Physical Abuse	Primary Presenting Issue was Emotional Abuse	Primary Presenting Issue was Sexual Abuse
Number of All Victims Included in the Analysis	160,219	81,911	3,759
% Referred to the Police	3.9	6.1	5.6
% Referred to a Hospital	0.2	0.1	0.7
% Referred to a Social Service Program	11.3	14.5	21.4
% Referred to Another Medical Location*	0.7	1.1	2.3
% Referred to the State’s Attorney’s Office	3.0	2.4	4.7
% Referred to a Private Attorney	1.2	2.5	1.8
% Referred to the Legal System	6.5	8.3	7.3
% Referred to the Clerk of the Circuit Court	1.8	4.1	2.4
% Referred to Another Project	0.9	1.0	1.3
% Referred to an "Other" Provider or Location *	3.3	5.5	5.2

* Includes Medical Service Provider, Medical Advocacy Program and Public Health Program.

** Includes Clergy, Educational Personnel, and “Other” Locations or Providers.

Table 5f: Referrals To by Victim’s Region of Service

Location Referred To:	Victim was Served by a Program or Agency in Cook County	Victim was Served by a Program or Agency in a Collar County	Victim was Served by a Program or Agency in an Urban County	Victim was Served by a Program or Agency in a Rural County
Number of All Victims Included in the Analysis	92,828	40,588	49,171	48,382
% Referred to the Police	3.0	1.6	2.9	12.8
% Referred to a Hospital	0.2	0.1	0.1	0.3
% Referred to a Social Service Program	13.7	2.3	18.2	13.1
% Referred to Another Medical Location*	0.8	0.2	0.7	1.4
% Referred to the State’s Attorney’s Office	3.1	0.4	2.1	5.5
% Referred to a Private Attorney	0.3	0.2	1.0	6.5
% Referred to the Legal System	9.4	1.3	5.7	10.9
% Referred to the Clerk of the Circuit Court	1.0	0.5	1.2	1.3
% Referred to Another Project	0.7	0.2	0.5	1.8
% Referred to an "Other" Provider or Location	4.8	3.3	1.6	8.7

* Includes Medical Service Provider, Medical Advocacy Program and Public Health Program.

** Includes Clergy, Educational Personnel, and “Other” Locations or Providers.

Table 5g: Referrals to by Whether or Not the Individual Received On-Site Shelter

Location Referred To:	Individual Did Not Receive On-Site Shelter	Individual Received On-Site Shelter
Number of All Victims Included in the Analysis	229,043	27,550
% Referred to the Police	4.9	1.3
% Referred to a Hospital	0.1	0.4
% Referred to a Social Service Program	12.5	16.0
% Referred to Another Medical Location*	0.7	1.2
% Referred to the State’s Attorney’s Office	3.0	0.9
% Referred to a Private Attorney	1.7	0.6
% Referred to the Legal System	7.7	2.7
% Referred to the Clerk of the Circuit Court	2.7	0.4
% Referred to Another Project	0.9	0.5
% Referred to an "Other" Provider or Location **	5.5	2.3

* Includes Medical Service Provider, Medical Advocacy Program and Public Health Program.

** Includes Clergy, Educational Personnel, and “Other” Locations or Providers.

Table 6a1: Service Information for Clients by Year - Percent Receiving and Average Number of Hours and Contacts per Client

	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
TOTAL	37, 677	40,139	43,360	46,283	48,305	49,859	54,745	50,000
% OF CLIENTS RECEIVING:								
Civil Legal Advocacy/OP	62.2	58.8	56.9	55.9	57.1	58.0	53.3	55.2
Criminal Legal Advocacy/Obtain OP	24.3	19.8	15.9	12.5	10.9	10.5	10.9	11.7
Criminal Legal Advocacy/Charges	12.0	10.2	9.3	9.3	10.4	11.1	13.7	15.1
Other Advocacy	28.4	28.5	30.3	28.2	26.4	27.3	27.6	26.8
Legal Advocacy – Individual	2.9	7.7	10.3	10.0	11.6	10.9	10.0	10.4
Individual In-Person Counseling Services	52.1	49.7	50.0	49.3	48.9	44.4	43.6	47.3
Individual Children’s Counseling Services	0.4	0.5	0.8	1.1	0.7	0.3	0.2	0.1
Telephone Counseling Services	38.2	40.6	41.5	41.0	38.5	37.5	38.3	37.0
Transportation	10.7	10.2	10.0	9.8	9.9	9.3	9.3	11.1
Employment Assistance	1.7	2.4	2.6	2.5	2.9	2.6	2.2	2.5
Educational Assistance	2.0	2.4	2.7	2.6	2.6	2.2	1.7	1.9
Medical Assistance	2.8	3.9	4.7	4.6	4.5	4.5	4.0	3.8
Economic Assistance	0.8	1.9	2.9	3.3	4.6	3.9	4.2	4.4
On-Site Shelter	10.3	10.0	9.6	9.1	8.8	8.4	7.7	8.5
Off-Site Shelter	0.7	0.9	1.1	1.3	1.0	0.9	1.0	0.7
Child Care	0.6	0.9	1.3	2.8	2.6	2.7	2.5	2.6
Lock-Up Services	0.0	0.0	0.0	0.1	0.2	0.1	0.1	0.1
Legal Services or Attorney	0.2	0.7	0.6	0.5	0.5	0.4	1.3	2.2
IDVA Legal Services or Attorney	0.7	2.2	3.8	3.3	1.0	0.4	0.3	0.4
Collaborative Case Management Services	1.0	7.3	14.2	15.4	16.2	18.6	17.2	17.4
Evaluation and Assessment Services	-----	0.0	-----	-----	0.1	0.8	1.1	1.6
Life Skills Services	1.6	3.5	4.6	4.8	5.1	5.5	5.4	5.6
Substance Abuse Services	0.5	1.4	2.3	2.2	2.0	1.7	1.7	2.1
Parental Services	1.3	2.9	3.7	3.6	3.5	3.7	3.9	4.0
Conflict Resolution	0.8	2.0	2.4	2.7	2.5	2.7	2.5	2.7
Art Therapy	0.2	0.5	0.5	0.4	0.5	0.6	0.5	0.5
Adult Group Counseling Services	16.9	16.0	15.3	14.6	14.4	14.1	12.7	12.6

Table 6a1: Service Information for Clients by Year - Percent Receiving and Average Number of Hours and Contacts per Client

	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
Children's Group Counseling Services	0.3	0.4	0.8	0.6	0.5	0.4	0.2	0.2
Family Counseling Services	2.1	3.0	3.1	3.4	3.3	3.3	2.9	2.9
Group Therapy	-----	-----	-----	-----	0.2	0.5	0.9	0.7
Group IDVA Advocacy	3.0	6.3	4.3	3.6	4.5	5.3	4.2	4.3
HOURLY AND CONTACT INFORMATION:								
Of those who received CIVIL LEGAL ADVOCACY/OP	23,429	23,588	24,653	25,853	27,430	28,921	29,191	27,613
Average Hours of Service per Person	2.4	2.5	2.8	2.8	2.8	3.2	3.2	3.1
Average Contacts per Person	23,436	23,597	24,665	25,855	27,431	-----	-----	27,614
	2.6	2.7	3.2	3.3	3.3	3.3	3.2	3.1
Of those who received CRIMINAL LEGAL ADVOCACY/OP	9,161	7,933	6,910	5,759	5,231	5,245	5,950	5,825
Average Hours of Service per Person	2.3	2.0	2.5	3.2	2.9	2.5	2.2	2.0
Average Contacts per Person	9,170	7,943	6,912	5,761	-----	-----	-----	-----
	1.7	1.6	1.8	1.8	1.7	1.6	1.6	1.7
Of those who received CRIMINAL LEGAL ADVOCACY/CHARGES	4,497	4,089	4,052	4,325	5,010	5,330	7,494	7,546
Average Hours of Service per Person	2.4	2.7	2.4	2.7	2.5	2.4	2	1.8
Average Contacts per Person	4,507	4,091	4,053	4,326	-----	-----	-----	-----
	1.9	2.0	2.0	2.2	2.1	2.7	2.6	2.6
Of those who received OTHER ADVOCACY	10,691	11,439	13,110	13,062	12,668	13,634	15,124	13,389
Average Hours of Service per Person	1.6	1.7	1.5	1.5	1.6	1.9	2.0	1.8
Average Contacts per Person	10,698	11,447	13,116	13,064	-----	13,635	15,131	13,392
	3.1	3.3	3.1	3.1	3.3	3.9	3.9	3.6
Of those who received LEGAL ADVOCACY – INDIVIDUAL	1,107	3,072	4,443	4,608	5,587	5,457	5,475	5,220
Average Hours of Service per Person	1.3	1.4	1.3	1.7	1.9	2.1	2.1	2.0

Table 6a1: Service Information for Clients by Year - Percent Receiving and Average Number of Hours and Contacts per Client

	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
Average Contacts per Person	----- 1.5	3,074 1.8	4,446 1.9	4,609 2.3	----- 2.4	5,460 2.5	----- 2.8	----- 2.8
Of those who received IN- PERSON COUNSELING	19,637	19,957	21,668	22,807	23,417	22,130	23,848	23,625
Average Hours of Service per Person	4.2	4.4	4.4	4.4	4.4	5.0	4.9	4.5
Average Contacts per Person	19,644 5.1	19,971 5.5	21,677 5.8	22,816 5.4	23,474 5.5	22,131 6.2	23,860 6.3	23,630 5.6
Of those who received INDIVIDUAL CHILDREN'S COUNSELING	157	199	348	496	330	168	118	76
Average Hours of Service per Person	1.5	1.1	1.7	2.4	2.3	3.2	2.9	1.9
Average Contacts per Person	----- 1.9	----- 1.4	349 2.1	----- 2.5	331 2.5	----- 3.3	----- 2.7	----- 2.0
Of those who received TELEPHONE COUNSELING	13,445	16,269	17,953	18,964	18,476	18,690	20,984	18,481
Average Hours of Service per Person	1.2	1.3	1.3	1.3	1.3	1.3	1.3	1.3
Average Contacts per Person	14,408 2.7	16,279 2.3	17,971 2.5	18,969 2.4	----- 2.6	----- 2.6	20,987 2.5	18,482 2.6
Of those who received TRANSPORTATION ASSISTANCE	4,024	4,097	4,338	4,532	4,743	4,653	5,094	5,524
Average Hours of Service per Person	1.8	1.9	2.2	2.0	2.0	2.1	1.9	1.6
Average Contacts per Person	4,026 2.5	4,099 2.7	4,339 3.0	4,533 3.1	4,744 3.1	----- 3.5	----- 3.2	----- 2.8
Of those who received EMPLOYMENT ASSISTANCE	641	970	1,136	1,170	1,419	1,292	1,223	1,250
Average Hours of Service per Person	2.3	2.5	2.4	2.3	1.4	1.4	2.1	2.1
Average Contacts per Person	2.8	3.7	3.7	3.1	2.7	2.7	3.0	2.7

Table 6a1: Service Information for Clients by Year - Percent Receiving and Average Number of Hours and Contacts per Client

	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
Of those who received EDUCATIONAL ASSISTANCE	761	964	1,168	1,185	1,235	1,109	946	949
Average Hours of Service per Person	3.0	3.0	2.3	1.9	2.0	1.9	3.4	3.2
Average Contacts per Person	764 2.4	966 3.2	1,170 2.3	1,186 2.3	----- 2.7	----- 2.4	----- 2.8	----- 2.5
Of those who received MEDICAL ASSISTANCE	1,038	1,550	2,057	2,138	2,177	2,266	2,199	1,913
Average Hours of Service per Person	1.8	1.8	1.7	1.6	1.5	1.9	2.1	2.1
Average Contacts per Person	1,039 1.7	----- 1.8	2,060 2.0	2,140 2.3	----- 2.6	----- 3.5	----- 4.1	----- 4.4
Of those who received ECONOMIC ASSISTANCE	287	746	1,232	1,511	1,952	1,966	2,294	2,203
Average Hours of Service per Person	1.4	1.3	1.4	1.5	1.3	1.4	1.3	1.3
Average Contacts per Person	----- 2.7	748 2.7	1,234 2.9	1,512 3.2	----- 3.1	----- 3.0	2,295 3.0	----- 3.2
Of those who received CHILD CARE	225	339	584	1,281	1,264	1,338	1,374	1,303
Average Hours of Service per Person	9.2	8.9	6.3	6.2	6.2	6.2	7.3	7.5
Average Contacts per Person	----- 3.0	340 3.6	----- 3.3	1,282 4.4	----- 5.1	----- 4.4	----- 4.8	----- 4.4
Of Those who Received LOCK-UP SERVICES	1	16	14	44	76	76	67	75
Average Hours of Service per Person	0.3	0.5	0.7	0.8	0.8	0.8	0.7	0.7
Average Contacts per Person	1.0	1.2	1.1	1.5	1.5	1.6	1.4	1.7
Of Those who Received LEGAL SERVICES OR ATTORNEY	85	300	256	248	227	191	707	1,093
Average Hours of Service per Person	2.2	2.1	1.2	1.1	2.8	2.9	5.2	6.4
Average Contacts per Person	----- 1.7	----- 1.7	257 1.3	----- 1.3	----- 1.4	----- 1.7	----- 7.7	----- 8.6

Table 6a1: Service Information for Clients by Year - Percent Receiving and Average Number of Hours and Contacts per Client

	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
Of Those who Received IDVA LEGAL SERVICES/ATTORNEY	249	873	1,665	1,527	468	207	176	194
Average Hours of Service per Person	1.3	0.9	0.7	1.0	1.9	1.1	1.3	1.6
Average Contacts per Person	----- 1.3	----- 1.4	1,667 1.8	----- 2.0	----- 1.5	----- 1.2	177 1.3	----- 1.7
Of Those who Received COLLABORATIVE CASE MANAGEMENT	389	2,948	6,162	7,108	7,787	9,254	9,411	8,698
Average Hours of Service per Person	2.7	2.1	2.0	1.9	1.9	2.4	1.9	1.6
Average Contacts per Person	----- 3.5	2,950 4.1	6,167 4.3	----- 4.4	7,788 4.7	9,256 5.7	----- 4.4	----- 4.0
Of Those who Received EVALUATION AND ASSESSMENT	-----	1	-----	-----	44	388	623	778
Average Hours of Service per Person	-----	0.5	-----	-----	1.4	1.5	1.7	1.6
Average Contacts per Person	-----	----- 1.0	-----	-----	----- 1.1	----- 1.2	----- 1.5	788 1.2
Of Those who Received LIFE SKILLS SERVICES	591	1,389	2,007	2,167	2,424	2,735	2,965	2,794
Average Hours of Service per Person	5.9	5.0	4.1	4.3	4.6	5.0	5.8	5.5
Average Contacts per Person	----- 4.7	----- 4.7	2008 4.6	----- 5.3	----- 6.1	----- 6.5	----- 7.8	----- 6.9
Of Those who Received SUBSTANCE ABUSE SERVICES	180	550	982	1,026	979	842	923	1,056
Average Hours of Service per Person	4.1	3.4	2.9	2.6	3.2	2.8	3.0	2.2
Average Contacts per Person	2.4	2.5	2.6	2.7	3.0	2.7	2.6	2.2
Of Those who Received PARENTAL SERVICES	85	1,178	1,585	1,665	1,689	1,864	2,121	1,985
Average Hours of Service per Person	2.9	3.1	2.7	2.9	3.0	2.9	3.1	2.8
Average Contacts per Person	----- 2.5	----- 3.3	----- 3.1	1,667 3.3	----- 3.4	----- 3.5	----- 3.9	----- 3.7

Table 6a1: Service Information for Clients by Year - Percent Receiving and Average Number of Hours and Contacts per Client

	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
Of Those who Received CONFLICT RESOLUTION	308	818	1,048	1,253	1,200	1,340	1,372	1,366
Average Hours of Service per Person	2.2	2.4	1.7	1.5	1.5	1.6	1.6	1.3
Average Contacts per Person	----- 2.3	819 3.0	----- 2.7	----- 2.7	----- 2.7	----- 3.0	----- 3.2	----- 3.0
Range of Contacts	-----	-----	-----	-----	-----	-----	-----	-----
Of Those who Received ART THERAPY	70	208	198	197	260	321	294	230
Average Hours of Service per Person	3.6	4.0	4.1	4.3	7.7	7.8	7.1	8.3
Average Contacts per Person	----- 1.9	----- 2.4	----- 3.0	198 3.2	----- 4.1	----- 4.1	----- 4.2	----- 4.9
Of Those who Received ADULT GROUP COUNSELING	6,372	6,423	6,649	6,778	6,918	7,015	6,972	6,318
Average Hours of Service per Person	13.1	11.6	11.3	11.6	11.4	11.8	11.7	12.4
Average Contacts per Person	6,373 8.1	6,426 7.6	6,653 8.1	----- 8.5	----- 8.4	7,016 8.6	6,973 9.2	6,319 9.4
Of Those who Received CHILDREN'S GROUP COUNSELING	110	169	360	279	233	183	115	121
Average Hours of Service per Person	7.6	3.4	4.0	4.0	4.2	5.4	5.9	3.0
Average Contacts per Person	----- 3.4	----- 1.9	----- 3.4	280 2.8	----- 3.2	----- 3.7	----- 3.8	----- 2.1
Of Those who Received FAMILY COUNSELING	796	1,189	1,342	1,561	1,580	1,626	1,589	1,456
Average Hours of Service per Person	5.2	6.0	4.7	4.9	4.8	5.3	5.2	5.2
Average Contacts per Person	----- 4.2	1,190 4.9	1,343 4.0	----- 4.4	1,581 4.1	----- 4.7	----- 4.6	1,457 5.0
Of Those who Received GROUP THERAPY	-----	-----	-----	-----	109	225	500	324

Table 6a1: Service Information for Clients by Year - Percent Receiving and Average Number of Hours and Contacts per Client

	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
Average Hours of Service per Person	-----	-----	-----	-----	7.2	9.6	7.8	8.4
Average Contacts per Person	-----	-----	-----	-----	3.7	5.6	5.5	5.3
Of Those who Received GROUP IDVA ADVOCACY	1,139	2,520	1,856	1,686	2,170	2,657	2,303	2,137
Average Hours of Service per Person	2.3	2.3	2.8	2.8	2.0	2.0	2.2	2.3
Average Contacts per Person	1,141	2,521	-----	-----	-----	-----	-----	-----
	1.5	1.7	1.5	1.8	1.9	2.1	1.9	1.9
TOTALS	37,677	40,239	43,360	46,283	48,035	49,859	54,754	50,000
Total Hours of Service Per Person on Average Across all Services	37,580	40,068	43,275	46,189	47,934	49,785	54,673	49,922
	8.5	8.7	8.9	8.9	8.9	9.5	9.1	9.1
Total Service Contacts Per Person on Average Across all Services	9.2	9.8	10.7	10.8	11.0	11.7	11.3	11.3
Average Number of Different Services Received Per Person Across all Services	2.8	2.9	3.1	3.0	2.9	2.9	2.9	3.0
CLOSED CASES INFORMATION	-----	-----	-----	32,600	33,190	35,537	39,914	35,435
% Cases Closed	-----	-----	-----	17.3	15.1	12.4	12.4	7.9
Average Number of Days of Service for Closed Cases	-----	-----	-----	5,427	4,731	4,171	4,902	2,655
	-----	-----	-----	660.3	479.5	318.5	200.2	60.9
Range in days	-----	-----	-----	0-1,773	0-1,429	0-1,056	0-702	0-341

Table 6a1: Service Information for Clients by Year - Percent Receiving and Average Number of Hours and Contacts per Client

	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
REASONS FOR CASE CLOSURES	-----	-----	-----	5,420	4,711	3,986	4,718	2,584
% No Further Service Needed	-----	-----	-----	13.9	14.7	15.2	29.8	51.9
% Client Moved	-----	-----	-----	0.9	0.9	3.6	3.6	1.3
% Client Declined Further Service	-----	-----	-----	1.8	1.1	2.7	5.2	3.4
% No Longer Able to Contact Client	-----	-----	-----	2.1	2.4	3.1	5.8	2.2
% Other Reasons	-----	-----	-----	6.1	4.9	2.9	7.0	14.8
% No Service in 3 months	-----	-----	-----	6.4	11.7	15.7	15.9	17.6
% No Service in 6 months	-----	-----	-----	7.9	11.0	13.3	7.0	2.7
% No Service in 9 months	-----	-----	-----	3.1	2.7	2.6	6.2	0.1
% No Service in 12 months	-----	-----	-----	57.8	50.7	41.0	19.4	6.0

Table 6b1: Service Information for Clients by Age Group - Percent Receiving and Mean Hours and Contacts

