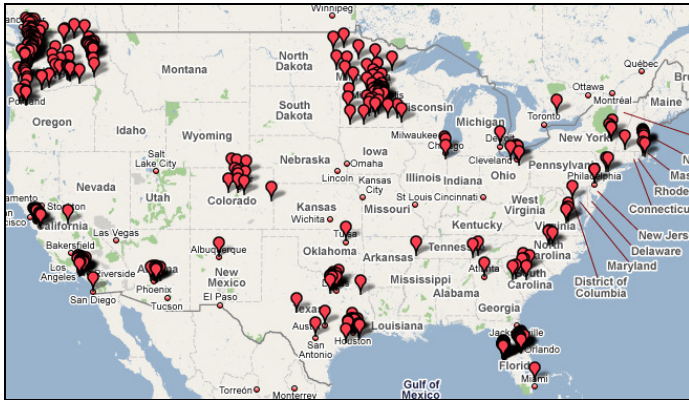


## CVM Reach & User Population

On average, CVM helps 40,000 people each year through 2,000 agencies in 346 cities and towns nationwide.



## 2008 Highlights

In addition to connecting thousands of people to millions of voice mail messages, Community Voice Mail:

- Launched 6 new sites: Tulsa, Albuquerque, Ft. Lauderdale, Akron, Cowlitz County (WA) and the Inland Empire (CA).
- Sent 1,800 broadcast voice and email messages to clients (46% employment related).
- Conducted national client and agency surveys and learned that:
  - 70% of clients find free phones to access CVM
  - 20% of clients own cell phones
  - Clients value CVM and want information about jobs, housing, and other topics via broadcast messaging.
  - Agencies value the local host model and recognize CVM in alleviating burdens on staff and in supporting services to clients.

## Reasons Clients Use CVM\*

CVM clients typically enroll on CVM for multiple reasons and stay on CVM for an average of **6 months**. The main reasons for using CVM include:

- **83%** Employment
- **68%** Housing
- **55%** Social Services
- **53%** Healthcare
- **19%** Increasing Income (SSI, TANF, etc.)
- **30%** Other (eg, safe communications, contact w/ family/friends)

## Achieving Outcomes

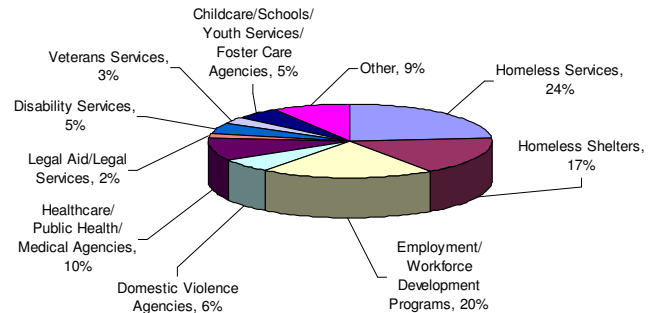
In 2008, **70% of CVM clients** report achieving one or more of their goals, including:

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

The 2008 data for this snapshot was collected from 46 sites and from sub-samples of client intakes in central database.

## Community Agencies Distributing CVM

### Participating Agency by Type 2008



## Client Characteristics\*

CVM clients often fall into more than one characteristic category. The 2008 CVM client population self-reported as follows:

- **52%** Homeless
- **41%** Unemployed
- **21%** Disabled
- **11%** Veteran
- **8%** At Risk of Homelessness
- **6%** In-housing, phone disconnected
- **6%** Victim of Domestic Violence
- **4%** Parolee/Prisoner Re-entry
- **1% or less:** Limited English, Foster Care, Other

## Age, Gender, Ethnicity and Race\*

- **AGE:** **47%** between ages 26-44yrs, **38%** 45-59yrs, **11%** 18-25yrs, **3%** 60+ yrs, **1%** under 18yrs
- **GENDER:** **57%** male, **43%** female, **<1%** transgender
- **ETHNICITY:** **12%** Latino
- **RACE:** **41%** White, **39%** African-American, **4%** Native American, **1%** Asian, **5%** Other

## Income

- **40%** of clients report "no financial resources".
- **\$524.85** was the average monthly income for CVM clients with reported income.

## Family Size

- Avg. number of children per family = **2** (~11,000)
- Avg. number of dependent adults per family = **1** (~2,700)

*"CVM was the thread of communication to the world, and all the people that I needed to be in contact with, in order for me to battle back, survive, stay alive, press on." — Richard, Seattle CVM client*

\* >100% due to more than one option per client ("select all that apply")