SparkPoint COVID-19 Impacted Clients

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SparkPoint COVID-19 Impacted client: Stats

Report period: March 13 – May 8

- 570 impacted clients
  - 80% existing clients
  - 20% new clients since SIP

- Household (Latest Assessed)
  - 491 adults
  - 357 children

SparkPoint COVID-19 Impacted client: Demographics

Ethnicity/Race:

- **39% Latino**
- **30% African American**

Gender: **63% Female**
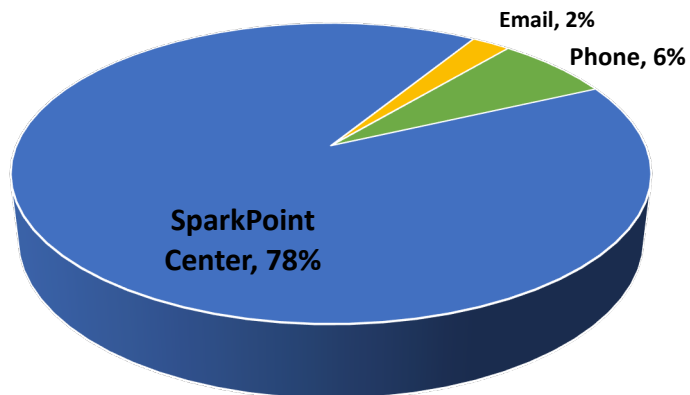
Primary Language: **56% English**
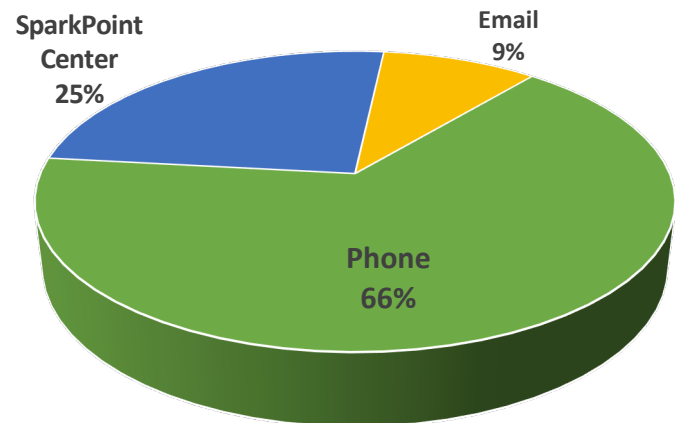
Average age: **41.6**

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SparkPoint COVID-19 Impacted Client: Services

FY19 March 13 – May TD

- Email, 2%
- Phone, 6%
- SparkPoint Center, 78%

FY20 March 13 -May TD

- SparkPoint Center 25%
- Email 9%
- Phone 66%

SparkPoint COVID-19 Impacted Client: Services

Service Name	% of impacted clients
General Engagement and Administration	**69%**
Obtain Benefits	**34%**
Increase Credit Score	**23%**
Manage Finances - Budgeting/Spending Plan	**23%**
Manage Finances - Financial Goals (Including Savings)	**23%**
Obtain Employment	16%
Obtain Affordable Housing	15%
Advocate for Benefits	15%
Decrease Debt	13%

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SparkPoint COVID-19 Impacted Client: Services

General Engagement and Administration	Percentage %
Checking in on client	54%
Calling client to schedule apt	32%
Client calls to hear about services available	15%

Obtain Benefits	Percentage %
Applied for benefits	35%
Discussed benefits	27%
Screened for benefits	19%
Maintaining benefits	10%
Obtained/enrolled in benefits	8%
Denied benefits	1%

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SparkPoint COVID-19 Impacted Client: Services

Increase Credit Score	Percentage %
Working to improve credit score	77%
Obtained at least one credit score of 650 or above	10%
Establishing credit history (no score)	8%
Obtained credit score of 650 or above in two or more credit bureaus	5%

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SparkPoint COVID-19 Impacted Client: Services

Manage Finances - Budgeting/Spending Plan	Percentage %
Maintaining budget (saving, paying down debt)	50%
Gathering expenses to create budget	22%
Has no budget	16%
Created a budget	6%
Has budget but not sticking to it	6%

Manage Finances - Financial Goals (Including Savings)	Percentage %
Achieved financial goals	34%
Setting financial goals	28%
On track on financial goals	27%
Behind on financial goals	6%
Does not have financial goals	4%

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