	Under 18	18 to 64	65 and Older
% OF CLIENTS RECEIVING:	6112	255,516	3386
Civil Legal/Criminal Legal Advocacy//OP*	79.7	76.0	83.6
Criminal Legal Advocacy/Charges	17.9	13.3	16.5
Other Advocacy	29.9	31.3	25.4
Legal Advocacy – Individual	11.4	11.1	13.1
Counseling Services**	64.1	70.0	54.5
Transportation	12.8	11.6	9.0
Employment Assistance	1.5	3.1	0.9
Educational Assistance	2.3	2.7	1.4
Medical Assistance	4.3	5.1	3.3
Economic Assistance	1.7	3.8	1.6
On-Site Shelter	4.2	11.2	3.5
Off Site Shelter	0.5	1.2	0.6
Child Care	1.5	2.6	0.3
Lock-Up Services	0.1	0.1	0.3
Legal Services or Attorney	0.5	1.0	1.3
IDVA Legal Services or Attorney	2.3	1.8	2.7
Collaborative Case Management Services	16.0	15.7	11.3
Evaluation and Assessment Services	0.2	0.7	0.3
Life Skills Services	2.3	5.5	2.5
Substance Abuse Services	0.7	2.3	0.4
Parental Services	1.6	4.1	0.6
Conflict Resolution	2.4	2.9	1.4
Art Therapy	0.5	0.6	0.1
Adult Group Counseling Services	13.8	15.9	6.6
Children’s Group Counseling Services	3.9	0.5	0.2
Family Counseling Services	2.2	3.5	0.7
Group Therapy	0.1	0.4	0.1
Group IDVA Advocacy	4.9	5.7	4.1

Table 6b1: Service Information for Clients by Age Group - Percent Receiving and Mean Hours and Contacts

	Under 18	18 to 64	65 and Older
HOURLY AND CONTACT INFORMATION			
Of Those who Received CIVIL LEGAL/CRIMINAL LEGAL ADVOCACY/OP	4874	194,151	2,832
Average Hours of Service per Person	3.09	3.62	3.67
Average Contacts per Person		194,189	
	3.09	3.66	3.10
Of Those who Received CRIMINAL LEGAL ADVOCACY/CHARGES	1,096	33,844	559
Average Hours of Service per Person	2.86	2.67	3.64
Average Contacts per Person	1,097	33,853	
	2.86	2.73	3.06
Of Those who Received OTHER ADVOCACY	1,827	79,821	859
Average Hours of Service per Person	1.54	2.14	1.79
Average Contacts per Person		79,849	
	3.09	4.31	3.16
Range of Contacts	1-140	1-645	1-13
Of Those who Received LEGAL ADVOCACY – INDIVIDUAL	695	28,408	444
Average Hours of Service per Person	1.81	2.14	2.21
Average Contacts per Person		28,414	
	2.78	2.80	3.05
Of Those who Received COUNSELING**	3,916	178,623	1,836
Average Hours of Service per Person	3.53	5.38	3.39
Average Contacts per Person	3,917	178,965	1,844
	4.82	7.42	4.55
Of Those who Received TRANSPORTATION ASSISTANCE	779	29,631	304
Average Hours of Service per Person	2.00	2.35	2.40
Average Contacts per Person		29,637	
	3.52	3.62	3.45
Of Those who Received EMPLOYMENT ASSISTANCE	93	7,892	29
Average Hours of Service per Person	1.27	2.27	1.81
Average Contacts per Person	2.70	3.54	3.34

Table 6b1: Service Information for Clients by Age Group - Percent Receiving and Mean Hours and Contacts

	Under 18	18 to 64	65 and Older
Of Those who Received EDUCATIONAL ASSISTANCE	143	6,936	48
Average Hours of Service per Person	9.21	2.81	1.33
Average Contacts per Person		6,942	
	5.08	2.94	2.29
Of Those who Received MEDICAL ASSISTANCE	262	13,142	112
Average Hours of Service per Person	1.35	2.05	2.88
Average Contacts per Person		13,147	
	1.95	3.33	3.95
Of Those who Received ECONOMIC ASSISTANCE	107	9,816	54
Average Hours of Service per Person	1.00	1.65	1.53
Average Contacts per Person		9,822	
	2.10	3.66	3.15
Of Those who Received CHILD CARE	90	6,589	11
Average Hours of Service per Person	5.07	7.92	1.23
Average Contacts per Person		6,591	
	3.45	5.11	1.09
Of Those who Received LOCK-UP SERVICES	6	331	11
Average Hours of Service per Person	0.63	0.77	0.55
Average Contacts per Person	1.17	1.61	1.27
Of Those who Received LEGAL SERVICES OR ATTORNEY	30	2,623	45
Average Hours of Service per Person	2.87	4.95	3.13
Average Contacts per Person		2,624	
	3.83	6.31	2.40
Of Those who Received IDVA LEGAL SERVICES/ATTORNEY	139	4,690	90
Average Hours of Service per Person	1.04	1.11	0.97
Average Contacts per Person		4,693	
	2.09	1.86	1.92
Of Those who Received COLLABORATIVE CASE MANAGEMENT	978	40,136	381
Average Hours of Service per Person	1.45	2.49	2.39

Table 6b1: Service Information for Clients by Age Group - Percent Receiving and Mean Hours and Contacts

	Under 18	18 to 64	65 and Older
Average Contacts per Person		40,163	
	3.81	5.74	5.52
Of Those who Received EVALUATION AND ASSESSMENT	13	1729	9
Average Hours of Service per Person	0.92	1.67	2.08
Average Contacts per Person		1,736	
	1.23	1.30	1.44
Of Those who Received LIFE SKILLS SERVICES	142	14,073	83
Average Hours of Service per Person	3.61	5.95	3.72
Average Contacts per Person		14,074	
	5.34	7.28	6.16
Of Those who Received SUBSTANCE ABUSE SERVICES	45	5,805	13
Average Hours of Service per Person	1.58	3.21	0.75
Average Contacts per Person	1.95	2.93	1.15
Of Those who Received PARENTAL SERVICES	96	10,494	20
Average Hours of Service per Person	2.42	3.47	2.19
Average Contacts per Person		10,496	
	3.25	4.09	2.40
Of Those who Received CONFLICT RESOLUTION	147	7,323	48
Average Hours of Service per Person	1.31	1.91	2.58
Average Contacts per Person		7,324	
	2.24	3.35	3.81
Of Those who Received ART THERAPY	30	1,567	3
Average Hours of Service per Person	5.83	7.11	5.08
Average Contacts per Person		1,568	
	4.87	4.15	4.67
Of Those who Received ADULT GROUP COUNSELING	844	40,607	233
Average Hours of Service per Person	11.90	15.18	12.31
Average Contacts per Person		40,616	
	10.35	10.87	8.38

Table 6b1: Service Information for Clients by Age Group - Percent Receiving and Mean Hours and Contacts

	Under 18	18 to 64	65 and Older
Of Those who Received CHILDREN’S GROUP COUNSELING	237	1,153	6
Average Hours of Service per Person	12.59	3.25	4.46
Average Contacts per Person		1,154	
	9.62	2.07	4.83
Of Those who Received FAMILY COUNSELING	133	9,006	24
Average Hours of Service per Person	5.21	6.25	2.29
Average Contacts per Person		9,009	
	5.49	5.45	2.08
Of Those who Received GROUP THERAPY	8	1,003	4
Average Hours of Service per Person	4.09	9.50	12.30
Average Contacts per Person	2.87	6.05	7.50
Of Those who Received GROUP IDVA ADVOCACY	301	14,501	138
Average Hours of Service per Person	1.85	2.55	2.05
Average Contacts per Person		14,504	
	1.61	2.01	1.52
TOTALS	6,112	255,516	3,386
Total Hours of Service Per Person on Average Across all Services	6,106	215,192	3,380
	9.37	12.55	8.07
Total Service Contacts Per Person on Average Across all Services	11.12	15.14	8.99
Average Number of Different Services Received Per Person Across all Services	3.07	3.35	2.65

*Includes Civil Legal Advocacy related to Orders of Protection and Criminal Legal Advocacy related to obtaining Orders of Protection.

**Includes Individual In-person Counseling, Telephone Counseling and Individual Children’s Counseling.

Table 6c1: Service Information for Clients by Race and Ethnicity - Percent Receiving and Mean Hours and Contacts

	Victim is White	Victim is African American	Victim is Latino	Victim is Asian American	Victim is American Indian	Victim is Bi-Racial
% OF CLIENTS RECEIVING:	143,660	70,460	40,095	4,082	796	2,235
Civil Legal/Criminal Legal Advocacy/OP*	81.4	71.7	66.6	59.9	74.1	75.4
Criminal Legal	12.7	16.4	11.3	9.7	8.9	12.3
Other Advocacy	32.2	29.5	28.4	30.6	37.9	30.6
Legal Advocacy – Individual	12.1	9.8	8.5	27.5	9.8	9.6
Counseling Services**	71.2	66.6	70.2	70.7	73.1	72.7
Transportation	14.3	9.7	5.0	12.4	15.3	11.9
Employment Assistance	3.1	3.7	1.1	5.6	6.4	4.2
Educational Assistance	3.1	2.3	1.4	5.3	4.7	3.7
Medical Assistance	5.6	5.7	2.1	6.0	8.3	6.6
Economic Assistance	3.9	3.8	2.9	3.8	6.4	5.0
On-Site Shelter	8.4	17.5	7.3	10.2	24.1	18.9
Off Site Shelter	1.3	1.3	0.5	1.1	1.0	1.3
Child Care	2.1	2.5	3.9	2.5	3.4	3.6
Lock-Up Services	0.2	0.1	0.0	0.2	0.1	0.1
Legal Services or Attorney	0.9	1.1	1.3	1.8	1.3	0.4
IDVA Legal Services or Attorney	2.0	2.0	1.1	1.4	2.4	1.9
Collaborative Case Management Services	17.2	15.1	10.3	20.8	21.6	19.7
Evaluation and Assessment Services	0.4	1.0	1.1	1.4	0.6	0.8
Life Skills Services	4.7	7.6	3.3	6.8	11.9	7.3
Substance Abuse Services	1.5	4.2	1.3	1.5	4.9	3.2
Parental Services	3.9	5.0	2.5	4.0	6.3	4.9
Conflict Resolution	2.9	3.7	1.1	2.8	4.8	3.7
Art Therapy	0.4	0.9	0.6	2.0	1.4	1.0
Adult Group Counseling Services	14.3	19.3	13.9	10.9	28.1	20.5
Children’s Group Counseling Services	0.5	0.6	0.5	0.5	0.9	0.7
Family Counseling Services	3.6	3.5	2.7	2.5	7.3	4.5
Group Therapy	0.4	0.3	0.5	1.1	0.6	0.5
Group IDVA Advocacy	6.3	6.3	2.2	4.2	8.0	6.9

**Table 6c1: Service Information for Clients by Race and Ethnicity - Percent
Receiving and Mean Hours and Contacts**

	Victim is White	Victim is African American	Victim is Latino	Victim is Asian American	Victim is American Indian	Victim is Bi-Racial
HOURLY AND CONTACT INFORMATION:						
Of Those who Received CIVIL LEGAL/CRIMINAL LEGAL ADVOCACY/OP	116,887	50,493	26,697	2,446	590	1,685
Average Hours of Service per Person	3.62	3.04	4.48	5.13	3.04	3.16
Average Contacts per Person	116,905 3.81	50,502 2.72	26,707 4.41	5.11	3.30	3.09
Of Those who Received CRIMINAL LEGAL ADVOCACY/CHARGES	18,279	11,554	4,547	398	71	275
Average Hours of Service per Person	2.31	3.28	2.70	4.47	2.60	2.89
Average Contacts per Person	18,282 3.15	11,559 2.30	4,549 2.13	3.48	2.11	2.60
Of Those who Received OTHER ADVOCACY	46,243	20,798	11,369	1,250	302	683
Average Hours of Service per Person	1.96	2.08	2.10	8.39	3.54	2.81
Average Contacts per Person	46,252 4.13	20,813 4.23	11,373 4.22	10.55	6.48	5.61
Of Those who Received LEGAL ADVOCACY – INDIVIDUAL	17,430	6,915	3,391	1,124	78	215
Average Hours of Service per Person	1.82	1.53	2.12	10.53	1.50	1.90
Average Contacts per Person	17,434 2.54	6,916 2.23	3,392 2.78	10.18	2.27	2.42
Of Those who Received COUNSELING**	101,982	46,873	28,137	2,888	581	1,619
Average Hours of Service per Person	5.67	4.92	3.88	9.97	9.74	6.08
Average Contacts per Person	102,269	46,913	28,151		582	1,624

Table 6c1: Service Information for Clients by Race and Ethnicity - Percent Receiving and Mean Hours and Contacts

	Victim is White	Victim is African American	Victim is Latino	Victim is Asian American	Victim is American Indian	Victim is Bi-Racial
	7.89	7.08	4.89	10.80	13.12	8.48
Of Those who Received TRANSPORTATION ASSISTANCE	20,560	6,842	2,008	506	122	265
Average Hours of Service per Person	2.43	1.98	2.04	4.81	3.24	2.49
Average Contacts per Person	20,564	6,843				
	3.66	3.62	2.87	4.28	6.07	4.59
Of Those who Received EMPLOYMENT ASSISTANCE	4,407	2,614	449	229	51	94
Average Hours of Service per Person	1.74	2.82	2.53	4.44	2.16	2.37
Average Contacts per Person	3.32	3.71	3.37	5.06	3.65	3.50
Of Those who Received EDUCATIONAL ASSISTANCE	4,519	1,621	562	215	37	82
Average Hours of Service per Person	2.56	2.30	5.69	7.14	1.85	3.27
Average Contacts per Person	4,523	1,623				
	2.87	2.43	4.50	5.19	2.30	2.73
Of Those who Received MEDICAL ASSISTANCE	7,987	3,982	858	246	66	147
Average Hours of Service per Person	2.11	1.75	1.95	3.98	2.96	2.76
Average Contacts per Person	7,990	3,984				
	3.49	2.91	2.33	5.57	4.88	4.81
Of Those who Received ECONOMIC ASSISTANCE	5,582	2,695	1,144	156	51	110
Average Hours of Service per Person	1.61	1.66	1.60	3.22	1.92	2.26
Average Contacts per Person	5,585	2,697				111
	3.73	3.46	3.72	4.02	4.67	3.58

**Table 6c1: Service Information for Clients by Race and Ethnicity - Percent
Receiving and Mean Hours and Contacts**

	Victim is White	Victim is African American	Victim is Latino	Victim is Asian American	Victim is American Indian	Victim is Bi-Racial
Of Those who Received CHILD CARE	3,043	1,773	1,571	104	27	80
Average Hours of Service per Person	6.16	6.55	12.18	13.28	7.39	10.80
Average Contacts per Person		1,774	1,572			
	4.59	4.77	6.07	8.08	3.04	7.03
Of Those who Received LOCK UP SERVICES	257	64	11	10	1	2
Average Hours of Service per Person	0.70	0.85	0.93	0.53	0.25	0.75
Average Contacts per Person	1.67	1.41	1.45	1.10	1.00	1.00
Of Those who Received LEGAL SERVICES OR ATTORNEY	1,284	768	517	74	10	8
Average Hours of Service per Person	3.64	5.57	7.15	3.61	3.05	3.31
Average Contacts per Person	1,285					
	4.05	7.68	9.94	3.62	5.20	2.37
Of Those who Received IDVA LEGAL SERVICES/ATTORNEY	2,871	1,411	426	56	19	43
Average Hours of Service per Person	1.02	1.07	1.35	3.08	1.45	1.19
Average Contacts per Person	2,873	1,412				
	1.74	2.10	1.68	2.57	1.79	1.98
Of Those who Received COLLABORATIVE CASE MANAGEMENT	24,677	10,604	4,110	850	171	439
Average Hours of Service per Person	2.37	2.43	2.69	3.90	2.62	2.63
Average Contacts per Person	24,693	10,612	4,111		172	440
	5.87	5.26	5.37	6.35	5.87	6.26

Table 6c1: Service Information for Clients by Race and Ethnicity - Percent Receiving and Mean Hours and Contacts

	Victim is White	Victim is African American	Victim is Latino	Victim is Asian American	Victim is American Indian	Victim is Bi-Racial
Of Those who Received EVALUATION AND ASSESSMENT	523	673	442	56	5	17
Average Hours of Service per Person	1.60	1.58	1.83	1.87	1.45	1.90
Average Contacts per Person						18
	1.41	1.33	1.35	1.50	1.20	1.55
Of Those who Received LIFE SKILLS SERVICES	6,817	5,382	1,305	277	95	163
Average Hours of Service per Person	4.43	7.41	6.13	11.13	4.58	5.41
Average Contacts per Person	6,818					
	7.23	7.26	6.10	10.77	5.47	7.90
Of Those who Received SUBSTANCE ABUSE SERVICES	2,139	2,972	512	61	39	72
Average Hours of Service per Person	2.82	3.35	3.68	3.37	4.51	3.63
Average Contacts per Person	3.08	2.89	2.50	2.23	3.23	3.01
Of Those who Received PARENTAL SERVICES	5,616	3,526	1,017	165	50	110
Average Hours of Service per Person	2.91	4.09	4.22	3.46	2.78	3.59
Average Contacts per Person		3,527	1,018			
	4.10	4.14	3.64	4.13	3.58	5.13
Of Those who Received CONFLICT RESOLUTION	4,166	2,583	436	116	38	82
Average Hours of Service per Person	2.09	1.70	1.56	1.62	1.39	1.79
Average Contacts per Person		2,584				
	3.73	2.88	2.55	2.71	2.39	3.24
Of Those who Received ART THERAPY	558	650	245	82	11	22

Table 6c1: Service Information for Clients by Race and Ethnicity - Percent Receiving and Mean Hours and Contacts

	Victim is White	Victim is African American	Victim is Latino	Victim is Asian American	Victim is American Indian	Victim is Bi-Racial
Average Hours of Service per Person	5.59	5.92	9.83	16.57	8.86	7.15
Average Contacts per Person		651				
	3.96	3.42	5.24	7.59	4.27	3.95
Of Those who Received ADULT GROUP COUNSELING	20,521	13,589	5,594	443	224	459
Average Hours of Service per Person	14.97	13.53	19.21	22.22	17.43	14.65
Average Contacts per Person	20,528	13,591				
	10.94	10.41	11.54	13.44	13.19	12.22
Of Those who Received CHILDREN'S GROUP COUNSELING	682	429	222	21	7	16
Average Hours of Service per Person	5.26	3.94	4.59	17.46	1.18	9.87
Average Contacts per Person		430				
	4.01	2.40	3.03	5.52	1.00	7.00
Of Those who Received FAMILY COUNSELING	5,215	2,471	1,092	104	58	101
Average Hours of Service per Person	6.18	6.25	6.00	6.76	5.95	7.00
Average Contacts per Person	5,217		1,093			
	5.87	4.72	4.65	5.60	5.83	5.87
Of Those who Received GROUP THERAPY	524	218	191	45	5	10
Average Hours of Service per Person	11.89	4.71	8.82	8.34	20.95	5.17
Average Contacts per Person	7.60	3.08	5.53	5.13	12.20	4.30
Of Those who Received GROUP IDVA ADVOCACY	9,053	4,429	894	170	64	153
Average Hours of Service per Person	2.29	2.94	3.03	3.13	2.31	2.17

Table 6c1: Service Information for Clients by Race and Ethnicity - Percent Receiving and Mean Hours and Contacts

	Victim is White	Victim is African American	Victim is Latino	Victim is Asian American	Victim is American Indian	Victim is Bi-Racial
Average Contacts per Person	9,054	4,431				
	1.89	2.18	2.05	2.49	1.84	1.75
TOTALS	143,660	70,460	40,095	4,082	796	2,235
Total Hours of Service Per Person on Average Across all Services	143,503	70,328	40,071	4,073	793	2,230
	12.46	12.01	11.40	23.25	20.10	14.43
Total Service Contacts Per Person on Average Across all Services	15.82	14.10	11.76	23.49	24.49	18.02
Average Number of Different Services Received Per Person Across all Services	3.43	3.39	2.78	3.36	4.13	3.62

*Includes Civil Legal Advocacy related to Orders of Protection and Criminal Legal Advocacy related to obtaining Orders of Protection.

