



Skagit County WA 2009 Community Voice Mail Program Update

**In 2009, CVM helped 278 people
through 20 human service agencies in Skagit County.**

Community Agencies Distributing CVM

- 20% Employment Services
- 5% Homeless Shelters
- 10% Homeless Services
- 20% Healthcare Agencies
- 20% Multi-Service Agencies
- 15% Children's Services
- 5% Domestic Violence Agencies
- 5% Other

Reasons Clients Use CVM*:

CVM clients typically enroll on CVM for multiple reasons and stay on CVM for an average of **5.7 months**.

The main reasons for using CVM include:

- 72% Employment
- 59% Housing
- 59% Social Services
- 58% Healthcare
- 14% Increasing Income (SSI, TANF, etc.)
- 10% Safe Communications
- 55% Other (eg, contact w/ family/friends)

Achieving Outcomes:

In 2009, among those reporting their outcomes to Skagit County **CVM**, **75%** achieved one or more of their goals, including:

- Employment
- Healthcare
- Access to Social Services
- Housing
- Safe Communication

Client Characteristics*:

CVM clients often fall into more than one characteristic category. The 2009 Skagit County CVM client population self-reported as follows:

- 52% Homeless
- 58% Unemployed
- 22% Disabled
- 5% Veteran
- 11% At Risk of Homelessness
- 18% In-housing, phone disconnected
- 5% Victim of Domestic Violence
- 1% Parolee/Prisoner Re-entry
- 8% Limited English, Foster Care, Other

Age, Gender, Ethnicity and Race*:

- **AGE:** 44% 26-44yrs, 25% 45-59yrs, 22% 18-25yrs, 4% 60+ yrs, 3% under 18yrs
- **GENDER:** 41% Male, 57% Female, 0.4% Transgender
- **ETHNICITY:** 17% Latino
- **RACE:** 66% White, 3% African-American, 5% Native American, 1% Asian, 2% Native Hawaiian or Pacific Islander, 5% Other

Income:

- 19% of Skagit County CVM clients report "no financial resources".
- **\$626.54** was the **average monthly income** for Skagit County CVM clients with reported income.

Family Size:

- Average number of children per family = 2
- Average number of dependent adults per family = 2

* >100% due to more than one option per client ("select all that apply"). Unknown is also a possible option, percentage not listed here.