

CVM helps people living in poverty achieve self sufficiency

In 2010 CVM provided a lifeline to **44,151 households** and over **52,000 individuals** (including dependent children and adults)

The Typical CVM User is...

- Male (60%), 26-59 years old (77%), Caucasian (44%) or African American (36%)
- Homeless (59%) and Unemployed (58%)
- Bringing in \$536 per month
 - 43% reporting public benefits
 - 7% earning income
- Using CVM for 8 months



- 38% Women
- 11% Hispanic
- 11% Veterans
- 20% Disabled
- 44% Have No Financial Resources
- 11% At Risk of Homelessness
- 49% Head of Household
- 2 = Avg # Dependent Children



Clients Setting and Achieving Goals

- 83% - seeking employment
- 67% - seeking housing
- 49% - seeking healthcare
- 54% - seeking social services



- 63% - found work
- 65% - found housing
- 70% - obtained healthcare
- 80% - obtained services

67% successfully completed one or more of their goals

CVM is a robust network of human service agencies

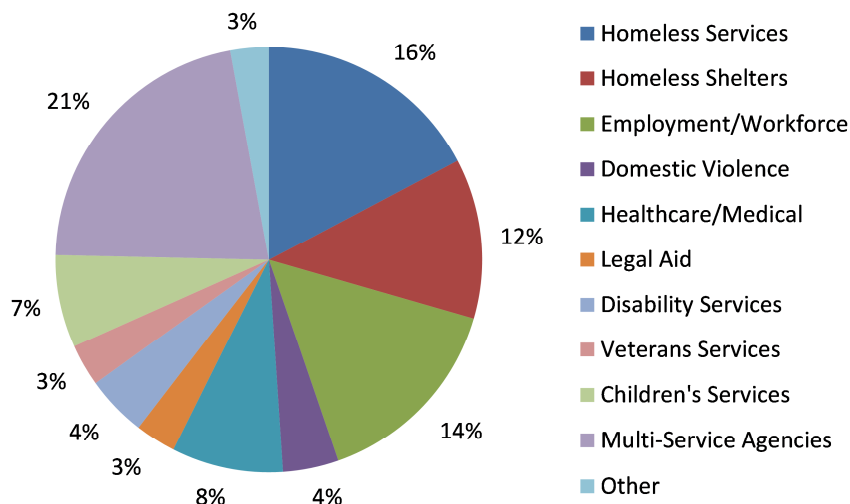
National CVM Network

- 418 cities in 21 states plus Washington DC, Vancouver, Canada and Dunkerque, France
- 44 CVM Programs partnering with 1,992 social service agencies
- 1,331 new CVM users each month!

The Average CVM Program

- Serves 10 cities in the surrounding area
- Partners with 42 local organizations
- Serves nearly 1,000 people with free voice mail services annually

2010 Participating Agencies by Type of Service



Broadcast Messaging “Speaks” to Those We Serve

Broadcast Messaging Saves Valuable Time and Resources

With one message, CVM Managers and participating agency case managers can reach all CVM clients in their service area with information about upcoming events and resources.

“People in poverty overwhelmingly report that they get their information “word of mouth” or through verbal communication, not print. Those who get their information verbally or by asking someone, have an “oral” culture communication style.”

- Lynda Coates, *Communication Across Barriers*

2010 Broadcast Messages

- o 1,809 voice messages
- o 1223 email messages

about

- o Employment (43%)
- o Healthcare (6%)
- o General Resources and Local Community Information (40%)



"A voice mail number may seem insignificant to some, but to those whose street address may be the license plate of their car, a simple voice mail number may be the life line to mere survival."

- U.S. Veteran and CVM User



CVM is Leveraging the Power of Partnership

- **10-Year Plans to End Homelessness** → Majority of CVM Programs are included in local plans
- **Local Emergency Preparedness and Disaster Relief Efforts** → Coordinating to minimize the impact of natural disasters on homeless individuals
- **Centers for Disease Control** → Broadcasting timely health information
- **AIDS.gov** → Broadcasting free HIV testing resources
- **Public Defenders** → Facilitating communication with their in-custody clients
- **Local Tax Preparation Committees** → Coordinating to provide free tax preparation