**Includes Individual In-person Counseling, Telephone Counseling and Individual Children's Counseling.

Table 6d1: Service Information for Clients by Disability Status: Percent Receiving and Mean Hours and Contacts

	Victim Has No Disabilities or Special Needs	Victim Has a Disability or Special Need
% OF CLIENTS RECEIVING:	259,655	14,170
Civil Legal/Criminal Legal Advocacy/OP*	74.3	73.9
Criminal Legal Advocacy/Charges	13.2	12.3
Other Advocacy	29.7	42.8
Legal Advocacy – Individual	10.9	10.4
Counseling Services**	69.6	83.4
Transportation	10.8	19.6
Employment Assistance	2.8	5.7
Educational Assistance	2.4	5.9
Medical Assistance	4.6	10.5
Economic Assistance	3.5	6.6
On-Site Shelter	9.9	22.6
Off Site Shelter	1.1	3.2
Child Care	2.4	3.3
Lock-Up Services	0.1	0.3
Legal Services or Attorney	1.0	1.1
IDVA Legal Services or Attorney	1.8	1.7
Collaborative Case Management Services	14.5	28.5
Evaluation and Assessment Services	0.6	1.4
Life Skills Services	4.9	11.9
Substance Abuse Services	2.1	3.7
Parental Services	3.7	6.7
Conflict Resolution	2.6	5.2
Art Therapy	0.5	1.6
Adult Group Counseling Services	14.8	23.8
Children’s Group Counseling Services	0.5	0.7
Family Counseling Services	3.2	6.1
Group Therapy	0.3	0.9
Group IDVA Advocacy	5.4	7.5
HOUR AND CONTACT INFORMATION		
Of Those who Received CIVIL LEGAL/CRIMINAL LEGAL ADVOCACY/OP	192,925	10,468
Average Hours of Service per Person	3.62	3.38

Table 6d1: Service Information for Clients by Disability Status: Percent Receiving and Mean Hours and Contacts

	Victim Has No Disabilities or Special Needs	Victim Has a Disability or Special Need
Average Contacts per Person	192,962	10,469
	3.63	3.78
Of Those who Received CRIMINAL LEGAL ADVOCACY/CHARGES	34,247	1,741
Average Hours of Service per Person	2.73	2.65
Average Contacts per Person	34,259	
	2.73	2.87
Of Those who Received OTHER ADVOCACY	77,217	6,058
Average Hours of Service per Person	2.00	3.57
Average Contacts per Person	77,242	6,061
	4.09	6.41
Of Those who Received LEGAL ADVOCACY – INDIVIDUAL	28,301	1,475
Average Hours of Service per Person	2.09	2.82
Average Contacts per Person	28,307	
	2.77	3.40
Of Those who Received COUNSELING**	180,280	11,814
Average Hours of Service per Person	4.95	8.22
Average Contacts per Person	180,625	11,821
	6.87	10.95
Of Those who Received TRANSPORTATION ASSISTANCE	28,047	2,775
Average Hours of Service per Person	2.28	2.95
Average Contacts per Person	28,053	
	3.52	4.51
Of Those who Received EMPLOYMENT ASSISTANCE	7,230	810
Average Hours of Service per Person	2.26	2.43
Average Contacts per Person	3.59	3.17
Of Those who Received EDUCATIONAL ASSISTANCE	6,305	835
Average Hours of Service per Person	2.71	4.57
Average Contacts per Person	6,311	

Table 6d1: Service Information for Clients by Disability Status: Percent Receiving and Mean Hours and Contacts

	Victim Has No Disabilities or Special Needs	Victim Has a Disability or Special Need
	2.92	3.35
Of Those who Received MEDICAL ASSISTANCE	12,054	1,492
Average Hours of Service per Person	1.92	3.03
Average Contacts per Person	12,058	1,493
	3.12	4.79
Of Those who Received ECONOMIC ASSISTANCE	9,196	937
Average Hours of Service per Person	1.63	1.80
Average Contacts per Person	9,202	
	3.64	3.82
Of Those who Received CHILD CARE	6,238	462
Average Hours of Service per Person	7.98	6.25
Average Contacts per Person	6,240	
	5.11	4.54
Of Those who Received LOCK-UP SERVICES	311	37
Average Hours of Service per Person	0.75	0.82
Average Contacts per Person	1.56	1.84
Of Those who Received LEGAL SERVICES OR ATTORNEY	2,556	148
Average Hours of Service per Person	4.97	3.39
Average Contacts per Person	6.31	4.4
		149
Of Those who Received IDVA LEGAL SERVICES/ATTORNEY	4,685	242
Average Hours of Service per Person	1.11	1.15
Average Contacts per Person	4,688	
	1.87	1.81
Of Those who Received COLLABORATIVE CASE MANAGEMENT	37,617	4,029
Average Hours of Service per Person	2.39	3.09
Average Contacts per Person	37,641	4,032
	5.62	6.30
Of Those who Received EVALUATION AND ASSESSMENT	1,547	204

Table 6d1: Service Information for Clients by Disability Status: Percent Receiving and Mean Hours and Contacts

	Victim Has No Disabilities or Special Needs	Victim Has a Disability or Special Need
Average Hours of Service per Person	1.67	1.64
Average Contacts per Person	1,554	
	1.37	1.38
Of Those who Received LIFE SKILLS SERVICES	12,706	1,691
Average Hours of Service per Person	5.96	5.82
Average Contacts per Person	12,707	
	7.37	6.98
Of Those who Received SUBSTANCE ABUSE SERVICES	5,339	528
Average Hours of Service per Person	3.15	3.58
Average Contacts per Person	2.91	3.05
Of Those who Received PARENTAL SERVICES	9,662	951
Average Hours of Service per Person	3.45	3.52
Average Contacts per Person	9,663	952
	4.11	3.83
Of Those who Received CONFLICT RESOLUTION	6,797	742
Average Hours of Service per Person	1.93	1.65
Average Contacts per Person	6,798	
	3.36	2.94
Of Those who Received ART THERAPY	1,377	223
Average Hours of Service per Person	7.25	6.08
Average Contacts per Person	1,378	
	4.28	3.45
Of Those who Received ADULT GROUP COUNSELING	36,437	3,375
Average Hours of Service per Person	15.15	15.02
Average Contacts per Person	38,445	3,376
	10.83	11.14
Of Those who Received CHILDREN'S GROUP COUNSELING	1,303	106
Average Hours of Service per Person	5.07	3.56
Average Contacts per Person	1,304	
	3.50	2.35

Table 6d1: Service Information for Clients by Disability Status: Percent Receiving and Mean Hours and Contacts

	Victim Has No Disabilities or Special Needs	Victim Has a Disability or Special Need
Of Those who Received FAMILY COUNSELING	8,325	864
Average Hours of Service per Person	6.14	6.95
Average Contacts per Person	8,328	
	5.39	5.93
Of Those who Received GROUP THERAPY	888	126
Average Hours of Service per Person	10.11	4.94
Average Contacts per Person	6.32	3.98
Of Those who Received GROUP IDVA ADVOCACY	13,903	1,059
Average Hours of Service per Person	2.43	3.84
Average Contacts per Person	13,906	
	1.99	2.14
TOTALS	259,655	14,170
Total Hours of Service Per Person on Average Across all Services	259,348	14,139
	11.70	19.76
Total Service Contacts Per Person on Average Across all Services	14.05	24.55
Average Number of Different Services Received Per Person Across all Services	3.20	4.45

*Includes Civil Legal Advocacy related to Orders of Protection and Criminal Legal Advocacy related to obtaining Orders of Protection.

**Includes Individual In-person Counseling, Telephone Counseling and Individual Children’s Counseling.

Table 6e1: Service Information for Clients by Type of Abuse: Percent Receiving and Mean Hours and Contacts

	Primary Presenting Issue Was Physical Abuse	Primary Presenting Issue was Emotional Abuse	Primary Presenting Issue was Sexual Abuse
% OF CLIENTS RECEIVING:	167,811	86,415	3,933
Civil Legal/Criminal Legal Advocacy/OP*	77.9	73.9	73.3
Criminal Legal Advocacy/Charges	16.1	8.6	12.9
Other Advocacy	32.7	27.7	35.7
Legal Advocacy – Individual	11.5	10.7	13.1
Counseling Services**	68.3	71.8	76.2
Transportation	12.0	10.7	16.3
Employment Assistance	2.9	3.1	4.2
Educational Assistance	2.3	3.4	3.9
Medical Assistance	5.2	4.7	6.4
Economic Assistance	3.8	3.8	6.0
On-Site Shelter	12.1	8.2	12.8
Off Site Shelter	1.3	1.1	1.2
Child Care	2.4	2.7	2.8
Lock-Up Services	0.1	0.1	0.2
Legal Services or Attorney	0.9	1.2	1.9
IDVA Legal Services or Attorney	2.2	1.3	1.5
Collaborative Case Management Services	15.1	16.7	25.1
Evaluation and Assessment Services	0.7	0.5	1.1
Life Skills Services	5.4	5.3	8.3
Substance Abuse Services	2.6	1.3	3.1
Parental Services	4.1	3.6	5.9
Conflict Resolution	2.8	2.7	4.7
Art Therapy	0.7	0.4	0.6
Adult Group Counseling Services	16.3	14.0	18.3
Children’s Group Counseling Services	0.5	0.5	0.7
Family Counseling Services	3.4	3.4	4.7
Group Therapy	0.3	0.5	0.3
Group IDVA Advocacy	5.6	5.3	5.4

Table 6e1: Service Information for Clients by Type of Abuse: Percent Receiving and Mean Hours and Contacts

	Primary Presenting Issue Was Physical Abuse	Primary Presenting Issue was Emotional Abuse	Primary Presenting Issue was Sexual Abuse
HOURL AND CONTACT INFORMATION			
Of Those who Received CIVIL LEGAL/CRIMINAL LEGAL ADVOCACY/OP	130,794	63,609	2,883
Average Hours of Service per Person	3.61	3.57	3.81
Average Contacts per Person	130,815	63,621	2,885
	3.67	3.53	3.92
Of Those who Received CRIMINAL LEGAL ADVOCACY/CHARGES	26,920	7,379	507
Average Hours of Service per Person	2.79	2.25	2.76
Average Contacts per Person	26,931	7,380	
	2.78	2.68	2.90
Of Those who Received OTHER ADVOCACY	54,865	23,868	1,405
Average Hours of Service per Person	2.07	2.20	2.58
Average Contacts per Person	54,886	23,875	
	4.26	4.23	4.76
Of Those who Received LEGAL ADVOCACY – INDIVIDUAL	19,365	9,178	517
Average Hours of Service per Person	2.09	2.20	2.78
Average Contacts per Person	19,369	9,180	
	2.80	2.83	3.14
Of Those who Received COUNSELING**	114,431	61,721	2,987
Average Hours of Service per Person	5.36	5.19	6.83
Average Contacts per Person	114,633	61,843	2,996
	7.53	6.92	9.40
Of Those who Received TRANSPORTATION ASSISTANCE	20,135	9,209	642
Average Hours of Service per Person	2.31	2.36	2.65

Table 6e1: Service Information for Clients by Type of Abuse: Percent Receiving and Mean Hours and Contacts

	Primary Presenting Issue Was Physical Abuse	Primary Presenting Issue was Emotional Abuse	Primary Presenting Issue was Sexual Abuse
Average Contacts per Person	20,141		
	3.65	3.47	4.00
Of Those who Received EMPLOYMENT ASSISTANCE	4,933	2,678	165
Average Hours of Service per Person	2.62	1.73	1.89
Average Contacts per Person	3.80	3.14	3.52
Of Those who Received EDUCATIONAL ASSISTANCE	3,895	2,910	153
Average Hours of Service per Person	2.58	3.37	4.60
Average Contacts per Person	3,900		
	2.86	3.11	4.07
Of Those who Received MEDICAL ASSISTANCE	8,781	4,083	251
Average Hours of Service per Person	1.97	2.16	2.94
Average Contacts per Person	8,785		
	3.16	3.59	4.53
Of Those who Received ECONOMIC ASSISTANCE	6,335	3,240	235
Average Hours of Service per Person	1.64	1.68	1.89
Average Contacts per Person	6,337	3,243	236
	3.57	3.90	3.92
Of Those who Received CHILD CARE	4,093	2,353	110
Average Hours of Service per Person	8.23	7.35	6.95
Average Contacts per Person	4,094	2,354	
	5.31	4.73	4.60
Of Those who Received LOCK-UP SERVICES	207	129	9
Average Hours of Service per Person	0.70	0.87	0.50
Average Contacts per Person	1.49	1.81	1.00
Of Those who Received LEGAL SERVICES OR ATTORNEY	1,500	1,069	76

Table 6e1: Service Information for Clients by Type of Abuse: Percent Receiving and Mean Hours and Contacts

	Primary Presenting Issue Was Physical Abuse	Primary Presenting Issue was Emotional Abuse	Primary Presenting Issue was Sexual Abuse
Average Hours of Service per Person	4.75	5.21	5.57
Average Contacts per Person	1,501		
	5.85	6.81	7.95
Of Those who Received IDVA LEGAL SERVICES/ATTORNEY	3,639	1,143	60
Average Hours of Service per Person	1.07	1.15	1.35
Average Contacts per Person	3,642		
	1.90	1.74	2.03
Of Those who Received COLLABORATIVE CASE MANAGEMENT	25,333	14,421	988
Average Hours of Service per Person	2.39	2.55	2.76
Average Contacts per Person	25,352	14,428	
	5.53	5.91	6.49
Of Those who Received EVALUATION AND ASSESSMENT	1,203	457	44
Average Hours of Service per Person	1.65	1.69	2.11
Average Contacts per Person	1,208	458	
	1.35	1.40	1.66
Of Those who Received LIFE SKILLS SERVICES	9,012	4,567	327
Average Hours of Service per Person	6.58	4.89	4.82
Average Contacts per Person	9,013		
	7.34	7.28	7.10
Of Those who Received SUBSTANCE ABUSE SERVICES	4,383	1,146	121
Average Hours of Service per Person	3.25	2.72	2.17
Average Contacts per Person	2.93	2.75	2.39
Of Those who Received PARENTAL SERVICES	6,890	3,125	233
Average Hours of Service per Person	3.65	3.01	3.10

Table 6e1: Service Information for Clients by Type of Abuse: Percent Receiving and Mean Hours and Contacts

	Primary Presenting Issue Was Physical Abuse	Primary Presenting Issue was Emotional Abuse	Primary Presenting Issue was Sexual Abuse
Average Contacts per Person	6,891		
	4.04	4.11	4.33
Of Those who Received CONFLICT RESOLUTION	4,748	2,294	184
Average Hours of Service per Person	1.85	1.99	2.49
Average Contacts per Person	4,749		
	3.13	3.64	4.25
Of Those who Received ART THERAPY	1,128	321	23
Average Hours of Service per Person	6.64	7.36	6.98
Average Contacts per Person	1,129		
	3.95	4.69	3.96
Of Those who Received ADULT GROUP COUNSELING	27,286	12,049	719
Average Hours of Service per Person	14.98	15.28	15.71
Average Contacts per Person	27,290	12,054	
	11.03	10.53	10.74
Of Those who Received CHILDREN'S GROUP COUNSELING	849	405	26
Average Hours of Service per Person	3.55	7.18	5.39
Average Contacts per Person	850		
	2.31	5.25	4.50
Of Those who Received FAMILY COUNSELING	5,780	2,892	186
Average Hours of Service per Person	5.75	6.35	7.90
Average Contacts per Person	5,781	2,893	
	5.14	5.73	6.62
Of Those who Received GROUP THERAPY	568	411	12
Average Hours of Service per Person	9.40	9.75	12.98
Average Contacts per Person	5.79	6.47	8.33

Table 6e1: Service Information for Clients by Type of Abuse: Percent Receiving and Mean Hours and Contacts

	Primary Presenting Issue Was Physical Abuse	Primary Presenting Issue was Emotional Abuse	Primary Presenting Issue was Sexual Abuse
Of Those who Received GROUP IDVA ADVOCACY	9,321	4,578	212
Average Hours of Service per Person	2.66	2.33	2.34
Average Contacts per Person	9,324		
	1.98	2.01	2.30
TOTALS	167,811	86,145	3,933
Total Hours of Service Per Person on Average Across all Services	167,617	86,053	3,924
	12.62	11.78	16.02
Total Service Contacts Per Person on Average Across all Services	15.28	14.12	19.89
Average Number of Different Services Received Per Person Across all Services	3.41	3.16	3.84

*Includes Civil Legal Advocacy related to Orders of Protection and Criminal Legal Advocacy related to obtaining Orders of Protection.

**Includes Individual In-person Counseling, Telephone Counseling and Individual Children's Counseling.

Table 6f1: Service Information for Clients by Region - Percent Receiving and Mean Hours and Contacts

SERVICE	Victim Was Served by a Program in Cook County	Victim Was Served by a Program in a Collar County	Victim Was Served by a Program in an Urban County	Victim Was Served by a Program in a Rural County
% OF CLIENTS RECEIVING:	97,627	43,553	53,209	50,085
Civil Legal/Criminal Legal Advocacy//OP*	67.1	75.9	82.5	86.3
Criminal Legal Advocacy/Charges	17.0	6.2	9.4	13.9
Other Advocacy	30.2	31.3	29.1	37.0
Legal Advocacy – Individual	11.2	5.9	14.7	13.5
Counseling Services**	62.1	75.7	71.3	80.3
Transportation	4.4	3.7	12.8	30.3
Employment Assistance	2.1	1.2	2.9	6.2
Educational Assistance	1.2	0.9	2.1	7.6
Medical Assistance	3.0	1.9	5.9	11.3
Economic Assistance	2.1	3.3	3.3	7.7
On-Site Shelter	10.0	10.1	13.1	9.3
Off Site Shelter	0.7	1.5	0.3	2.8
Child Care	2.4	1.5	2.1	3.7
Lock-Up Services	0.0	0.0	0.1	0.5
Legal Services or Attorney	1.7	0.1	0.5	1.2
IDVA Legal Services or Attorney	2.9	0.3	0.6	2.7
Collaborative Case Management Services	11.2	10.7	13.6	29.6
Evaluation and Assessment Services	1.0	1.3	0.1	0.1
Life Skills Services	4.7	3.3	4.7	8.6
Substance Abuse Services	2.9	0.5	3.4	1.1
Parental Services	2.7	2.6	5.3	6.1
Conflict Resolution	1.9	1.1	2.7	5.7
Art Therapy	0.7	0.4	0.8	0.2
Adult Group Counseling Services	13.7	15.1	21.3	13.7
Children’s Group Counseling Services	0.4	0.4	1.1	0.4
Family Counseling Services	2.2	3.3	3.0	6.4
Group Therapy	0.3	1.1	0.2	0.1
Group IDVA Advocacy	2.6	1.5	13.5	7.6

Table 6f1: Service Information for Clients by Region - Percent Receiving and Mean Hours and Contacts

SERVICE	Victim Was Served by a Program in Cook County	Victim Was Served by a Program in a Collar County	Victim Was Served by a Program in an Urban County	Victim Was Served by a Program in a Rural County
HOUR AND CONTACT INFORMATION:				
Of Those who Received CIVIL LEGAL/CRIMINAL LEGAL ADVOCACY/OP	65,456	33,034	42,872	43,240
Average Hours of Service per Person	4.06	2.84	3.08	4.13
Average Contacts per Person	65,483	33,036	43,878	43,243
	3.95	2.54	3.68	4.55
Of Those who Received CRIMINAL LEGAL ADVOCACY/CHARGES	16,564	2,714	5,015	6,951
Average Hours of Service per Person	3.70	2.02	0.93	2.27
Average Contacts per Person	16,576			
	2.30	2.19	1.77	4.94
Of Those who Received OTHER ADVOCACY	29,511	13,611	15,455	18,540
Average Hours of Service per Person	1.74	2.54	1.77	2.39
Average Contacts per Person	29,524	13,618	15,459	18,541
	3.27	5.38	4.23	4.75
Of Those who Received LEGAL ADVOCACY – INDIVIDUAL	10,902	2,578	7,831	6,738
Average Hours of Service per Person	2.50	2.58	1.33	2.06
Average Contacts per Person	10,906	2,579		6,739
	3.59	2.96	1.89	2.42
Of Those who Received COUNSELING**	60,599	32,950	38,094	40,010
Average Hours of Service per Person	4.57	4.67	5.86	6.37
Average Contacts per Person	60,642	32,989	38,178	40,193
	5.50	6.46	9.36	8.85
Of Those who Received TRANSPORTATION ASSISTANCE	4,327	1,603	6,785	15,155

Table 6f1: Service Information for Clients by Region - Percent Receiving and Mean Hours and Contacts

SERVICE	Victim Was Served by a Program in Cook County	Victim Was Served by a Program in a Collar County	Victim Was Served by a Program in an Urban County	Victim Was Served by a Program in a Rural County
Average Hours of Service per Person	1.70	2.13	2.10	2.72
Average Contacts per Person	4,329		6,787	15,157
	2.61	2.62	3.97	3.90
Of Those who Received EMPLOYMENT ASSISTANCE	2,060	514	1,558	3,122
Average Hours of Service per Person	3.39	3.71	2.06	1.37
Average Contacts per Person	3.91	5.47	3.62	3.01
Of Those who Received EDUCATIONAL ASSISTANCE	1,190	410	1,141	3,791
Average Hours of Service per Person	2.60	7.06	1.62	2.95
Average Contacts per Person	1,193			3,794
	2.50	5.01	2.49	3.01
Of Those who Received MEDICAL ASSISTANCE	2,904	822	3,123	5,654
Average Hours of Service per Person	1.69	2.35	2.42	1.95
Average Contacts per Person	2,906		3,125	5,655
	2.19	2.81	4.89	2.96
Of Those who Received ECONOMIC ASSISTANCE	2,092	1,452	1,736	3,879
Average Hours of Service per Person	1.75	1.75	1.36	1.71
Average Contacts per Person	2,094		1,739	3,880
	3.29	4.98	3.29	3.70
Of Those who Received CHILD CARE	2,365	665	1,123	1,834
Average Hours of Service per Person	10.26	8.83	5.01	5.60
Average Contacts per Person	2,366			
	5.40	5.46	4.33	4.40
Of Those who Received LOCK-UP SERVICES	20	7	68	234
Average Hours of Service per Person	1.51	0.60	0.61	0.75
Average Contacts per Person	1.45	1.00	1.31	1.70

Table 6f1: Service Information for Clients by Region - Percent Receiving and Mean Hours and Contacts

