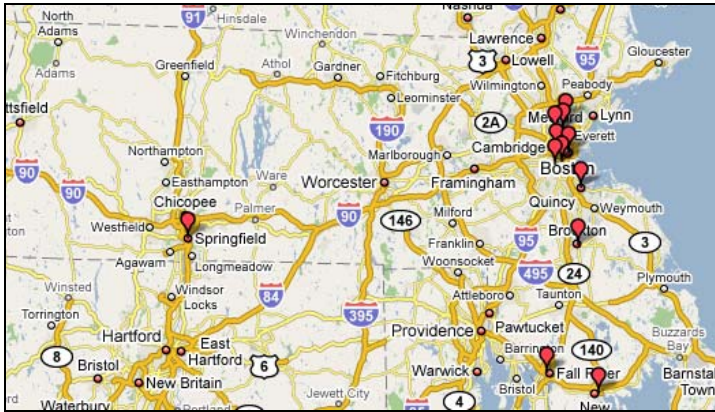




Boston Community Voice Mail Program Update

BOSTON CVM REACH & USER POPULATION

Since 1996, Boston CVM has helped over 10,000 people through approximately 45 human service agencies across 12 cities.



Cities served by Boston CVM

Boston CVM Highlights

- Cities being served at end of 2008: *Boston, Cambridge, Roxbury, Medford, Jamaica Plain, Malden, Melrose, Quincy, Fall River, New Bedford, Springfield, Brockton.*
- Monthly broadcast messages to clients about jobs and other community resources.
- Participation in national partnership with Centers for Disease Control for distribution of critical public health advisories to low-income/homeless population.

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:

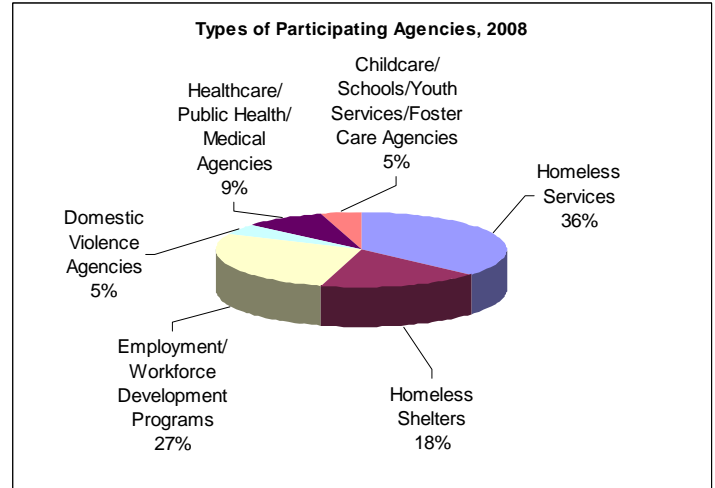
- **82%** Employment
- **65%** Housing
- **35%** Social Services
- **40%** Healthcare
- **12%** Increasing Income (SSI, TANF, etc.)
- **2%** Safe Communications
- **25%** Other (eg, contact w/ family/friends)

Achieving Outcomes:

In 2008, among those reporting their outcomes to **Boston CVM**, **87%** achieved one or more of their goals, including:

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

Community Agencies Distributing CVM



Client Characteristics*:

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

- **70%** Homeless
- **36%** Unemployed
- **8%** Disabled
- **4%** Veteran
- **17%** At Risk of Homelessness
- **2%** In-housing, phone disconnected
- **3%** Victim of Domestic Violence
- **4%** Parolee/Prisoner Re-entry
- **2%** Limited English, Foster Care, Other

Age, Gender, Ethnicity and Race*:

- **AGE:** **44%** 26-44yrs, **43%** 45-59yrs, **8%** 18-25yrs, **2%** 60+ yrs, **0%** under 18yrs
- **GENDER:** **67%** male, **33%** female
- **ETHNICITY:** **11%** Latino
- **RACE:** **67%** White, **23%** African-American, **1%** Native American, **4%** Other

Income:

- **32%** of Boston CVM clients report **“no financial resources”**.
- **\$461.15** was the **average monthly income** for Boston CVM clients with reported income.

Family Size:

- Average number of children per family = **2**
- Average number of dependent adults per family = **1**

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