SERVICE	Victim Was Served by a Program in Cook County	Victim Was Served by a Program in a Collar County	Victim Was Served by a Program in an Urban County	Victim Was Served by a Program in a Rural County
Of Those who Received LEGAL SERVICES OR ATTORNEY	1,625	43	275	585
Average Hours of Service per Person	6.40	3.87	1.97	2.32
Average Contacts per Person				586
	8.43	2.81	2.57	2.31
Of Those who Received IDVA LEGAL SERVICES/ATTORNEY	2,840	149	330	1,368
Average Hours of Service per Person	1.05	0.92	0.75	1.24
Average Contacts per Person	2,842		331	
	2.18	1.46	1.19	1.36
Of Those who Received COLLABORATIVE CASE MANAGEMENT	10,974	4,642	7,215	14,797
Average Hours of Service per Person	2.42	3.10	2.50	2.29
Average Contacts per Person	10,978	4,645	7,226	14,805
	4.33	6.50	7.10	5.81
Of Those who Received EVALUATION AND ASSESSMENT	945	569	30	42
Average Hours of Service per Person	1.78	1.59	1.08	0.97
Average Contacts per Person	951			
	1.25	1.56	1.17	1.14
Of Those who Received LIFE SKILLS SERVICES	4,555	1,426	2,485	4,293
Average Hours of Service per Person	8.98	6.57	3.34	4.24
Average Contacts per Person			2,486	
	7.05	9.15	6.63	7.59
Of Those who Received SUBSTANCE ABUSE SERVICES	2,816	201	1,833	543
Average Hours of Service per Person	3.78	1.75	2.91	1.59
Average Contacts per Person	2.81	2.26	3.39	2.31

Table 6f1: Service Information for Clients by Region - Percent Receiving and Mean Hours and Contacts

SERVICE	Victim Was Served by a Program in Cook County	Victim Was Served by a Program in a Collar County	Victim Was Served by a Program in an Urban County	Victim Was Served by a Program in a Rural County
Of Those who Received PARENTAL SERVICES	2,640	1,129	2,808	3,059
Average Hours of Service per Person	5.03	3.11	2.64	2.89
Average Contacts per Person	2,642			
	4.13	3.41	4.00	4.30
Of Those who Received CONFLICT RESOLUTION	1,865	493	1,432	2,877
Average Hours of Service per Person	1.88	1.05	1.28	2.41
Average Contacts per Person	1,866			
	2.58	1.81	2.78	4.35
Of Those who Received ART THERAPY	712	157	437	108
Average Hours of Service per Person	8.82	5.06	5.58	3.91
Average Contacts per Person			438	
	4.40	4.08	4.01	3.43
Of Those who Received ADULT GROUP COUNSELING	13,346	6,583	11,351	6,867
Average Hours of Service per Person	16.31	16.17	13.33	15.20
Average Contacts per Person	13,348		11,358	
	10.13	11.45	11.17	11.02
Of Those who Received CHILDREN'S GROUP COUNSELING	377	162	559	187
Average Hours of Service per Person	4.80	3.10	6.00	3.75
Average Contacts per Person			560	
	2.42	2.10	4.96	2.03
Of Those who Received FAMILY COUNSELING	2,135	1,431	1,583	3,201
Average Hours of Service per Person	5.04	4.51	8.17	6.54
Average Contacts per Person	2,136	1,432	1,584	
	4.07	3.49	6.27	6.73

Table 6f1: Service Information for Clients by Region - Percent Receiving and Mean Hours and Contacts

SERVICE	Victim Was Served by a Program in Cook County	Victim Was Served by a Program in a Collar County	Victim Was Served by a Program in an Urban County	Victim Was Served by a Program in a Rural County
Of Those who Received GROUP THERAPY	268	465	96	76
Average Hours of Service per Person	19.67	6.31	5.48	3.55
Average Contacts per Person	10.88	5.10	3.40	2.04
Of Those who Received GROUP IDVA ADVOCACY	2,582	639	7,167	3,826
Average Hours of Service per Person	4.23	1.53	1.69	3.06
Average Contacts per Person			7,170	
	2.70	1.70	1.66	2.10
TOTALS	97,627	43,533	53,209	50,085
Total Hours of Service Per Person on Average Across all Services	97,538	43,521	53,082	50,045
	11.28	10.60	12.47	16.04
Total Service Contacts Per Person on Average Across all Services	11.44	12.65	17.44	21.51
Average Number of Different Services Received Per Person Across all Services	2.89	2.94	3.52	4.33

*Includes Civil Legal Advocacy related to Orders of Protection and Criminal Legal Advocacy related to obtaining Orders of Protection.

**Includes Individual In-person Counseling, Telephone Counseling and Individual Children's Counseling.

Table 6g1 - Service Information for Clients by Whether or Not the Victim Received On-Site Shelter - Percent Receiving and Mean Hours and Contacts

SERVICE	Victim Did Not Receive On-Site Shelter	Victim Received On-Site Shelter
% OF CLIENTS RECEIVING:	244,813	29,012
Civil Legal/Criminal Legal Advocacy/OP*	75.2	66.9
Criminal Legal Advocacy/Charges	13.8	7.4
Other Advocacy	25.6	71.3
Legal Advocacy – Individual	10.5	14.4
Counseling Services**	67.1	97.0
Transportation	8.5	34.9
Employment Assistance	1.3	16.4
Educational Assistance	1.7	10.5
Medical Assistance	3.1	20.6
Economic Assistance	2.2	16.6
Child Care	1.4	11.6
Lock-Up Services	0.1	0.3
Legal Services or Attorney	1.0	1.1
IDVA Legal Services or Attorney	1.8	1.8
Collaborative Case Management Services	10.8	52.5
Evaluation and Assessment Services	4.0	2.5
Life Skills Services	1.6	35.8
Substance Abuse Services	0.7	14.6
Parental Services	1.6	23.0
Conflict Resolution	1.1	17.0
Art Therapy	0.1	4.4
Adult Group Counseling Services	8.6	71.8
Children’s Group Counseling Services	0.2	3.0
Family Counseling Services	1.6	18.4
Group Therapy	0.3	1.4
Group IDVA Advocacy	4.4	14.2
HOURLY AND CONTACT INFORMATION		
Of Those who Received CIVIL LEGAL/CRIMINAL LEGAL ADVOCACY/OP	183,987	19,406

Table 6g1 - Service Information for Clients by Whether or Not the Victim Received On-Site Shelter - Percent Receiving and Mean Hours and Contacts

SERVICE	Victim Did Not Receive On-Site Shelter	Victim Received On-Site Shelter
Average Hours of Service per Person	3.70	2.81
Average Contacts per Person	184,024	19,407
	3.63	3.71
Of Those who Received CRIMINAL LEGAL ADVOCACY/CHARGES	33,840	2,148
Average Hours of Service per Person	2.77	2.03
Average Contacts per Person	33,852	
	2.70	3.25
Of Those who Received OTHER ADVOCACY	62,588	20,687
Average Hours of Service per Person	1.43	4.18
Average Contacts per Person	62,613	20,690
	2.86	8.49
Of Those who Received LEGAL ADVOCACY – INDIVIDUAL	25,599	4,177
Average Hours of Service per Person	2.01	2.85
Average Contacts per Person	25,603	4,179
	2.71	3.34
Of Those who Received COUNSELING**	163,942	28,152
Average Hours of Service per Person	3.18	16.61
Average Contacts per Person	164,292	28,154
	4.08	24.88
Of Those who Received TRANSPORTATION ASSISTANCE	20,685	10,137
Average Hours of Service per Person	1.99	3.06
Average Contacts per Person	20,690	10,138
	2.72	5.45
Of Those who Received EMPLOYMENT ASSISTANCE	3,279	4,761
Average Hours of Service per Person	1.24	2.99
Average Contacts per Person	2.51	4.27
Of Those who Received EDUCATIONAL ASSISTANCE	4,089	3,051
Average Hours of Service per Person	3.31	2.41

Table 6g1 - Service Information for Clients by Whether or Not the Victim Received On-Site Shelter - Percent Receiving and Mean Hours and Contacts

SERVICE	Victim Did Not Receive On-Site Shelter	Victim Received On-Site Shelter
Average Contacts per Person	4,094	3,052
	3.13	2.76
Of Those who Received MEDICAL ASSISTANCE	7,578	5,968
Average Hours of Service per Person	1.59	2.63
Average Contacts per Person	7,580	5,971
	1.83	5.18
Of Those who Received ECONOMIC ASSISTANCE	5,322	4,811
Average Hours of Service per Person	1.28	2.05
Average Contacts per Person	5,327	4,812
	2.77	4.65
Of Those who Received CHILD CARE	3,332	3,368
Average Hours of Service per Person	8.06	7.67
Average Contacts per Person	3,333	3,369
	4.18	5.96
Of Those who Received LOCK-UP SERVICES	248	100
Average Hours of Service per Person	0.72	0.83
Average Contacts per Person	1.64	1.47
Of Those who Received LEGAL SERVICES OR ATTORNEY	2,376	328
Average Hours of Service per Person	5.33	1.66
Average Contacts per Person		329
	6.77	2.10
Of Those who Received IDVA LEGAL SERVICES/ATTORNEY	4,407	520
Average Hours of Service per Person	1.12	1.00
Average Contacts per Person	4,409	521
	1.91	1.45
Of Those who Received COLLABORATIVE CASE MANAGEMENT	26,422	15,224
Average Hours of Service per Person	1.66	3.85
Average Contacts per Person	26,435	15,238

Table 6g1 - Service Information for Clients by Whether or Not the Victim Received On-Site Shelter - Percent Receiving and Mean Hours and Contacts

SERVICE	Victim Did Not Receive On-Site Shelter	Victim Received On-Site Shelter
	3.57	9.37
Of Those who Received EVALUATION AND ASSESSMENT	1,038	713
Average Hours of Service per Person	1.57	1.81
Average Contacts per Person	1,045	
	1.33	1.42
Of Those who Received LIFE SKILLS SERVICES	4,000	10,397
Average Hours of Service per Person	2.45	7.29
Average Contacts per Person		10,398
	3.45	8.81
Of Those who Received SUBSTANCE ABUSE SERVICES	1,630	4,237
Average Hours of Service per Person	1.43	3.87
Average Contacts per Person	1.80	3.34
Of Those who Received PARENTAL SERVICES	3,938	6,675
Average Hours of Service per Person	2.66	3.93
Average Contacts per Person	3,939	6,676
	3.34	4.52
Of Those who Received CONFLICT RESOLUTION	2,611	4,928
Average Hours of Service per Person	2.36	1.66
Average Contacts per Person		4,929
	3.64	3.15
Of Those who Received ART THERAPY	332	1,268
Average Hours of Service per Person	7.64	6.94
Average Contacts per Person		1,269
	4.91	3.97
Of Those who Received ADULT GROUP COUNSELING	20,995	20,817
Average Hours of Service per Person	14.11	16.18
Average Contacts per Person	21,003	20,818
	8.11	13.61
Of Those who Received CHILDREN'S GROUP COUNSELING	537	872
Average Hours of Service per Person	7.03	3.68

Table 6g1 - Service Information for Clients by Whether or Not the Victim Received On-Site Shelter - Percent Receiving and Mean Hours and Contacts

SERVICE	Victim Did Not Receive On-Site Shelter	Victim Received On-Site Shelter
Average Contacts per Person		873
	5.11	2.37
Of Those who Received FAMILY COUNSELING	3,851	5,338
Average Hours of Service per Person	4.19	7.67
Average Contacts per Person	3,853	5,339
	3.23	7.01
Of Those who Received GROUP THERAPY	607	407
Average Hours of Service per Person	12.37	5.13
Average Contacts per Person	7.67	3.58
Of Those who Received GROUP IDVA ADVOCACY	10,834	4,128
Average Hours of Service per Person	2.16	3.51
Average Contacts per Person	10,836	4,129
	1.70	2.78
TOTALS	244,813	29,012
Total Hours of Service Per Person on Average Across all Services	244,749	28,738
	8.12	46.13
Total Service Contacts Per Person on Average Across all Services	8.89	62.72
Average Number of Different Services Received Per Person Across all Services	2.70	8.08

*Includes Civil Legal Advocacy related to Orders of Protection and Criminal Legal Advocacy related to obtaining Orders of Protection.

**Includes Individual In-person Counseling, Telephone Counseling and Individual Children's Counseling.

Table 7a: Child Characteristics by Fiscal Year

VARIABLE NAME	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
CHILDREN SERVED	7,420	7,902	8,484	8,273	7,834	9,728	9,471	6,967
GENDER	7,416	7,902	8,484	8,273	7,834	9,728	9,471	6,967
% Female	54.5	54.5	53.7	53.1	52.3	51.6	51.3	51.0
% Male	45.5	45.5	46.3	46.9	47.7	48.4	48.7	49.0
REGION OF SERVICE	7,145	7,575	8,162	7,048	6,541	6,832	6,431	5,950
% Cook County	29.9	33.3	34.4	32.1	32.3	33.7	29.7	34.1
% Collar Counties	19.2	17.2	15.7	23.5	18.5	19.6	17.9	14.4
% Urban Counties	21.7	19.6	19.5	16.9	18.1	18.3	21.1	21.4
% Rural Counties	29.2	29.9	30.5	27.6	31.2	28.4	31.3	30.0
AGE	7,369	7,822	8,416	8,187	7,781	9,679	9,399	6,881
Average Age	6.46	6.83	6.91	6.87	6.87	7.03	6.95	6.76
Range	0-46	0-52	0-87	0-56	0-35	0-76	0-58	0-35
% 0 to 3 Years	31.9	30.7	31.0	30.9	30.3	28.6	29.9	30.2
% 4 to 5 Years	16.5	15.2	13.8	14.6	14.8	14.2	14.2	15.5
% 6 to 11 Years	36.3	34.8	35.8	35.3	35.6	37.3	36.1	35.9
% 12 to 17 Years	14.9	18.8	18.8	18.7	19.1	19.5	19.4	18.3
% 18 and Over	0.4	0.5	0.6	0.5	0.3	0.3	0.4	0.2
SCHOOL INFORMATION	5,887	6,684	6,972	5,660	5,179	6,617	6,591	5,086
% Pre-School	24.8	20.1	18.6	18.7	18.3	14.8	17.9	24.5
% Kindergarten	11.4	12.5	11.3	10.1	9.2	9.0	9.5	9.0
% Grade School	56.3	57.5	58.7	58.4	59.7	63.9	60.0	56.0
% High School	7.3	9.4	10.7	12.4	12.5	11.9	12.2	10.1
% Graduated from High School	0.0	0.1	0.1	0.1	0.1	0.1	0.2	0.1
% Dropped Out of High School	0.3	0.4	0.5	0.3	0.3	0.2	0.2	0.3
CHILD RACE/ETHNICITY	7,359	7,839	8,408	8,197	7,764	9,622	9,392	6,922
% White	47.0	46.9	47.0	46.9	45.2	35.7	34.5	39.8
% African American	32.0	32.1	32.0	29.0	31.6	34.6	37.9	31.7
% Hispanic	10.9	11.5	13.0	15.7	14.4	19.9	18.5	17.7
% Asian American	1.0	0.6	0.5	0.5	0.7	1.3	0.9	0.9
% American Indian	0.5	0.4	0.3	0.2	0.2	0.3	0.3	0.3
% Bi-Racial	8.4	7.8	6.6	7.2	7.2	7.5	7.3	8.9
% Other Race	0.3	0.7	0.7	0.6	0.7	0.7	0.7	0.7

Table 7a: Child Characteristics by Fiscal Year

VARIABLE NAME	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
CUSTODY	4,142	7,037	7,735	7,497	7,261	9,240	9,008	6,682
% Client Has Custody	81.7	80.9	81.1	78.9	81.2	82.4	81.6	80.2
% Offender Has Custody	0.7	0.9	0.6	0.6	0.9	1.3	1.5	0.6
% Client and Offender have Joint Custody	15.6	15.7	16.0	17.6	14.5	13.4	14.0	15.9
% Other Relative Has Custody	0.8	1.0	0.9	0.8	1.0	1.1	1.1	1.3
% DCFS Has Custody	0.4	0.3	0.4	0.3	0.6	0.5	0.3	0.3
% Other Person Has Custody	0.8	1.2	0.9	1.8	1.8	1.3	1.6	1.7
LIVES:	2,728	5,137	5,662	7,029	7,250	9,233	8,993	6,540
% With Client	85.7	83.5	83.5	81.8	83.0	83.9	82.4	81.9
% With Offender	1.2	1.2	0.9	0.9	1.1	1.7	1.9	1.1
% With Both Client and Offender	10.9	12.7	13.1	15.1	13.2	11.7	13.0	14.3
% With Other Relative	1.9	1.7	1.4	1.4	1.5	1.9	1.7	1.9
% With Other Person	0.3	0.9	1.1	0.8	1.2	0.9	0.9	0.9
CHILD ABUSE INFORMATION								
% Where DCFS is Investigating Case	7,420 2.9	7,902 3.4	8,484 3.5	8,273 4.3	7,834 4.7	9,728 4.0	9,471 4.6	6,976 5.9
% Where There is an Open DCFS Case	7,420 2.6	7,902 3.9	8,484 4.4	8,273 5.4	7,834 6.0	9,728 5.1	9,471 5.0	6,976 6.4

Table 7b: Child Characteristics by Region of Service

VARIABLE NAME	Child was Served by a Program in Cook County	Child was Served by a Program in a Collar County	Child was Served by a Program in an Urban County	Child was Served by a Program in a Rural County
NUMBER OF CHILDREN IN GROUP	18,767	10,555	11,601	17,503
GENDER	18,767	10,555	11,601	17,503
% Female	52.3	53.5	54.0	52.8
% Male	47.7	46.5	46.0	47.2
AGE	18,646	10,480	11,527	17,290
Average Age	6.82	6.86	6.41	6.84
Range	0-21	0-21	0-21	0-21
% 0 to 3 Years	30.3	27.8	32.8	31.3
% 4 to 5 Years	15.3	15.1	15.5	14.1
% 6 to 11 Years	35.3	39.4	35.8	35.0
% 12 to 16 Years	18.8	17.4	15.7	19.5
% 17 and Over	0.3	0.3	0.3	0.3
SCHOOL INFORMATION	13,625	7,285	8,536	14,227
% Pre-School	17.8	13.7	22.5	24.4
% Kindergarten	11.1	10.6	11.3	9.5
% Grade School	57.9	66.6	58.7	54.5
% High School	12.8	8.8	7.2	10.9
% Graduated from High School	0.1	0.2	0.0	0.1
% Dropped Out of High School	0.2	0.3	0.3	0.5
CHILD RACE	18,612	10,339	11,530	17,412
% White	17.0	37.0	48.9	79.7
% African American	54.4	22.9	32.3	9.1
% Hispanic	21.1	29.4	6.4	3.3
% Asian American	1.1	1.3	0.4	0.2
% American Indian	0.3	0.2	0.3	0.3
% Bi-Racial	5.2	8.5	11.1	7.0
% Other Race	0.9	0.7	0.7	0.3

Table 7b: Child Characteristics by Region of Service

VARIABLE NAME	Child was Served by a Program in Cook County	Child was Served by a Program in a Collar County	Child was Served by a Program in an Urban County	Child was Served by a Program in a Rural County
CUSTODY	15,559	8,760	10,256	15,692
% Client Has Custody	85.9	73.8	83.9	76.1
% Offender Has Custody	0.4	0.6	0.8	1.2
% Client and Offender have Joint Custody	11.7	22.0	12.3	19.5
% Other Relative Has Custody	0.4	0.8	1.6	1.1
% DCFS Has Custody	0.2	0.4	0.7	0.5
% Other Person Has Custody	1.3	2.3	0.8	1.5
LIVES:	13,702	7,795	9,107	13,507
% With Client	84.4	77.8	83.6	83.0
% With Offender	0.6	1.3	0.9	1.6
% With Both Client and Offender	13.5	18.5	12.2	12.5
% With Other Relative	0.8	1.5	2.4	1.8
% With Other Person	0.7	0.9	0.9	1.1

Table 7c: Child Characteristics by Whether or Not the Child Received On-Site Shelter

VARIABLE NAME	Child Did Not Receive On-Site Shelter	Child Received On-Site Shelter
NUMBER OF CHILDREN IN EACH GROUP	37,631	30,889
% OF TOTAL	54.9	45.1
GENDER	37,630	30,886
% Female	53.1	52.3
% Male	46.9	47.7
REGION OF SERVICE	31,215	27,214
% Cook County	24.9	40.3
% Collar Counties	18.5	17.5
% Urban Counties	15.6	24.7
% Rural Counties	40.9	17.4
AGE	37,391	30,566
Average Age	7.92	5.42
Range	0-21	0-21
% 0 to 3 Years	21.2	41.4
% 4 to 5 Years	13.9	16.0
% 6 to 11 Years	39.2	32.5
% 12 to 17 Years	25.3	10.0
% 18 and Over	0.3	0.1
SCHOOL INFORMATION	30,779	19,803
% Pre-School	16.3	24.5
% Kindergarten	9.2	12.4
% Grade School	59.8	57.7
% High School	14.2	5.2
% Graduated from High School	0.2	0.0
% Dropped Out of High School	0.3	0.3
CHILD RACE/ETHNICITY	37,190	30,724
% White	56.1	27.1
% African American	20.2	47.3
% Hispanic	16.4	13.9
% Asian American	0.8	0.9
% American Indian	0.2	0.4
% Bi-Racial	5.7	9.6
% Other Race	0.5	0.8

Table 7c: Child Characteristics by Whether or Not the Child Received On-Site Shelter

VARIABLE NAME	Child Did Not Receive On-Site Shelter	Child Received On-Site Shelter
CUSTODY	31,953	27,703
% Client Has Custody	74.5	88.2
% Offender Has Custody	1.5	0.3
% Client and Offender have Joint Custody	19.9	10.1
% Other Relative Has Custody	1.5	0.5
% DCFS Has Custody	0.6	0.2
% Other Person Has Custody	2.1	0.8
LIVES:	28,816	24,491
% With Client	79.5	86.8
% With Offender	2.0	0.4
% With Both Client and Offender	14.7	11.4
% With Other Relative	1.4	0.9
% With Other Person	1.4	0.4

Table 8a: Child Problem Characteristics by Selected Fiscal Years

VARIABLE NAME	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
Total Number of Children in Service	7,420	7,902	8,484	8,273	7,834	9,728	9,471	6,967
Total Number of Children About Whom There is Problem Area Data	4,236	4,201	4,487	4,319	4,428	5,128	4,881	4,884
% With any Emotional Problems	80.3	80.1	81.1	82.0	79.9	72.1	70.6	68.7
Total Number of Children With Emotional Problems	3,402	3,365	3,639	3,543	3,536	3,698	3,448	3,423
Of These, % Who:								
Are Often Afraid	34.6	36.1	35.8	36.6	38.4	38.3	37.2	37.5
Have Difficulty Leaving Parent	41.2	41.8	38.8	40.9	37.7	38.4	39.8	38.9
Accept Things Without Question	20.2	21.0	20.2	18.3	19.6	20.7	20.3	18.9
Cry Often	33.7	33.3	34.0	36.2	34.8	36.7	35.9	35.1
Have Mood Swings	52.8	52.6	53.5	56.7	55.3	56.9	55.9	54.4
Do Not Interact with Others Often	12.5	11.2	12.5	12.3	12.0	15.0	14.0	14.2
Have Frequent Nightmares	20.8	22.9	21.5	24.6	25.6	25.9	24.6	25.3
Hurt Self on Purpose	6.6	6.2	7.0	7.3	6.5	8.0	8.4	7.9
Are Suicidal	2.5	2.6	2.7	2.8	3.2	3.3	3.5	4.1
Average Number of Emotional Problems for Those with Problems at Intake	2.25	2.28	2.26	2.36	2.33	2.43	2.40	2.36
Average Number of Emotional Problems at Departure	0.00	0.00	0.01	0.01	0.16	0.35	0.40	0.43
Percent of Children who had Fewer Emotional Problems at Departure than Intake	99.9	99.9	99.8	99.8	93.1	86.6	83.9	82.5
% With any Social Problems	73.3	74.1	73.2	76.1	73.4	68.2	64.6	62.7
Total Number of Children With Social Problems	3,107	3,114	3,286	3,286	3,249	3,498	3,153	3,123
Of These, % Who:								
Play with Fire	5.2	5.4	6.6	5.8	6.5	5.7	6.1	5.4

Table 8a: Child Problem Characteristics by Selected Fiscal Years

VARIABLE NAME	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
Try to Act Like a Parent (Role Reversal)	35.5	38.3	38.0	38.1	41.9	39.7	39.8	40.1
Are Very Protective of Family Members	61.4	64.7	61.2	62.4	61.5	61.7	63.1	63.4
Resist Guidance and Discipline	41.4	40.7	44.2	43.6	42.1	44.9	44.1	44.1
Are Possessive of Toys	27.7	26.8	27.1	26.7	27.0	26.0	28.4	29.1
Hit, Kick, Bite, Shove Frequently	37.9	33.1	34.9	35.7	35.9	37.9	36.2	36.3
Behave Like a Younger Child	17.2	18.5	19.7	18.8	20.7	20.6	19.4	21.7
Harm Small Animals	3.3	3.1	3.4	2.8	3.6	3.2	3.4	2.8
Average Number of Social Problems for Those with Problems at Intake	2.30	2.31	2.35	2.34	2.38	2.40	2.40	2.43
Average Number of Social Problems for Those with Problems at Departure	0.00	0.01	0.01	0.01	0.18	0.34	0.42	0.47
Percent of Children who had Fewer Social Problems at Departure than Intake	99.9	99.6	99.8	99.8	93.7	86.4	82.8	80.8
% With any Physical Problems	38.9	37.9	37.9	39.6	40.1	37.5	34.6	34.9
Total Number of Children With Physical Problems	1,650	1,593	1,703	1,711	1,773	1,924	1,689	1,742
Of These, % Who:								
Bed Wet	30.5	25.8	25.7	25.5	28.7	26.8	27.5	24.9
Have Frequent Illnesses	19.9	21.5	19.9	21.1	20.8	22.2	21.4	21.1
Have Weight Problems	18.0	18.8	19.2	19.1	20.0	23.2	22.7	21.8
Are More Active Than Other Children	51.6	55.2	53.2	51.6	53.7	52.2	52.7	54.2
Are In Special Class for This	6.1	6.9	8.0	9.4	8.0	7.5	7.3	7.5
Abuse Drugs	2.1	1.1	2.2	2.3	1.7	1.3	1.4	1.4
Abuse Alcohol	1.4	0.9	2.0	1.9	1.4	0.9	1.5	1.7
Average Number of Physical Problems for Those with Problems at Intake	1.30	1.30	1.30	1.31	1.34	1.34	1.35	1.32

Table 8a: Child Problem Characteristics by Selected Fiscal Years

VARIABLE NAME	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
Average Number of Physical Problems for Those with Problems at Departure	0.00	0.01	0.00	0.00	0.10	0.21	0.25	0.26
Percent of Children who had Fewer Physical Problems at Departure than Intake	99.8	99.6	99.6	99.6	92.8	84.4	82.1	80.9
% With any Educational Problems	23.3	24.1	27.2	25.7	25.7	24.2	21.8	21.1
Total Number of Children With Educational Problems	989	1,012	1,222	1,108	1,139	1,239	1,064	1,054
Of These, % Who:								
Miss School Often (Not Due to Medical Reasons)	17.9	17.0	17.9	20.4	20.5	18.9	20.9	20.2
Have Dropped Out of School	1.6	2.4	1.1	1.9	2.5	1.8	1.7	2.4
Have Problems Obeying Rules at School	36.4	33.4	37.0	35.1	35.1	37.3	39.6	37.0
Have Behavior Problems	45.5	43.1	46.4	39.7	32.4	30.6	32.3	33.7
In Special Class for Behavior Problems	11.0	6.8	8.6	8.5	11.6	10.9	9.5	12.1
Have Learning Problems	40.5	43.9	41.5	46.3	43.9	43.4	44.8	43.7
In Special Class for Learning Problems	17.8	11.1	10.5	15.1	18.0	20.7	21.8	21.3
Average Number of Educational Problems for Those with Problems at Intake	1.71	1.58	1.63	1.67	1.64	1.64	1.71	1.70
Average Number of Educational Problems for Those with Problems at Departure	0.00	0.00	0.01	0.01	0.11	0.22	0.25	0.27
Percent Who had Fewer Educational Problems at Departure than Intake	99.9	99.8	99.8	99.6	92.8	87.0	85.5	83.5

Table 8a: Child Problem Characteristics by Selected Fiscal Years

VARIABLE NAME	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
TOTALS								
Average Number of Total Problems at Intake for those	4,226	4,189	4,475	4,305	4,307	4,501	4,191	4,144
Average Number of Total Problems Overall at Departure Compared to Intake	4.40	4.40	4.50	4.70	4.70	4.90	4.70	4.80
Percent With Fewer Problems	0.00	0.02	0.02	0.01	0.34	0.71	0.81	0.89
Percent With No Change in Problems	99.9	99.8	99.8	99.8	93.2	86.7	84.2	82.1
Percent With More Problems Overall at Departure Compared to Intake	0.10	0.20	0.10	0.20	6.50	12.70	15.30	17.60
	0.00	0.10	0.00	0.00	0.30	0.60	0.50	0.20

Table 8b: Child Problem Characteristics by Age Group

VARIABLE NAME	0 to 3 Years of Age	4 to 5 Years of Age	6 to 11 Years of Age	Teenager (12 to 16)	17 to 21 Years of Age
Number of Children in Group	20,589	10,085	24,610	12,508	165
Total Number of Children in Group for Whom There is Data on Problems	9,418	6,278	15,433	6,874	58
% With any Emotional Problems	76.1	77.9	77.9	75.8	77.6
Total Number of Children With Emotional Problems	7,169	4,891	12,029	5,213	45
Of These, % Who:					
Are Often Afraid	30.5	40.2	41.4	32.3	37.8
Have Difficulty Leaving Parent	62.2	45.6	31.8	19.8	24.4
Accept Things Without Question	15.9	20.3	21.8	21.5	24.4
Cry Often	42.1	38.2	33.9	24.9	26.7
Have Mood Swings	36.6	52.2	60.5	71.2	77.8
Do Not Interact with Others Often	8.7	10.8	13.4	20.3	31.1
Have Frequent Nightmares	20.0	30.1	27.0	15.2	20.0
Hurt Self on Purpose	5.8	8.0	7.2	8.3	15.6
Are Suicidal	0.1	0.9	3.5	8.3	24.4
Average Number of Emotional Problems for Those with Problems at Intake	2.22	2.46	2.40	2.22	2.82
Average Number of Emotional Problems at Departure	0.16	0.18	0.16	0.16	0.33
Percent of Children who had Fewer	93.7	93.1	93.6	93.3	88.9
% With any Social Problems	55.5	77.2	76.1	75.2	70.7
Total Number of Children With Social Problems	5,225	4,847	11,742	5,168	41
Of These, % Who:					
Play with Fire	2.5	4.9	6.9	8.0	12.2
Try to Act Like a Parent (Role Reversal)	23.3	37.9	41.9	48.8	51.2
Are Very Protective of Family Members	50.1	60.4	66.0	67.9	80.5
Resist Guidance and Discipline	41.8	47.4	42.3	43.6	56.1
Are Possessive of Toys	32.3	37.2	25.3	17.6	19.5
Hit, Kick, Bite, Shove Frequently	52.6	41.5	33.2	21.1	26.8
Behave Like Younger Children	14.0	21.5	22.4	17.1	19.5
Harm Small Animals	3.4	4.9	2.9	2.2	7.3
Average Number of Social Problems for Those with Problems at Intake	2.20	2.55	2.41	2.26	2.73

Table 8b: Child Problem Characteristics by Age Group

VARIABLE NAME	0 to 3 Years of Age	4 to 5 Years of Age	6 to 11 Years of Age	Teenager (12 to 16)	17 to 21 Years of Age
Average Number of Social Problems for Those with Problems at Departure	0.17	0.19	0.17	0.15	0.21
Percent of Children who had Fewer Social Problems at Departure than Intake	93.3	92.5	93.3	93.7	90.2
% With any Physical Problems	29.4	45.2	41.7	33.6	46.5
Total Number of Children With Physical Problems	2,767	2,837	6,430	2,307	27
Of These, % Who:					
Bed Wet	16.2	41.4	31.8	10.3	18.5
Have Frequent Illnesses	24.9	15.4	19.3	27.1	22.2
Have Weight Problems	10.2	11.0	22.9	36.7	37.0
Are More Active Than Other Children	67.3	58.5	50.9	34.4	18.5
Are In Special Class for This	1.8	4.1	9.4	13.6	3.7
Abuse Drugs	0.1	0.1	0.3	9.1	25.9
Abuse Alcohol	0.0	0.1	0.2	7.9	33.3
Average Number of Physical Problems for Those with Problems at Intake	1.21	1.31	1.35	1.39	1.59
Average Number of Physical Problems for Those with Problems at Departure	0.11	0.11	0.10	0.10	0.11
Percent of Children who had Fewer Physical Problems at Departure than Intake	91.9	91.8	92.9	93.1	92.6
% With any Educational Problems	4.0	15.6	32.7	41.1	39.7
Total Number of Children With Educational Problems	376	981	5,041	2,824	23
Of These, % Who:					
Miss School Often (Not Due to Medical Reasons)	10.1	15.1	15.7	28.2	39.1
Have Dropped Out of School	0.5	0.6	0.4	5.3	13.0
Have Problems Obeying Rules at School	27.7	38.2	36.4	37.3	26.1
Have Behavior Problems	54.3	48.6	37.4	34.4	39.1
Are In Special Class for Behavior Problems	8.2	9.4	10.0	9.7	13.0
Have Learning Problems	30.9	32.7	46.9	42.6	39.1
Are In Special Class for Learning Problems	9.6	12.1	17.6	17.6	21.7

Table 8b: Child Problem Characteristics by Age Group

VARIABLE NAME	0 to 3 Years of Age	4 to 5 Years of Age	6 to 11 Years of Age	Teenager (12 to 16)	17 to 21 Years of Age
Average Number of Educational Problems for Those with Problems at Intake	1.41	1.57	1.64	1.75	1.91
Average Number of Educational Problems	0.11	0.10	0.10	0.11	0.09
Percent who had Fewer Educational Problems at Departure than Intake	91.5	93.8	94.0	93.8	91.3
TOTALS					
Average Number of Total Problems at Intake for those with at Least One Problem	8,310 3.76	6,037 4.91	14,818 5.01	6,173 4.77	56 5.82
Average Number of Total Problems at	0.29	0.37	0.35	0.33	0.52
% With Fewer Problems Overall at Departure Compared to Intake	93.8	92.9	93.6	93.7	91.2
% With No Change in Problems	6.0	6.8	6.2	6.1	7.1
% With More Problems Overall at Departure Compared to Intake	0.2	0.3	0.2	0.2	1.8

Table 8c: Child Problem Characteristics by Race/Ethnicity

VARIABLE NAME	Child is White	Child is African American	Child is Latino	Child is Asian	Child is Native American	Child is Bi-Racial
Number of Children in Group	29,218	22,035	10,360	560	203	5,093
Total Number of Children in Group for Whom There is Data on Problems	18,849	10,587	5,128	285	125	2,831
% With any Emotional Problems	80.5	69.6	80.0	73.3	80.8	75.2
Total Number of Children With Emotional Problems	15,181	7,372	4,103	209	101	2,128
Of These, % Who:						
Are Often Afraid	40.0	26.5	46.0	34.0	40.6	32.7
Have Difficulty Leaving Parent	39.8	38.9	36.8	47.4	41.6	43.1
Accept Things Without Question	18.9	23.0	19.9	15.3	15.8	17.8
Cry Often	35.3	30.9	41.5	34.9	27.7	35.7
Have Mood Swings	58.4	51.1	51.1	42.1	53.5	54.1
Do Not Interact with Others Often	13.4	11.9	15.7	13.4	10.9	9.9
Have Frequent Nightmares	25.8	17.8	26.2	18.7	21.8	22.9
Hurt Self on Purpose	8.5	4.1	7.6	8.6	8.9	7.7
Are Suicidal	3.9	1.2	4.0	4.8	5.0	2.0
Average Number of Emotional Problems for Those with Problems at Intake	2.44	2.05	2.46	2.19	2.26	2.26
Average Number of Emotional Problems at Departure	0.11	0.21	0.24	0.36	0.24	0.18
Percent of Children who had Fewer Emotional Problems at Departure than Intake	95.5	91.1	91.2	87.1	94.1	93.4
% With any Social Problems	74.6	64.7	69.8	57.2	73.6	70.3
Total Number of Children With Social Problems	14,066	6,854	3,578	163	92	1,990
Of These, % Who:						
Play with Fire	7.4	3.6	5.5	2.5	3.3	4.8
Try to Act Like a Parent (Role Reversal)	40.5	37.1	37.9	28.8	33.7	37.1
Are Very Protective of Family Members	61.9	66.5	57.5	54.6	66.3	60.5
Resist Guidance and Discipline	47.5	32.6	47.3	38.0	43.5	44.5

Table 8c: Child Problem Characteristics by Race/Ethnicity

VARIABLE NAME	Child is White	Child is African American	Child is Latino	Child is Asian	Child is Native American	Child is Bi-Racial
Are Possessive of Toys	27.7	24.4	31.1	27.0	28.3	28.4
Hit, Kick, Bite, Shove Frequently	38.2	28.9	39.3	23.9	40.2	40.8
Behave Like Younger Children	19.7	19.8	19.9	19.0	15.2	17.2
Harm Small Animals	4.4	1.6	2.0	1.8	3.3	2.7
Average Number of Social Problems for Those with Problems at Intake	2.47	2.14	2.40	1.96	2.34	2.36
Average Number of Social Problems for Those with Problems at Departure	0.12	0.23	0.25	0.17	0.23	0.18
Percent of Children who had Fewer Social Problems at Departure than Intake	95.5	90.5	90.2	92.6	93.5	92.8
% With any Physical Problems	37.9	36.6	39.4	35.4	35.2	36.9
Total Number of Children With Physical Problems	7,144	3,877	2,019	101	44	1,044
Of These, % Who:						
Bed Wet	27.3	28.5	23.5	19.8	25.0	28.3
Have Frequent Illnesses	25.1	15.3	18.9	17.8	15.9	17.7
Have Weight Problems	22.4	14.0	26.1	34.7	25.0	16.9
Are More Active Than Other Children	47.3	60.3	56.0	47.5	47.7	57.3
Are In Special Class for This	8.7	6.8	6.1	5.9	2.3	5.6
Abuse Drugs	2.8	0.4	0.9	1.0	0.0	0.6
Abuse Alcohol	2.2	0.2	1.0	1.0	0.0	0.9
Average Number of Physical Problems for Those with Problems at Intake	1.36	1.25	1.32	1.28	1.16	1.27
Average Number of Physical Problems for Those with Problems at Departure	0.07	0.13	0.13	0.29	0.11	0.10
Percent of Children who had Fewer Physical Problems at Departure than Intake	94.7	90.0	90.5	82.2	90.9	92.5
% With any Educational Problems	27.2	21.2	22.2	11.6	24.8	20.6

Table 8c: Child Problem Characteristics by Race/Ethnicity

VARIABLE NAME	Child is White	Child is African American	Child is Latino	Child is Asian	Child is Native American	Child is Bi-Racial
Total Number of Children With Educational Problems	5,125	2,245	1,140	33	31	584
Of These, % Who:						
Miss School Often (Not Due to Medical Reasons)	20.3	18.7	16.4	27.3	19.3	18.8
Have Dropped Out of School	2.2	1.5	1.8	3.0	0.0	1.2
Have Problems Obeying Rules at School	36.7	34.1	39.8	33.3	16.1	38.2
Have Behavior Problems	39.8	38.4	31.5	45.5	29.0	38.5
Are In Special Class for Behavior Problems	9.8	11.4	6.9	3.0	6.5	10.1
Have Learning Problems	44.3	42.8	43.2	42.4	45.2	39.5
Are In Special Class for Learning Problems	17.7	16.1	14.2	3.0	32.3	16.1
Average Number of Educational Problems for Those with Problems at Intake	1.71	1.63	1.54	1.57	1.48	1.62
Average Number of Educational Problems for Those with Problems at Departure	0.09	0.14	0.12	0.15	0.10	0.11
Percent who had Fewer Educational Problems at Departure than Intake	95.2	91.8	92.3	90.9	93.5	92.5
TOTALS						
Average Number of Total Problems at Intake for those with at Least One Problem	18,027 5.00	9,607 3.99	4,876 4.77	250 3.83	118 4.58	2,632 4.48
Average Number of Total Problems at Departure	0.24	0.42	0.47	0.55	0.46	0.35
% With Fewer Problems Overall at Departure Compared to Intake	95.4	91.5	91.5	88.4	94.9	93.4
% With No Change in Problems	4.4	8.3	8.3	8.4	4.2	6.4
% With More Problems Overall at Departure Compared to Intake	0.2	0.2	0.1	3.2	0.9	0.1

Table 8d: Child Problem Characteristics by Gender

VARIABLE NAME	Child is Male	Child is Female
Number of Children in Group	32,367	36,149
Total Number of Children in Group for Whom There is Data on Problems	18,599	19,633
% With any Emotional Problems	75.2	78.7
Total Number of Children With Emotional Problems	13,985	15,446
Of These, % Who:		
Are Often Afraid	35.1	38.5
Have Difficulty Leaving Parent	39.2	39.6
Accept Things Without Question	19.9	20.1
Cry Often	33.0	36.9
Have Mood Swings	55.6	54.7
Do Not Interact with Others Often	13.4	12.8
Have Frequent Nightmares	23.0	24.3
Hurt Self on Purpose	8.4	6.1
Are Suicidal	3.1	3.1
Average Number of Emotional Problems for Those with Problems at Intake	2.31	2.36
Average Number of Emotional Problems at Departure	0.16	0.17
Percent of Children who had Fewer Emotional Problems at Departure than Intake	93.4	93.5
% With any Social Problems	72.3	69.4
Total Number of Children With Social Problems	13,437	13,617
Of These, % Who:		
Play with Fire	8.6	3.2
Try to Act Like a Parent (Role Reversal)	33.6	44.1
Are Very Protective of Family Members	60.7	63.9
Resist Guidance and Discipline	47.4	39.4
Are Possessive of Toys	28.5	26.2
Hit, Kick, Bite, Shove Frequently	41.8	30.4
Behave Like Younger Children	20.2	19.0
Harm Small Animals	4.5	2.0
Average Number of Social Problems for Those with Problems at Intake	2.45	2.28
Average Number of Social Problems for Those with Problems at Departure	0.18	0.16

Table 8d: Child Problem Characteristics by Gender

VARIABLE NAME	Child is Male	Child is Female
Percent of Children who had Fewer Social Problems at Departure than Intake	93.0	93.4
% With any Physical Problems	41.7	33.8
Total Number of Children With Physical Problems	7,758	6,639
Of These, % Who:		
Bed Wet	28.9	25.1
Have Frequent Illnesses	17.9	24.5
Have Weight Problems	16.5	24.8
Are More Active Than Other Children	58.8	45.8
Are In Special Class for This	9.1	5.7
Abuse Drugs	1.5	1.9
Abuse Alcohol	1.1	1.8
Average Number of Physical Problems for Those with Problems at Intake	1.34	1.29
Average Number of Physical Problems for Those with Problems at Departure	0.10	0.10
Percent of Children who had Fewer Physical Problems at Departure than Intake	92.4	92.7
% With any Educational Problems	28.8	19.9
Total Number of Children With Educational Problems	5,352	3,898
Of These, % Who:		
Miss School Often (Not Due to Medical Reasons)	15.2	25.0
Have Dropped Out of School	1.1	3.1
Have Problems Obeying Rules at School	40.6	30.8
Have Behavior Problems	43.3	31.5
Are In Special Class for Behavior Problems	11.6	7.2
Have Learning Problems	44.3	42.3
Are In Special Class for Learning Problems	17.7	15.4
Average Number of Educational Problems for Those with Problems at Intake	1.74	1.55
Average Number of Educational Problems for Those with Problems at Departure	0.11	0.09
Percent who had Fewer Educational Problems at Departure than Intake	93.6	94.1

Table 8d: Child Problem Characteristics by Gender

VARIABLE NAME	Child is Male	Child is Female
TOTALS		
Average Number of Total Problems at Intake for those with at Least One Problem	17,495 4.85	18,416 4.46
Average Number of Total Problems at Departure	0.35	0.32
% With Fewer Problems Overall at Departure Compared to Intake	93.5	93.6
% With No Change in Problems	6.3	6.1
% With More Problems Overall at Departure Compared to Intake	0.2	0.2

Table 8e: Child Problem Areas by Whether or Not the Child Received On-Site Shelter

VARIABLE NAME	Child Did Not Receive On-Site Shelter	Child Received On Site Shelter
Total Number of Children in Group	21,069	17,164
% With any Emotional Problems	81.6	71.3
Total Number of Children With Emotional Problems	17,187	12,244
Of These, % Who:		
Are Often Afraid	40.9	31.3
Have Difficulty Leaving Parent	35.8	44.6
Accept Things Without Question	18.8	21.7
Cry Often	36.4	33.1
Have Mood Swings	60.4	47.7
Do Not Interact with Others Often	14.9	10.5
Have Frequent Nightmares	25.5	21.1
Hurt Self on Purpose	8.2	5.8
Are Suicidal	4.3	1.5
Average Number of Emotional Problems for Those with Problems at Intake	2.45	2.17
Average Number of Emotional Problems at Departure	0.13	0.2
Percent of Children who had Fewer Emotional Problems at Departure than Intake	94.5	91.9
% With any Social Problems	76.3	63.9
Total Number of Children With Social Problems	16,079	10,976
Of These, % Who:		
Play with Fire	7.0	4.3
Try to Act Like a Parent (Role Reversal)	41.2	35.7
Are Very Protective of Family Members	61.4	63.6
Resist Guidance and Discipline	47.5	36.4
Are Possessive of Toys	27.4	27.1
Hit, Kick, Bite, Shove Frequently	37.8	33.5
Behave Like Younger Children	20.4	18.5
Harm Small Animals	4.0	2.2
Average Number of Social Problems for Those with Problems at Intake	2.47	2.22

Table 8e: Child Problem Areas by Whether or Not the Child Received On-Site Shelter

VARIABLE NAME	Child Did Not Receive On-Site Shelter	Child Received On Site Shelter
Average Number of Social Problems for Those with Problems at Departure	0.14	0.21

Table 8e: Child Problem Areas by Whether or Not the Child Received On-Site Shelter

VARIABLE NAME	Child Did Not Receive On-Site Shelter	Child Received On Site Shelter
Percent of Children who had Fewer Social Problems at Departure than Intake	94.4	91.5
% With any Physical Problems	31.1	37.1
Total Number of Children With Physical Problems	8,030	6,368
Of These, % Who:		
Bed Wet	26.8	27.7
Have Frequent Illnesses	24.1	16.9
Have Weight Problems	24.5	15.1
Are More Active Than Other Children	46.6	60.7
Are In Special Class for This	8.0	6.9
Abuse Drugs	2.6	0.5
Abuse Alcohol	2.3	0.4
Average Number of Physical Problems for Those with Problems at Intake	1.35	1.28
Average Number of Physical Problems for Those with Problems at Departure	0.09	0.12
Percent of Children who had Fewer Physical Problems at Departure than Intake	93.8	90.9
% With any Educational Problems	28.4	19.1
Total Number of Children With Educational Problems	5,980	3,270
Of These, % Who:		
Miss School Often (Not Due to Medical Reasons)	19.0	19.8
Have Dropped Out of School	2.2	1.4
Have Problems Obeying Rules at School	38.9	32.0
Have Behavior Problems	39.8	35.7
Are In Special Class for Behavior Problems	8.8	11.5
Have Learning Problems	43.1	44.0
Are In Special Class for Learning Problems	15.2	19.4
Average Number of Educational Problems for Those with Problems at Intake	1.67	1.64
Average Number of Educational Problems for Those with Problems at Departure	0.09	0.14

Table 8e: Child Problem Areas by Whether or Not the Child Received On-Site Shelter

VARIABLE NAME	Child Did Not Receive On-Site Shelter	Child Received On Site Shelter
Percent who had Fewer Educational Problems at Departure than Intake	95.1	91.4
TOTALS		
Average Number of Total Problems at Intake for those with at Least One Problem	20,329	15,583
	5.05	4.14
Average Number of Total Problems at Departure	0.3	0.4
% With No Problems at Intake	3.5	9.2
% With Fewer Problems Overall at Departure Compared to Intake	91.2	83.8
% With No Change in Problems	8.5	15.8
% With More Problems Overall at Departure Compared to Intake	0.3	0.4

Table 9a1: Service Information for Children by Year – Percents and Averages, Case Closing Information

SERVICE	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
% of Clients Receiving:	9,129	10,110	11,269	11,111	10,787	12,604	12,746	9,554
Civil Legal Advocacy/OP	0.9	1.0	1.7	1.8	2.9	18.2	17.7	0.9
Criminal Legal Advocacy/Obtain OP	1.0	1.1	0.9	0.7	0.3	0.2	0.1	0.1
Criminal Legal Advocacy/Charges	0.4	0.9	0.9	0.9	0.7	0.4	0.4	0.4
Other Advocacy	67.1	64.5	63.9	62.0	60.5	47.5	46.4	49.9
Legal Advocacy – Individual	0.1	0.2	0.3	0.4	0.2	0.3	0.1	0.1
Individual In-Person Counseling Services	13.7	7.6	8.3	5.9	3.5	3.0	2.2	3.0
Individual Children’s Counseling Services	39.5	42.2	39.7	43.6	46.7	42.2	41.3	55.9
Telephone Counseling Services	1.8	1.9	2.0	2.2	2.0	2.0	2.4	3.3
Transportation	9.0	9.1	8.9	9.3	8.8	7.6	8.5	9.9
Employment Assistance	0.1	0.1	0.3	0.1	0.2	0.1	0.1	0.1
Educational Assistance	4.4	6.8	7.4	7.3	7.5	7.1	7.2	9.4
Medical Assistance	2.2	4.9	3.5	4.0	3.4	3.5	3.7	3.6
Economic Assistance	0.0	0.2	0.3	0.5	0.6	0.9	0.9	0.7
On-Site Shelter	47.0	44.4	40.5	40.1	39.9	33.2	30.9	41.1
Off-Site Shelter	3.3	3.3	4.7	5.7	3.9	3.3	5.0	4.4
Child Care	11.7	14.7	13.5	3.9	3.1	2.1	1.9	2.6
Lock-Up Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1
Legal Services or Attorney	0.0	0.0	0.0	0.1	0.0	0.1	0.1	0.0
IDVA Legal Services or Attorney	0.0	0.1	0.1	0.6	0.3	0.1	0.1	0.1
Collaborative Case Management Services	1.3	9.7	15.9	17.5	22.2	20.9	22.6	23.3
Evaluation and Assessment Services	-----	-----	-----	-----	1.7	4.7	7.5	6.9
Life Skills Services	1.1	3.4	2.8	2.4	2.7	3.0	3.9	5.3
Substance Abuse Services	0.6	1.6	1.3	1.0	0.6	0.4	0.5	0.2
Parental Services	1.2	3.2	3.5	3.0	2.3	1.5	0.9	0.5
Conflict Resolution	2.2	4.7	5.2	6.5	6.3	5.0	5.1	5.2
Art Therapy	2.2	4.1	4.0	4.5	5.7	5.0	4.1	4.6
Adult Group Counseling Services	5.7	1.3	1.1	1.0	0.6	0.5	0.4	0.5
Children’s Group Counseling	52.9	51.4	48.4	47.5	46.1	38.5	35.5	41.8
Family Counseling Services	15.4	20.2	20.9	23.7	23.4	20.8	20.6	26.6
Group Therapy	-----	-----	-----	-----	2.3	4.2	4.1	3.9

Table 9a1: Service Information for Children by Year – Percents and Averages, Case Closing Information

SERVICE	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
Group IDVA Advocacy	0.4	0.7	0.6	0.4	0.2	0.1	0.2	0.1
HOURLY AND CONTACT INFORMATION:								
Of Those who Received CIVIL LEGAL ADVOCACY/OP	84	104	187	199	312	2,298	2,258	91
Average Hours of Service per Person	1.2	2.7	1.8	1.8	2.2	2.9	1.8	1.2
Average Contacts per Person		105						
	1.5	1.8	2.0	3.0	2.3	1.7	1.7	1.5
Of Those who Received CRIMINAL LEGAL ADVOCACY/OP	95	111	103	75	27	21	19	7
Average Hours of Service per Person	3.6	4.4	4.0	3.1	3.5	1.3	2.2	1.6
Average Contacts per Person	1.6	1.4	1.5	1.3	2.1	1.4	1.4	1.3
Of Those who Received CRIMINAL LEGAL ADVOCACY/CHARGES	38	87	96	104	81	56	48	40
Average Hours of Service per Person	4.0	5.0	4.6	4.7	4.0	3.0	5.7	2.4
Average Contacts per Person	1.6	1.8	2.4	2.3	2.3	1.8	4.5	2.4
Of Those who Received OTHER ADVOCACY	6,114	6,514	7,192	6,884	6,532	5,989	5,905	4,764
Average Hours of Service per Person	1.5	1.8	1.6	1.9	1.9	2.4	1.8	1.8
Average Contacts per Person	6,122	6,521	7,199	6,885				
	2.9	3.1	2.8	2.9	3.1	3.7	3.4	3.3
Of Those who Received LEGAL ADVOCACY – INDIVIDUAL	13	18	35	41	24	32	18	14
Average Hours of Service per Person	0.7	0.9	2.3	1.4	1.2	2.6	2.7	1.8
Average Contacts per Person	1.1	1.1	2.3	2.1	1.3	1.8	1.7	1.7
Of Those who Received IN-PERSON COUNSELING	1,243	765	928	652	381	375	285	289
Average Hours of Service per Person	2.2	2.2	1.8	1.5	1.4	1.0	1.4	1.0

Table 9a1: Service Information for Children by Year – Percents and Averages, Case Closing Information

SERVICE	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
Average Contacts per Person	1,249 3.4	931 2.9	931 2.5	931 2.0	931 1.9	931 1.5	931 1.7	931 1.4
Of Those who Received INDIVIDUAL CHILDREN'S COUNSELING	3,594	4,239	4,451	4,839	5,032	5,315	5,271	5,337
Average Hours of Service per Person	3.2	3.5	3.6	3.8	4.0	4.6	4.7	4.0
Average Contacts per Person	3,606 4.2	4,263 4.8	4,474 5.0	4,844 5.2	5,340 5.4	5,340 5.6	5,340 5.9	5,340 5.1
Of Those who Received TELEPHONE COUNSELING	147	189	226	244	213	252	307	315
Average Hours of Service per Person	0.9	0.8	0.8	0.8	0.7	0.7	0.8	0.6
Average Contacts per Person	165 2.0	228 1.7	228 1.9	214 1.9	253 1.6	253 1.7	253 1.7	253 1.5
Of Those who Received TRANSPORTATION ASSISTANCE	820	924	1,008	1,028	947	960	1,080	951
Average Hours of Service per Person	2.0	2.2	1.8	2.2	3.0	3.3	2.7	2.1
Average Contacts per Person	824 3.3	925 3.7	1,009 3.7	1,029 4.1	824 5.1	824 6.2	824 4.7	824 3.7
Of Those who Received EMPLOYMENT ASSISTANCE	14	12	38	8	22	14	7	8
Average Hours of Service per Person	1.5	1.7	1.0	3.1	1.0	0.8	0.9	1.3
Average Contacts per Person	1.3	1.5	1.5	3.4	1.5	1.5	1.0	1.1
Of Those who Received EDUCATIONAL ASSISTANCE	403	686	835	810	810	894	915	898
Average Hours of Service per Person	3.8	4.0	3.0	3.5	5.0	3.4	5.8	8.0
Average Contacts per Person	404 3.3	687 3.9	836 3.0	811 3.2	404 3.7	404 3.5	404 4.1	404 4.5
Of Those who Received MEDICAL ASSISTANCE	199	493	395	447	362	445	467	342

Table 9a1: Service Information for Children by Year – Percents and Averages, Case Closing Information

SERVICE	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
Average Hours of Service per Person	1.7	1.4	1.3	1.1	1.1	1.2	1.7	1.1
Average Contacts per Person	200							
	2.2	1.8	1.8	1.9	1.8	2.5	2.9	1.7
Of Those who Received ECONOMIC ASSISTANCE	4	19	31	57	65	112	118	67
Average Hours of Service per Person	0.5	2.1	0.7	1.0	1.2	1.6	0.8	1.1
Average Contacts per Person	1.5	2.0	1.3	1.3	1.5	2.4	1.6	1.7
Of Those who Received CHILD CARE	1,066	1,479	1,524	436	332	260	245	251
Average Hours of Service per Person	7.1	8.0	6.7	3.3	3.4	3.8	7.7	6.2
Average Contacts per Person		1,483						
	4.8	5.4	4.7	2.9	2.7	2.7	4.6	4.1
Of Those who Received LOCK-UP SERVICES	-----	1	-----	-----	-----	1	2	11
Average Hours of Service per Person		0.3				0.5	0.6	0.7
Average Contacts per Person	-----	1.0	-----	-----	-----	1.0	1.0	1.5
Of Those who Received LEGAL SERVICES OR ATTORNEY	1	3	3	15	4	7	9	1
Average Hours of Service per Person	0.3	1.0	1.3	1.7	0.7	3.5	3.4	0.3
Average Contacts per Person	1.0	1.0	1.3	1.3	1.0	1.3	1.0	1.0
Of Those who Received IDVA LEGAL SERVICES/ATTORNEY	3	7	9	62	33	13	16	11
Average Hours of Service per Person	1.3	2.4	0.7	0.7	0.8	0.9	0.9	0.8
Average Contacts per Person								12
	1.0	1.1	1.9	1.4	1.2	1.0	1.0	1.1
Of Those who Received COLLABORATIVE CASE MANAGEMENT	116	985	1,794	1,946	2,399	2,641	2,881	2,223
Average Hours of Service per Person	1.6	2.2	2.0	1.9	1.5	2.2	2.1	1.9
Average Contacts per Person								1,797

Table 9a1: Service Information for Children by Year – Percents and Averages, Case Closing Information

SERVICE	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
	4.5	4.3	4.3	4.2	3.6	5.1	5.3	4.7
Of Those who Received EVALUATION AND ASSESSMENT	-----	-----	-----	-----	188	598	962	658
Average Hours of Service per Person					1.2	1.1	1.1	1.1
Average Contacts per Person	-----	-----	-----	-----				659
					1.4	1.3	1.5	1.3
Of Those who Received LIFE SKILLS SERVICES	99	343	313	263	286	378	497	511
Average Hours of Service per Person	1.5	4.6	1.7	1.6	1.5	4.1	4.1	2.5
Average Contacts per Person	100	344						
	1.8	2.6	2.6	2.0	2.0	5.4	4.4	3.1
Of Those who Received SUBSTANCE ABUSE SERVICES	50	166	143	109	68	49	62	22
Average Hours of Service per Person	1.2	2.9	2.4	2.5	2.0	2.4	1.5	1.0
Average Contacts per Person	52							
	1.3	2.0	1.6	1.9	1.4	1.3	1.3	1.2
Of Those who Received PARENTAL SERVICES	110	321	400	334	248	184	118	46
Average Hours of Service per Person	2.1	3.5	1.8	1.0	0.7	0.6	1.0	0.5
Average Contacts per Person		322			249			
	2.2	3.3	2.2	1.6	1.3	1.1	1.7	1.2
Of Those who Received CONFLICT RESOLUTION	201	479	590	728	677	630	650	494
Average Hours of Service per Person	1.6	3.3	1.7	2.1	2.0	2.4	2.1	2.0
Average Contacts per Person	2.5	4.7	3.4	4.3	3.9	5.3	4.2	4.6
Of Those who Received ART THERAPY	204	410	450	497	616	631	518	438
Average Hours of Service per Person	3.7	5.4	4.0	4.4	5.5	6.8	7.9	6.5
Average Contacts per Person			451	499		633		
	2.2	3.3	3.6	4.1	4.6	5.1	6.1	5.1

Table 9a1: Service Information for Children by Year – Percents and Averages, Case Closing Information

SERVICE	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
Of Those who Received ADULT GROUP COUNSELING	523	126	119	1,111	63	59	52	46
Average Hours of Service per Person	10.8	2.1	6.7	2.8	2.0	2.2	2.2	1.4
Average Contacts per Person	6.4	1.6	3.4	2.1	64 1.5	1.9	1.8	1.6
Of Those who Received CHILDREN'S GROUP COUNSELING	4,832	5,188	5,447	5,283	4,977	4,846	4,520	3,997
Average Hours of Service per Person	16.2	12.9	13.3	13.9	13.5	12.9	13.7	13.2
Average Contacts per Person	4,834 8.8	5,195 7.7	5,455 8.5	8.9	8.7	8.9	9.2	8.7
Of Those who Received FAMILY COUNSELING	1,407	2,043	2,354	2,629	2,523	2,627	2,631	2,539
Average Hours of Service per Person	5.3	5.6	4.8	5.4	5.1	5.3	5.4	5.2
Average Contacts per Person	1,408 4.3	2,044 4.7	2,356 4.1	4.7	4.3	4.6	4.8	2,540 5.0
Of Those who Received GROUP THERAPY					254	528	518	375
Average Hours of Service per Person	-----	-----	-----	-----	3.7	5.1	6.7	4.2
Average Contacts per Person					2.1	3.4	4.9	2.9
Of Those who Received GROUP IDVA ADVOCACY	36	75	69	48	20	18	22	11
Average Hours of Service per Person	1.7	1.6	1.5	1.5	1.9	1.4	2.4	0.9
Average Contacts per Person	1.3	76 1.2	70 1.1	1.1	1.5	1.7	1.4	1.1
TOTALS	9,129	10,110	11,269	11,111	10,787	12,604	12,746	9,554
Total Hours of Service Per Person on Average Across all Services	8,911 14.5	9,811 13.9	10,841 12.8	10,684 12.8	10,358 13.0	12,235 12.3	12,248 12.1	9,242 13.3
Total Service Contacts Per Person on Average Across all Services	12.0	12.6	12.3	12.6	12.7	12.6	12.7	13.6

Table 9a1: Service Information for Children by Year – Percents and Averages, Case Closing Information

SERVICE	1/1/98- 12/31/98	1/1/99- 12/31/99	1/1/00- 12/31/00	1/1/01- 12/31/01	1/1/02- 12/31/02	1/1/03- 12/31/03	1/1/04- 12/31/04	1/1/05- 12/11/05
Average Number of Different Services Received Per Person Across all Services	2.9	3.0	3.0	3.0	3.0	2.8	2.8	3.1
CLOSED CASES INFORMATION	-----	-----	-----	8,273	7,834	9,728	9,471	6,967
% Cases Closed	-----	-----	-----	17.4	18.7	13.7	10.0	5.8
Average Number of Days of Service for Closed Cases	-----	-----	-----	1,395 765.0	1,401 523.8	1,280 329.0	938 218.8	395 54.7
Range in days	-----	-----	-----	0-1,737	0-1,425	0-1,027	0-644	0-276
REASONS FOR CASE CLOSURES	-----	-----	-----	1,396	1,400	1,212	771	161
% No Further Service Needed	-----	-----	-----	4.1	3.9	3.5	4.3	6.2
% Client Moved	-----	-----	-----	1.3	2.9	15.8	22.1	11.8
% Client Declined Further Service	-----	-----	-----	0.4	1.2	2.5	6.6	16.1
% No Longer Able to Contact Client	-----	-----	-----	0.5	0.1	3.5	3.6	3.1
% Other Reasons	-----	-----	-----	11.7	11.2	4.8	4.5	10.6
% No Service in 3 months	-----	-----	-----	5.4	10.2	9.2	15.9	42.9
% No Service in 6 months	-----	-----	-----	2.4	17.4	18.5	5.1	5.6
% No Service in 9 months	-----	-----	-----	1.9	4.0	0.8	3.8	0.0
% No Service in 12 months	-----	-----	-----	72.3	49.1	414.0	34.1	3.7

Table 9b1 : Service Information for Children by Age - Percents and Averages

SERVICE	Child is 0 to 3 Years Old	Child is 4 to 6 Years Old	Child is 7 to 11 Years Old	Child is 11 to 16 Years Old	Child is 17 to 21 Years Old
% OF CLIENTS RECEIVING:	20,589	10,085	24,610	12,508	165
Civil Legal /Criminal Legal Advocacy/Obtain OP*	6.1	6.7	8.0	13.9	12.1
Criminal Legal Advocacy/Charges	0.2	0.3	0.5	1.9	1.8
Other Advocacy	61.9	63.3	62.8	55.0	59.4
Legal Advocacy – Individual	0.1	0.1	0.2	0.6	3.6
Counseling Services**	44.5	52.5	53.9	48.6	42.4
Transportation	9.2	9.1	9.9	9.2	7.9
Employment Assistance	0.1	0.1	0.1	0.3	0.0
Educational Assistance	5.1	9.8	10.6	7.8	3.6
Medical Assistance	5.9	4.2	3.4	3.7	5.5
Economic Assistance	0.3	0.5	0.8	0.8	0.0
On-Site Shelter	61.5	48.5	40.4	24.5	11.5
Off-Site Shelter	5.8	5.1	4.4	3.9	7.9
Child Care	12.3	8.1	5.9	2.2	1.8
Lock-Up Services	0.0	0.0	0.0	0.0	0.0
Legal Services or Attorney	0.1	0.1	0.0	0.1	0.6
IDVA Legal Services or Attorney	0.1	0.1	0.3	0.3	0.0
Collaborative Case Management Services	17.5	18.9	18.9	17.1	13.9
Evaluation and Assessment Services	2.4	3.8	3.9	3.2	5.5
Life Skills Services	3.3	3.8	3.9	3.3	3.6
Substance Abuse Services	0.7	1.0	1.2	0.8	0.6
Parental Services	2.2	2.3	2.4	2.1	1.2
Conflict Resolution	3.8	5.8	6.6	5.6	5.5
Art Therapy	3.6	6.1	5.7	3.2	1.2
Adult Group Counseling Services	1.6	1.7	1.6	1.3	1.8
Children’s Group Counseling Services	45.0	51.4	49.9	36.8	27.9
Family Counseling Services	21.8	22.7	25.1	19.7	12.1
Group Therapy	2.2	2.5	2.4	1.4	0.0
Group IDVA Advocacy	0.3	0.4	0.5	0.6	0.0

Table 9b1 : Service Information for Children by Age - Percents and Averages

SERVICE	Child is 0 to 3 Years Old	Child is 4 to 6 Years Old	Child is 7 to 11 Years Old	Child is 11 to 16 Years Old	Child is 17 to 21 Years Old
HOUR AND CONTACT INFORMATION:					
Of Those who Received CIVIL LEGAL/CRIMINAL LEGAL ADVOCACY/OP*	1,266	674	1,965	1,742	20
Average Hours of Service per Person	2.42	2.46	2.43	2.54	5.37
Average Contacts per Person				1,743	
	1.87	1.89	1.86	1.84	6.50
Of Those who Received CRIMINAL LEGAL ADVOCACY/CHARGES	32	34	132	233	3
Average Hours of Service per Person	4.68	6.48	4.30	5.98	3.58
Average Contacts per Person	2.37	3.68	2.55	2.97	8.00
Of Those who Received OTHER ADVOCACY	12,730	6,380	15,454	6,877	98
Average Hours of Service per Person	1.94	2.21	2.36	2.16	1.18
Average Contacts per Person	12,737	6,387	15,460	6,879	
	3.38	3.87	4.01	3.69	2.27
Of Those who Received LEGAL ADVOCACY – INDIVIDUAL	29	8	57	74	6
Average Hours of Service per Person	1.09	3.09	2.27	1.99	1.92
Average Contacts per Person	1.62	1.27	2.63	1.81	1.83
Of Those who Received COUNSELING SERVICES**	9,129	5,286	13,230	6,071	70
Average Hours of Service per Person	3.73	5.03	5.17	5.15	3.10
Average Contacts per Person	9,154	5,298	13,257	6,082	
	5.39	6.72	6.70	6.38	4.26
Of Those who Received TRANSPORTATION ASSISTANCE	1,886	921	2,443	1,156	13
Average Hours of Service per Person	2.85	2.76	3.07	2.78	2.15
Average Contacts per Person	1,889		2,446		
	5.09	5.06	5.53	4.83	2.61

Table 9b1 : Service Information for Children by Age - Percents and Averages

SERVICE	Child is 0 to 3 Years Old	Child is 4 to 6 Years Old	Child is 7 to 11 Years Old	Child is 11 to 16 Years Old	Child is 17 to 21 Years Old
Of Those who Received EMPLOYMENT ASSISTANCE	26	11	37	42	-----
Average Hours of Service per Person	1.58	0.86	1.09	1.45	-----
Average Contacts per Person	1.27	1.45	1.49	2.02	-----
Of Those who Received EDUCATIONAL ASSISTANCE	1,043	984	2,609	978	6
Average Hours of Service per Person	5.57	4.95	5.02	5.33	1.92
Average Contacts per Person		985	2,611		
	3.76	3.80	4.30	4.06	1.83
Of Those who Received MEDICAL ASSISTANCE	1,204	421	846	458	9
Average Hours of Service per Person	1.39	1.19	1.36	1.48	1.14
Average Contacts per Person	1,205				
	2.31	2.25	2.20	2.12	1.78
Of Those who Received ECONOMIC ASSISTANCE	72	53	188	97	-----
Average Hours of Service per Person	1.52	1.38	1.32	1.14	-----
Average Contacts per Person	1.92	1.92	2.01	1.86	-----
Of Those who Received CHILD CARE	2,541	815	1,460	272	3
Average Hours of Service per Person	7.70	6.52	6.73	5.19	1.50
Average Contacts per Person	2,542	817	1,461		
	5.72	4.45	4.10	2.82	1.33
Of Those who Received LOCK-UP SERVICES	4	1	5	4	-----
Average Hours of Service per Person	0.50	1.00	0.90	0.69	-----
Average Contacts per Person	1.25	1.00	1.60	1.50	-----
Of Those who Received LEGAL SERVICES OR ATTORNEY	15	5	9	9	1
Average Hours of Service per Person	1.47	2.70	1.94	3.50	6.00
Average Contacts per Person	1.07	1.40	1.33	1.33	2.00
Of Those who Received IDVA LEGAL SERVICES/ATTORNEY	19	15	79	34	-----

Table 9b1 : Service Information for Children by Age - Percents and Averages

SERVICE	Child is 0 to 3 Years Old	Child is 4 to 6 Years Old	Child is 7 to 11 Years Old	Child is 11 to 16 Years Old	Child is 17 to 21 Years Old
Average Hours of Service per Person	0.84	0.83	0.89	0.95	-----
Average Contacts per Person				35	
	1.05	1.13	1.32	1.57	-----
Of Those who Received COLLABORATIVE CASE MANAGEMENT	3,610	1,911	4,637	2,144	23
Average Hours of Service per Person	1.97	2.38	2.52	2.71	1.78
Average Contacts per Person	3,611		4,638	2,145	
	5.47	5.41	5.61	5.59	2.74
Of Those who Received EVALUATION AND ASSESSMENT	488	386	963	400	9
Average Hours of Service per Person	0.95	1.19	1.22	1.27	1.67
Average Contacts per Person	1.50	1.55	1.45	1.45	1.22
Of Those who Received LIFE SKILLS SERVICES	681	385	961	406	6
Average Hours of Service per Person	3.09	3.12	3.70	2.63	1.63
Average Contacts per Person			963		
	2.95	3.66	4.21	3.09	2.17
Of Those who Received SUBSTANCE ABUSE SERVICES	140	98	295	105	1
Average Hours of Service per Person	2.51	2.14	2.57	2.06	0.25
Average Contacts per Person	141		296		
	1.50	1.93	1.84	1.53	1.00
Of Those who Received PARENTAL SERVICES	458	236	591	264	2
Average Hours of Service per Person	1.43	1.70	1.87	2.38	1.50
Average Contacts per Person	459		592		
	1.86	2.25	2.28	2.81	2.50
Of Those who Received CONFLICT RESOLUTION	774	584	1,635	705	9
Average Hours of Service per Person	2.35	2.59	2.89	2.17	2.44
Average Contacts per Person	5.88	4.94	5.30	3.81	1.89

Table 9b1 : Service Information for Children by Age - Percents and Averages

SERVICE	Child is 0 to 3 Years Old	Child is 4 to 6 Years Old	Child is 7 to 11 Years Old	Child is 11 to 16 Years Old	Child is 17 to 21 Years Old
Of Those who Received ART THERAPY	732	613	1,406	395	2
Average Hours of Service per Person	4.16	8.41	7.63	6.54	5.37
Average Contacts per Person	733		1,408		
	3.63	6.37	5.90	5.25	4.50
Of Those who Received ADULT GROUP COUNSELING	323	166	389	159	3
Average Hours of Service per Person	6.97	8.31	7.45	4.30	4.33
Average Contacts per Person	324				
	4.24	5.08	4.45	2.58	3.33
Of Those who Received CHILDREN'S GROUP COUNSELING	9,255	5,180	12,285	4,606	45
Average Hours of Service per Person	16.68	19.87	18.35	11.04	4.61
Average Contacts per Person	9,260	5,182	12,288	4,607	46
	10.81	12.41	11.43	7.01	2.38
Of Those who Received FAMILY COUNSELING	4,493	2,289	6,161	2,459	20
Average Hours of Service per Person	6.93	7.26	6.02	5.28	2.30
Average Contacts per Person	4,494		6,164	2,460	
	6.24	6.30	5.16	4.49	1.90
Of Those who Received GROUP THERAPY	460	255	594	174	-----
Average Hours of Service per Person	5.38	5.82	6.17	5.79	-----
Average Contacts per Person	3.71	4.19	4.20	3.82	-----
Of Those who Received GROUP IDVA ADVOCACY	63	36	115	70	-----
Average Hours of Service per Person	1.65	1.67	1.63	1.88	-----
Average Contacts per Person	65				
	1.15	1.14	1.25	1.51	-----

Table 9b1 : Service Information for Children by Age - Percents and Averages

SERVICE	Child is 0 to 3 Years Old	Child is 4 to 6 Years Old	Child is 7 to 11 Years Old	Child is 11 to 16 Years Old	Child is 17 to 21 Years Old
TOTALS	20,589	10,085	24,610	12,508	165
Total Hours of Service Per Person on Average Across all Services	19,561 15.44	9,766 19.81	23,977 18.80	12,288 11.68	163 5.46
Total Service Contacts Per Person on Average Across all Services	15.27	18.54	17.93	12.35	6.79
Average Number of Different Services Received Per Person Across all Services	3.22	3.37	3.33	2.79	2.44

*Includes Civil Legal Advocacy related to Orders of Protection and Criminal Legal Advocacy related to obtaining Orders of Protection.

**Includes Individual In-person Counseling, Telephone Counseling and Individual Children's Counseling.

Table 9c1: Service Information for Children by Problem Area – Percents and Averages

SERVICE	Child Has Emotional Problems Only	Child Has Social Problems Only	Child Has Physical Problems Only	Child Has Educational Problems Only	Child Has Problem in more than One Area	Child has no Problems in any of the Identified Four Areas
% OF CLIENTS RECEIVING:	5290	2691	836	621	26,024	2321
Civil Legal/ Criminal Legal Advocacy/ Obtain OP*	1.7	1.9	1.3	3.1	2.1	1.1
Criminal Legal Advocacy/Charges	0.5	0.3	0.5	1.1	0.3	0.0
Other Advocacy	65.1	67.9	64.2	63.5	67.9	43.6
Legal Advocacy – Individual	0.1	0.2	0.4	0.8	0.2	0.2
Counseling Services**	54.3	57.9	55.7	57.3	62.8	64.3
Transportation	9.7	10.4	11.1	12.9	10.6	11.3
Employment Assistance	0.1	0.1	0.6	0.5	0.1	0.0
Educational Assistance	7.5	11.0	12.3	13.0	10.1	11.7
Medical Assistance	5.1	4.4	5.3	4.3	4.4	4.8
Economic Assistance	0.6	0.7	1.0	1.0	0.8	0.7
On-Site Shelter	51.3	48.6	65.1	50.2	40.3	68.1
Off-Site Shelter	4.6	5.1	4.2	5.3	4.2	5.4
Child Care	9.5	7.7	10.3	6.8	6.6	4.7
Lock-Up Services	0.0	0.0	0.1	0.0	0.0	0.0
Legal Services or Attorney	0.1	0.0	0.0	0.2	0.1	0.0
IDVA Legal Services or Attorney	0.2	0.1	0.2	0.2	0.3	0.1
Collaborative Case Management Services	18.1	19.7	20.1	20.0	21.2	20.2
Evaluation and Assessment Services	3.1	3.1	3.1	1.6	5.3	9.3
Life Skills Services	4.3	5.1	5.5	6.1	4.2	3.8
Substance Abuse Services	1.1	1.7	1.6	1.3	1.4	0.9
Parental Services	2.8	2.5	2.3	4.2	3.0	0.7
Conflict Resolution	5.6	7.3	6.8	11.1	7.5	6.1
Art Therapy	4.4	5.7	5.9	4.8	6.5	3.7
Adult Group Counseling Services	1.2	1.3	1.2	1.8	1.5	1.3
Children’s Group Counseling Services	49.0	56.1	55.5	54.6	51.2	48.3
Family Counseling Services	24.8	26.7	25.1	28.2	29.3	23.0

Table 9c1: Service Information for Children by Problem Area – Percents and Averages

SERVICE	Child Has Emotional Problems Only	Child Has Social Problems Only	Child Has Physical Problems Only	Child Has Educational Problems Only	Child Has Problem in more than One Area	Child has no Problems in any of the Identified Four Areas
Group Therapy	2.7	2.8	1.9	2.3	3.0	4.8
Group IDVA Advocacy	0.4	0.7	0.5	0.3	0.5	0.2
HOURLY AND CONTACT INFORMATION:						
	90	57	11	19	537	25
Of Those who Received CIVIL LEGAL/ CRIMINAL LEGAL ADVOCACY/OP*						
Average Hours of Service per Person	2.56	2.15	3.36	1.14	1.70	0.56
Average Contacts per Person	2.69	2.68	2.82	1.26	1.93	1.04
Of Those who Received CRIMINAL LEGAL ADVOCACY/CHARGES	27	9	4	7	82	1
Average Hours of Service per Person	3.44	4.86	3.25	10.29	2.73	0.25
Average Contacts per Person	2.55	2.89	2.00	7.57	2.62	1.00
Of Those who Received OTHER ADVOCACY	3,438	2,010	536	394	17,798	1,011
Average Hours of Service per Person	2.09	2.03	2.97	2.55	2.43	1.99
Average Contacts per Person	3,442	2,011	537		17,806	
	3.52	3.53	3.54	3.99	4.30	2.91
Of Those who Received LEGAL ADVOCACY – INDIVIDUAL	8	5	3	5	57	4
Average Hours of Service per Person	1.81	1.40	1.42	1.30	2.49	3.75
Average Contacts per Person	1.63	1.40	1.00	1.40	1.93	1.25
Of Those who Received COUNSELING SERVICES**	2,855	1,704	466	353	16,420	1,492
Average Hours of Service per Person	4.57	4.74	4.34	4.49	5.57	3.30

Table 9c1: Service Information for Children by Problem Area – Percents and Averages

SERVICE	Child Has Emotional Problems Only	Child Has Social Problems Only	Child Has Physical Problems Only	Child Has Educational Problems Only	Child Has Problem in more than One Area	Child has no Problems in any of the Identified Four Areas
Average Contacts per Person	2,870 6.16	1,713 6.34	356 5.58	16,450 5.72	7.20	4.41
Of Those who Received TRANSPORTATION ASSISTANCE	511	309	93	80	2,787	262
Average Hours of Service per Person	3.66	3.51	2.33	2.89	3.11	2.24
Average Contacts per Person	512 6.31	3 6.82	5 4.74	3 5.33	33 5.70	1 3.98
Of Those who Received EMPLOYMENT ASSISTANCE	7	3	5	3	33	1
Average Hours of Service per Person	1.36	0.75	3.30	0.42	0.98	0.25
Average Contacts per Person	1.14	1.33	1.80	1.33	1.39	1.00
Of Those who Received EDUCATIONAL ASSISTANCE	396	325	103	81	2633	272
Average Hours of Service per Person	8.14	3.57	7.35	6.93	4.29	4.13
Average Contacts per Person	269 5.06	131 3.75	44 5.28	27 5.00	1,144 3.71	111 3.03
Of Those who Received MEDICAL ASSISTANCE	269	131	44	27	1,144	111
Average Hours of Service per Person	1.50	1.81	2.43	1.22	1.28	1.18
Average Contacts per Person	30 2.73	22 2.09	8 2.14	6 2.48	207 2.33	16 2.74
Of Those who Received ECONOMIC ASSISTANCE	30	22	8	6	207	16
Average Hours of Service per Person	2.14	1.17	0.63	1.00	1.17	0.84
Average Contacts per Person	1.83	2.23	1.50	1.17	1.87	1.31

Table 9c1: Service Information for Children by Problem Area – Percents and Averages

SERVICE	Child Has Emotional Problems Only	Child Has Social Problems Only	Child Has Physical Problems Only	Child Has Educational Problems Only	Child Has Problem in more than One Area	Child has no Problems in any of the Identified Four Areas
Of Those who Received CHILD CARE	504	228	86	41	1,738	108
Average Hours of Service per Person	7.23	5.76	11.69	9.38	5.87	7.99
Average Contacts per Person	505 4.87	229 4.54		42 5.62	1,739 4.38	
Of Those who Received LOCK-UP SERVICES	2	1	1	-----	6	-----
Average Hours of Service per Person	0.50	1.00	0.50	-----	0.79	-----
Average Contacts per Person	1.50	2.00	1.00	-----	1.33	-----
Of Those who Received LEGAL SERVICES OR ATTORNEY	3	1	-----	1	12	-----
Average Hours of Service per Person	1.92	1.25	-----	6.00	0.77	-----
Average Contacts per Person	1.67	2.00	-----	2.00	1.00	-----
Of Those who Received IDVA LEGAL SERVICES/ATTORNEY	11	3	2	1	76	2
Average Hours of Service per Person	0.45	0.58	1.00	1.00	0.85	0.37
Average Contacts per Person					77	
	1.00	1.00	1.00	1.00	1.17	1.00
Of Those who Received COLLABORATIVE CASE MANAGEMENT	959	584	168	124	5,561	469
Average Hours of Service per Person	2.27	2.54	2.11	2.86	2.50	1.79
Average Contacts per Person					5,562	
	5.23	6.19	4.93	5.19	5.83	4.35
Of Those who Received EVALUATION AND ASSESSMENT	165	93	26	10	1,384	216

Table 9c1: Service Information for Children by Problem Area – Percents and Averages

SERVICE	Child Has Emotional Problems Only	Child Has Social Problems Only	Child Has Physical Problems Only	Child Has Educational Problems Only	Child Has Problem in more than One Area	Child has no Problems in any of the Identified Four Areas
Average Hours of Service per Person	1.13	1.47	0.90	0.93	1.22	0.75
Average Contacts per Person	1.53	1.85	1.73	1.00	1.49	1.20
Of Those who Received LIFE SKILLS SERVICES	229	150	46	38	1,101	89
Average Hours of Service per Person	3.57	2.35	2.85	3.84	3.37	2.53
Average Contacts per Person					1,102	
Of Those who Received SUBSTANCE ABUSE SERVICES	57	51	13	8	362	21
Average Hours of Service per Person	3.33	2.93	1.73	1.56	2.25	1.89
Average Contacts per Person	58				363	
Of Those who Received PARENTAL SERVICES	147	74	19	26	777	16
Average Hours of Service per Person	1.35	1.59	7.95	1.96	1.65	1.00
Average Contacts per Person					778	
Of Those who Received CONFLICT RESOLUTION	294	215	57	69	1,956	141
Average Hours of Service per Person	2.36	3.11	3.03	2.20	2.41	1.79
Average Contacts per Person	4.62	5.77	4.63	3.13	5.08	5.41
Of Those who Received ART THERAPY	234	169	49	30	1,702	86
Average Hours of Service per Person	6.87	8.31	4.32	5.51	7.38	3.45
Average Contacts per Person					1,705	
	5.08	5.93	3.45	3.83	5.89	2.98

Table 9c1: Service Information for Children by Problem Area – Percents and Averages

SERVICE	Child Has Emotional Problems Only	Child Has Social Problems Only	Child Has Physical Problems Only	Child Has Educational Problems Only	Child Has Problem in more than One Area	Child has no Problems in any of the Identified Four Areas
Of Those who Received ADULT GROUP COUNSELING	64	39	10	11	383	29
Average Hours of Service per Person	10.47	8.55	3.65	2.41	6.63	1.24
Average Contacts per Person					384	
	4.73	3.90	3.20	2.27	4.14	1.21
Of Those who Received CHILDREN'S GROUP COUNSELING	2,587	1,661	464	338	13,408	1,121
Average Hours of Service per Person	17.90	18.35	16.66	14.61	18.95	12.38
Average Contacts per Person	2,590	1,662		339	13,410	
	11.23	11.75	10.74	9.56	11.89	8.84
Of Those who Received FAMILY COUNSELING	1,312	791	210	175	7,666	534
Average Hours of Service per Person	6.30	6.25	6.19	4.87	6.00	5.39
Average Contacts per Person	1,313				7,669	
	5.85	5.53	7.12	4.51	5.41	5.20
Of Those who Received GROUP THERAPY	144	82	16	14	775	112
Average Hours of Service per Person	6.20	5.75	3.47	3.95	6.45	4.34
Average Contacts per Person	4.57	4.54	2.37	3.07	4.30	3.08
Of Those who Received GROUP IDVA ADVOCACY	21	20	4	2	119	4
Average Hours of Service per Person	1.95	1.41	2.19	1.00	1.55	2.00
Average Contacts per Person	23					
	1.17	1.25	2.00	1.00	1.36	1.00
TOTALS	5,290	2,961	836	621	26,204	2,321
Total Hours of Service Per Person on Average Across all	5,119	2,888	804	603	25,765	2,209
	18.12	19.78	19.92	17.88	20.26	13.17

Table 9c1: Service Information for Children by Problem Area – Percents and Averages

SERVICE	Child Has Emotional Problems Only	Child Has Social Problems Only	Child Has Physical Problems Only	Child Has Educational Problems Only	Child Has Problem in more than One Area	Child has no Problems in any of the Identified Four Areas
Total Service Contacts Per Person on Average Across all	17.35	19.38	18.51	17.63	20.21	13.67
Average Number of Different Services Received Per Person Across all Services	3.36	3.58	3.68	3.65	3.57	3.45

*Includes Civil Legal Advocacy related to Orders of Protection and Criminal Legal Advocacy related to obtaining Orders of Protection.

**Includes Individual In-Person Counseling, Telephone Counseling and Individual Children’s

Table 9d1: Service Information for Children by Gender - Percent Receiving and Mean Hours and Contacts

SERVICE	Child is Male	Child is Female
% OF CLIENTS RECEIVING:	32,367	36,419
Civil Legal/Criminal Legal Advocacy/OP*	8.2	8.4
Criminal Legal Advocacy/Charges	0.5	0.8
Other Advocacy	61.0	61.3
Legal Advocacy – Individual	0.2	0.3
Counseling Services**	49.3	50.2
Transportation	9.4	9.5
Employment Assistance	0.1	0.2
Educational Assistance	8.4	8.2
Medical Assistance	4.3	4.3
Economic Assistance	0.6	0.6
On-Site Shelter	45.5	44.7
Off-Site Shelter	5.1	4.7
Child Care	7.7	7.4
Lock-Up Services	0.0	0.0
Legal Services or Attorney	0.1	0.1
IDVA Legal Services or Attorney	0.2	0.2
Collaborative Case Management Services	18.2	18.0
Evaluation and Assessment Services	3.4	3.2
Life Skills Services	3.6	3.6
Substance Abuse Services	1.0	0.9
Parental Services	2.3	2.3
Conflict Resolution	5.6	5.3
Art Therapy	4.5	4.6
Adult Group Counseling Services	1.3	1.7
Children’s Group Counseling Services	46.0	46.1
Family Counseling Services	22.9	22.4
Group Therapy	2.2	2.1
Group IDVA Advocacy	0.4	0.5
HOUR AND CONTACT INFORMATION:		
Of Those who Received CIVIL LEGAL/CRIMINAL LEGAL ADVOCACY/OP*	2,651	3,022
Average Hours of Service per Person	2.57	2.40
Average Contacts per Person	1.91	3,023 1.85

Table 9d1: Service Information for Children by Gender - Percent Receiving and Mean Hours and Contacts

SERVICE	Child is Male	Child is Female
Of Those who Received CRIMINAL LEGAL ADVOCACY/CHARGES	155	282
Average Hours of Service per Person	4.92	5.65
Average Contacts per Person	2.73	2.95
Of Those who Received OTHER ADVOCACY	19,732	22,159
Average Hours of Service per Person	2.22	2.14
Average Contacts per Person	19,745	22,168
	3.75	3.72
Of Those who Received LEGAL ADVOCACY – INDIVIDUAL	66	109
Average Hours of Service per Person	1.96	1.98
Average Contacts per Person	1.97	1.86
Of Those who Received COUNSELING**	15,917	18,099
Average Hours of Service per Person	4.63	4.84
Average Contacts per Person	15,942	18,150
	6.15	6.36
Of Those who Received TRANSPORTATION ASSISTANCE	3,055	3,413
Average Hours of Service per Person	3.01	2.79
Average Contacts per Person	3,057	3,417
	5.29	5.08
Of Those who Received EMPLOYMENT ASSISTANCE	47	70
Average Hours of Service per Person	1.04	1.47
Average Contacts per Person	1.38	1.79
Of Those who Received EDUCATIONAL ASSISTANCE	2,716	2,948
Average Hours of Service per Person	4.74	5.57
Average Contacts per Person	2,719	
	3.82	4.28
Of Those who Received MEDICAL ASSISTANCE	1,400	1,570
Average Hours of Service per Person	1.35	1.38
Average Contacts per Person		1,571
	2.23	2.24
Of Those who Received ECONOMIC ASSISTANCE	190	223

Table 9d1: Service Information for Children by Gender - Percent Receiving and Mean Hours and Contacts

SERVICE	Child is Male	Child is Female
Average Hours of Service per Person	1.30	1.37
Average Contacts per Person	1.85	2.07
Of Those who Received CHILD CARE	2,486	2,675
Average Hours of Service per Person	6.97	7.25
Average Contacts per Person	4.93	2,679 4.83
Of Those who Received LOCK-UP SERVICES	7	70
Average Hours of Service per Person	0.75	0.71
Average Contacts per Person	1.29	1.57
Of Those who Received LEGAL SERVICES OR ATTORNEY	22	17
Average Hours of Service per Person	2.71	1.81
Average Contacts per Person	1.27	1.23
Of Those who Received IDVA LEGAL SERVICES/ATTORNEY	65	82
Average Hours of Service per Person	0.88	0.90
Average Contacts per Person	66	
	1.25	1.38
Of Those who Received COLLABORATIVE CASE MANAGEMENT	5,878	6,511
Average Hours of Service per Person	2.38	2.35
Average Contacts per Person	5,879	6,513
	5.51	5.51
Of Those who Received EVALUATION AND ASSESSMENT	1,111	1,151
Average Hours of Service per Person	1.17	1.16
Average Contacts per Person	1.46	1.50
Of Those who Received LIFE SKILLS SERVICES	1,156	1,297
Average Hours of Service per Person	3.19	3.29
Average Contacts per Person		1,299
	3.43	3.70
Of Those who Received SUBSTANCE ABUSE SERVICES	317	322
Average Hours of Service per Person	2.58	2.23

Table 9d1: Service Information for Children by Gender - Percent Receiving and Mean Hours and Contacts

SERVICE	Child is Male	Child is Female
Average Contacts per Person	318	323
	1.76	1.70
Of Those who Received PARENTAL SERVICES	732	835
Average Hours of Service per Person	1.88	1.72
Average Contacts per Person	734	
	2.41	2.07
Of Those who Received CONFLICT RESOLUTION	1,817	1,902
Average Hours of Service per Person	2.55	2.63
Average Contacts per Person	5.10	5.02
Of Those who Received ART THERAPY	1,472	1,677
Average Hours of Service per Person	6.72	6.94
Average Contacts per Person	1,473	1,679
	5.39	5.37
Of Those who Received ADULT GROUP COUNSELING	419	625
Average Hours of Service per Person	6.94	6.92
Average Contacts per Person	420	
	4.28	4.12
Of Those who Received CHILDREN'S GROUP COUNSELING	14,888	16,645
Average Hours of Service per Person	17.28	16.71
Average Contacts per Person	14,892	16,655
	10.90	10.56
Of Those who Received FAMILY COUNSELING	7,412	8,103
Average Hours of Service per Person	6.34	6.35
Average Contacts per Person	7,415	8,105
	5.65	5.43

Table 9d1: Service Information for Children by Gender - Percent Receiving and Mean Hours and Contacts

SERVICE	Child is Male	Child is Female
Of Those who Received GROUP THERAPY	722	769
Average Hours of Service per Person	5.62	5.99
Average Contacts per Person	3.94	4.05
Of Those who Received GROUP IDVA ADVOCACY	119	165
Average Hours of Service per Person	1.73	1.68
Average Contacts per Person	120	166
	1.23	1.32
TOTALS	32,367	36,149
Total Hours of Service Per Person on Average Across all Services	31,307	34,951
	16.59	16.51
Total Service Contacts Per Person on Average Across all Services	16.13	16.03
Average Number of Different Services Received Per Person Across all Services	3.19	3.20

*Includes Civil Legal Advocacy related to Orders of Protection and Criminal Legal Advocacy related to obtaining Orders of Protection.

**Includes Individual In-Person Counseling, Telephone Counseling and Individual Children's Counseling.

Table 9e1: Service Information for Children by Whether or Not the Child Received On-Site Shelter - Percent Receiving and Mean Hours and Contacts

SERVICE	Child Did Not Receive On-Site Shelter	Child Received On-Site Shelter
% OF CLIENTS RECEIVING:	37,631	30,889
Civil Legal/Criminal Legal Advocacy/OP*	14.3	1.0
Criminal Legal Advocacy/Charges	1.1	0.1
Other Advocacy	57.5	65.6
Legal Advocacy – Individual	0.4	0.1
Counseling Services**	40.7	60.8
Transportation	6.6	12.9
Employment Assistance	0.1	0.2
Educational Assistance	2.1	15.7
Medical Assistance	1.5	7.8
Economic Assistance	0.6	0.6
Child Care	3.7	12.3
Lock-Up Services	0.0	0.0
Legal Services or Attorney	0.0	0.1
IDVA Legal Services or Attorney	0.3	0.1
Collaborative Case Management Services	14.3	22.7
Evaluation and Assessment Services	2.7	4.0
Life Skills Services	0.9	6.8
Substance Abuse Services	0.0	2.0
Parental Services	1.9	2.7
Conflict Resolution	3.6	7.6
Art Therapy	2.5	7.2
Adult Group Counseling Services	1.1	2.0
Children’s Group Counseling Services	30.5	65.0
Family Counseling Services	17.6	28.8
Group Therapy	1.4	3.1
Group IDVA Advocacy	0.3	0.5
HOURLY AND CONTACT INFORMATION		
Of Those who Received CIVIL LEGAL/CRIMINAL LEGAL ADVOCACY/OP*	5,369	304

Table 9e1: Service Information for Children by Whether or Not the Child Received On-Site Shelter - Percent Receiving and Mean Hours and Contacts

SERVICE	Child Did Not Receive On-Site Shelter	Child Received On-Site Shelter
Average Hours of Service per Person	2.56	1.05
Average Contacts per Person	5,370	
	1.86	2.11
Of Those who Received CRIMINAL LEGAL ADVOCACY/CHARGES	411	26
Average Hours of Service per Person	5.63	1.50
Average Contacts per Person	2.96	1.58
Of Those who Received OTHER ADVOCACY	21,632	20,259
Average Hours of Service per Person	1.93	2.45
Average Contacts per Person	21,645	20,268
	3.33	4.16
Of Those who Received LEGAL ADVOCACY – INDIVIDUAL	144	31
Average Hours of Service per Person	2.18	1.02
Average Contacts per Person	2.05	1.23
Of Those who Received COUNSELING**	15,298	18,718
Average Hours of Service per Person	5.10	4.45
Average Contacts per Person	15,322	18,770
	5.97	6.49
Of Those who Received TRANSPORTATION ASSISTANCE	2,482	3,987
Average Hours of Service per Person	3.11	2.76
Average Contacts per Person	2,486	3,890
	5.23	5.15
Of Those who Received EMPLOYMENT ASSISTANCE	43	74
Average Hours of Service per Person	1.20	1.36
Average Contacts per Person	1.58	1.65
Of Those who Received EDUCATIONAL ASSISTANCE	809	4,855
Average Hours of Service per Person	4.83	5.23
Average Contacts per Person		4,858
	3.76	4.11
Of Those who Received MEDICAL ASSISTANCE	564	2,406

Table 9e1: Service Information for Children by Whether or Not the Child Received On-Site Shelter - Percent Receiving and Mean Hours and Contacts

SERVICE	Child Did Not Receive On-Site Shelter	Child Received On-Site Shelter
Average Hours of Service per Person	1.67	1.30
Average Contacts per Person		2,407
	1.66	2.37
Of Those who Received ECONOMIC ASSISTANCE	220	193
Average Hours of Service per Person	0.93	1.80
Average Contacts per Person	1.61	2.38
Of Those who Received CHILD CARE	1,379	3,782
Average Hours of Service per Person	4.80	7.97
Average Contacts per Person		3,786
	2.93	5.59
Of Those who Received LOCK-UP SERVICES	10	4
Average Hours of Service per Person	0.80	0.56
Average Contacts per Person	1.60	1.00
Of Those who Received LEGAL SERVICES OR ATTORNEY	15	24
Average Hours of Service per Person	1.72	2.70
Average Contacts per Person	1.20	1.29
Of Those who Received IDVA LEGAL SERVICES/ATTORNEY	111	36
Average Hours of Service per Person	0.92	0.83
Average Contacts per Person	112	
	1.42	1.03
Of Those who Received COLLABORATIVE CASE MANAGEMENT	5,378	7,011
Average Hours of Service per Person	2.69	2.11
Average Contacts per Person	5,380	7,012
	4.87	6.01
Of Those who Received EVALUATION AND ASSESSMENT	1,014	1,248
Average Hours of Service per Person	1.19	1.14
Average Contacts per Person	1.39	1.55

Table 9e1: Service Information for Children by Whether or Not the Child Received On-Site Shelter - Percent Receiving and Mean Hours and Contacts

SERVICE	Child Did Not Receive On-Site Shelter	Child Received On-Site Shelter
Of Those who Received LIFE SKILLS SERVICES	346	2,107
Average Hours of Service per Person	2.85	3.31
Average Contacts per Person	347	2,108
	3.29	3.61
Of Those who Received SUBSTANCE ABUSE SERVICES	14	625
Average Hours of Service per Person	0.73	2.44
Average Contacts per Person		627
	1.43	1.73
Of Those who Received PARENTAL SERVICES	731	836
Average Hours of Service per Person	2.78	0.93
Average Contacts per Person	733	
	3.07	1.49
Of Those who Received CONFLICT RESOLUTION	1,363	2,356
Average Hours of Service per Person	3.07	2.31
Average Contacts per Person	5.01	5.09
Of Those who Received ART THERAPY	928	2,221
Average Hours of Service per Person	10.56	5.29
Average Contacts per Person	929	2,223
	8.05	4.26
Of Those who Received ADULT GROUP COUNSELING	419	625
Average Hours of Service per Person	7.48	6.56
Average Contacts per Person		626
	3.47	4.66
Of Those who Received CHILDREN'S GROUP COUNSELING	11,460	20,073
Average Hours of Service per Person	13.68	18.87
Average Contacts per Person	11,461	20,086
	7.77	12.40
Of Those who Received FAMILY COUNSELING	6,611	8,904
Average Hours of Service per Person	4.56	7.67

Table 9e1: Service Information for Children by Whether or Not the Child Received On-Site Shelter - Percent Receiving and Mean Hours and Contacts

SERVICE	Child Did Not Receive On-Site Shelter	Child Received On-Site Shelter
Average Contacts per Person	6,613	8,907
	3.57	6.99
Of Those who Received GROUP THERAPY	538	953
Average Hours of Service per Person	6.56	5.39
Average Contacts per Person	4.28	3.83
Of Those who Received GROUP IDVA ADVOCACY	123	161
Average Hours of Service per Person	1.96	1.50
Average Contacts per Person		163
	1.38	1.20
TOTALS	37,631	30,889
Total Hours of Service Per Person on Average Across all Services	37,356	28,903
	10.44	24.43
Total Service Contacts Per Person on Average Across all Services	9.87	23.64
Average Number of Different Services Received Per Person Across all Services	2.21	4.41

*Includes Civil Legal Advocacy related to Orders of Protection and Criminal Legal Advocacy related to obtaining Orders of Protection.

**Includes Individual In-Person Counseling, Telephone Counseling and Individual Children's Counseling.

Table 10a: Regression Analysis – Model Predicting Total Hours of Service for All Victim/Survivors

Variable	Parameter Estimate	Standard Error	T-Value	Probability of T
Intercept	8.18383	0.16672	49.09	≤ .0001
Victim is African American versus any Other Race/Ethnicity	-2.93145	0.19637	-14.93	≤ .0001
Victim Received Services from Program in a Rural County versus any Other Region	4.82077	0.19854	24.28	≤ .0001
Victim is 65 or older	-3.3833	0.72334	-4.68	≤ .0001
Victim has a Disability or Special Need*	2.53069	0.34158	7.41	
Victim Receives Income from Employment	-0.92801	0.17301	-5.36	≤ .0001
Victim Receives Income from a Public Source**	1.776	0.24239	7.33	≤ .0001
Victim has Limited English Ability	4.23114	0.30075	14.07	
Victim’s Primary Presenting Issue was Sexual Abuse versus Physical or Emotional Abuse	2.42458	0.63716	3.81	≤ .0001
Victim Received On-Site Shelter Services	37.7049	0.25735	146.51	≤ .0001

N=201,586

F=2651.98, Pr > F ≤ .0001

Adjusted RSquare=.1058

*Includes problem in activities of daily living, visual problem, deafness or hearing impairment, need for wheelchair accessibility, developmental disability, immobility, special dietary needs, need for help to administer medication, and “other” physical or mental disabilities.

**Includes Temporary Assistance to Needy Families, Aid to Families with Dependent Children, General Assistance, Social Security, and Supplemental Security Income.

Table 10b: Regression Analysis – Model Predicting Total Hours of Service for Victim/Survivors in On-Site Shelter Only

Variable	Parameter Estimate	Standard Error	T-Value	Probability of T
Intercept	45.6658	2.05368	22.24	≤ .0001
Victim is African American versus any Other Race/Ethnicity	-7.33269	1.16694	-6.28	≤ .0001
Victim Received Services from Program in a Rural County versus any Other Region	8.72356	1.45233	6.01	≤ .0001
Age of Victim	0.05958	0.05615	1.06	0.2887
Victim Receives Income from Employment	-7.68692	1.22837	-6.26	≤ .0001
Victim Receives Income from a Public Source*	5.26847	1.28327	4.11	≤ .0001
Victim’s English is Limited	23.69239	2.62418	9.03	≤ .0001

N=22,594

F=43.67 Pr > F ≤ .0001

Adjusted RSquare=.0112

*Includes Temporary Assistance to Needy Families, Aid to Families with Dependent Children, General Assistance, Social Security, and Supplemental Security Income.

Table 10c: Regression Analysis – Model Predicting Total Hours of Service for Victim/Survivors Who Were Not in On-Site Shelter Only

Variable	Parameter Estimate	Standard Error	T-Value	Probability of T
Intercept	6.45253	0.20987	30.75	≤ .0001
Victim is African American versus any Other Race/Ethnicity	-1.90701	0.14575	-13.08	≤ .0001
Victim Received Services from Program in a Rural County versus any Other Region	4.47178	0.14322	31.22	≤ .0001
Age of Victim	0.04388	0.00531	8.27	≤ .0001
Victim has a Disability or Special Need*	2.5071	0.25404	9.5	≤ .0001
Victim Receives Income from Employment	-0.34091	0.12542	-2.72	0.0066
Victim Receives Income from a Public Source**	0.68424	0.18212	3.76	0.0002
Victim’s English is Limited	2.90438	0.21338	13.61	≤ .0001
Victim’s Primary Presenting Issue was Sexual Abuse versus Physical or Emotional Abuse	2.52064	0.46695	5.4	≤ .0001

N=178,992

F=231.59 Pr > F ≤ .0001

Adjusted RSquare = .0102

*Includes problem in activities of daily living, visual problem, deafness or hearing impairment, need for wheelchair accessibility, developmental disability, immobility, special dietary needs, need for help to administer medication, and “other” physical or mental disabilities.

**Includes Temporary Assistance to Needy Families, Aid to Families with Dependent Children, General Assistance, Social Security, and Supplemental Security Income.

Table 10d: Regression Analysis – Model Predicting Total Hours of Service for All Children in Service

Variable	Parameter Estimate	Standard Error	T-Value	Probability of T
Intercept	5.05496	0.98493	5.13	≤ .0001
Child is Female	0.80722	0.45632	1.77	0.0769
Child is African American Versus Any Other Race/Ethnicity	-2.98289	0.58531	-5.1	≤ .0001
Child Received Services from Program in Cook County Versus all Other Regions	7.67158	0.43177	14.16	≤ .00010
Child is Under 12	2.76439	0.59593	4.64	≤ .0001
Total Number of Problems at Intake	0.70979	0.06739	10.53	≤ .0001
Child Received On-Site Shelter	15.08799	0.50764	29.72	≤ .0001

N=33,844

F=235.48 Pr > F ≤ .0001

Adjusted RSquare = .0399