



	All	Employment		
		Prev. Month	%	YTD
<b>Queries Total:</b>	<b>299</b>	<b>227</b>	<b>31.72%</b>	<b>2064</b>
Email:	0	0	0.00%	0
Telephone:	1	0	100.00%	1
Walk-In:	298	227	31.28%	2063
<b>Query Minutes Total:</b>	<b>1192</b>	<b>733</b>	<b>62.62%</b>	<b>7568</b>
Email:	0	0	0.00%	0
Telephone:	10	0	1000.00%	10
Walk-In:	1182	733	61.26%	7558
<b>Average Query Session:</b>	<b>3.99</b>	<b>3.23</b>	<b>23.46%</b>	<b>3.67</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	10.00	0.00	1000.00%	10.00
Walk-In:	3.97	3.23	22.84%	3.66
<b>Laptop Request Total:</b>	<b>290</b>	<b>222</b>	<b>30.63%</b>	<b>2052</b>
<b>Laptop Minutes Total:</b>	<b>16044</b>	<b>10377</b>	<b>54.61%</b>	<b>109819</b>
<b>Average Laptop Session:</b>	<b>55.32</b>	<b>46.74</b>	<b>18.36%</b>	<b>53.52</b>
	All	Food Stamps		
		Prev. Month	%	YTD
<b>Queries Total:</b>	<b>125</b>	<b>114</b>	<b>9.65%</b>	<b>969</b>
Email:	0	0	0.00%	0
Telephone:	0	1	-100.00%	1
Walk-In:	125	113	10.62%	968
<b>Query Minutes Total:</b>	<b>515</b>	<b>461</b>	<b>11.71%</b>	<b>3573</b>
Email:	0	0	0.00%	0
Telephone:	0	10	-100.00%	10
Walk-In:	515	451	14.19%	3563
<b>Average Query Session:</b>	<b>4.12</b>	<b>4.04</b>	<b>1.88%</b>	<b>3.69</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	10.00	-100.00%	10.00
Walk-In:	4.12	3.99	3.23%	3.68
<b>Laptop Request Total:</b>	<b>123</b>	<b>111</b>	<b>10.81%</b>	<b>959</b>
<b>Laptop Minutes Total:</b>	<b>5144</b>	<b>2925</b>	<b>75.86%</b>	<b>37105</b>
<b>Average Laptop Session:</b>	<b>41.82</b>	<b>26.35</b>	<b>58.71%</b>	<b>38.69</b>

	<b>Immigration</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>4</b>	<b>2</b>	<b>100.00%</b>	<b>29</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	4	2	100.00%	28
<b>Query Minutes Total:</b>	<b>21</b>	<b>7</b>	<b>200.00%</b>	<b>255</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	21	7	200.00%	254
<b>Average Query Session:</b>	<b>5.25</b>	<b>3.50</b>	<b>50.00%</b>	<b>8.79</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	1.00
Walk-In:	5.25	3.50	50.00%	9.07
<b>Laptop Request Total:</b>	<b>2</b>	<b>2</b>	<b>0.00%</b>	<b>20</b>
<b>Laptop Minutes Total:</b>	<b>75</b>	<b>55</b>	<b>36.36%</b>	<b>1055</b>
<b>Average Laptop Session:</b>	<b>37.50</b>	<b>28</b>	<b>36.36%</b>	<b>52.75</b>
	<b>Incarceration</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>1</b>	<b>1</b>	<b>0.00%</b>	<b>17</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	1	1	0.00%	17
<b>Query Minutes Total:</b>	<b>2</b>	<b>2</b>	<b>0.00%</b>	<b>187</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	2	2	0.00%	187
<b>Average Query Session:</b>	<b>2.00</b>	<b>2.00</b>	<b>0.00%</b>	<b>11.00</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	2.00	2.00	0.00%	11.00
<b>Laptop Request Total:</b>	<b>1</b>	<b>1</b>	<b>0.00%</b>	<b>12</b>
<b>Laptop Minutes Total:</b>	<b>20</b>	<b>60</b>	<b>-66.67%</b>	<b>215</b>
<b>Average Laptop Session:</b>	<b>20.00</b>	<b>60.00</b>	<b>-66.67%</b>	<b>17.92</b>

	<b>Legal</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>9</b>	<b>6</b>	<b>50.00%</b>	<b>162</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	9	6	50.00%	162
<b>Query Minutes Total:</b>	<b>72</b>	<b>49</b>	<b>46.94%</b>	<b>1005</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	72	49	46.94%	1005
<b>Average Query Session:</b>	<b>8.00</b>	<b>8.17</b>	<b>-2.04%</b>	<b>6.20</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	8.00	8.17	-2.04%	6.20
<b>Laptop Request Total:</b>	<b>5</b>	<b>6</b>	<b>-16.67%</b>	<b>131</b>
<b>Laptop Minutes Total:</b>	<b>125</b>	<b>295</b>	<b>-57.63%</b>	<b>10741</b>
<b>Average Laptop Session:</b>	<b>25.00</b>	<b>49.17</b>	<b>-49.15%</b>	<b>81.99</b>

	<b>Medical</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>7</b>	<b>5</b>	<b>40.00%</b>	<b>47</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	1
Walk-In:	7	5	40.00%	46
<b>Query Minutes Total:</b>	<b>32</b>	<b>31</b>	<b>3.23%</b>	<b>377</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	5
Walk-In:	32	31	3.23%	372
<b>Average Query Session:</b>	<b>4.57</b>	<b>6.20</b>	<b>-26.27%</b>	<b>8.02</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	5.00
Walk-In:	4.57	6.20	-26.27%	8.09
<b>Laptop Request Total:</b>	<b>6</b>	<b>4</b>	<b>50.00%</b>	<b>43</b>
<b>Laptop Minutes Total:</b>	<b>180</b>	<b>90</b>	<b>100.00%</b>	<b>1485</b>
<b>Average Laptop Session:</b>	<b>30.00</b>	<b>22.50</b>	<b>33.33%</b>	<b>34.53</b>

**Pasco Government**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>23</b>	<b>6</b>	<b>283.33%</b>	<b>120</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	5
Walk-In:	23	6	283.33%	115
<b>Query Minutes Total:</b>	<b>47</b>	<b>25</b>	<b>88.00%</b>	<b>430</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	19
Walk-In:	47	25	88.00%	411
<b>Average Query Session:</b>	<b>2.04</b>	<b>4.17</b>	<b>-50.96%</b>	<b>3.58</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	3.80
Walk-In:	2.04	4.17	-50.96%	3.57
<b>Laptop Request Total:</b>	<b>8</b>	<b>5</b>	<b>60.00%</b>	<b>62</b>
<b>Laptop Minutes Total:</b>	<b>180</b>	<b>90</b>	<b>100.00%</b>	<b>2179</b>
<b>Average Laptop Session:</b>	<b>22.50</b>	<b>18.00</b>	<b>25.00%</b>	<b>35.15</b>

**Social Security**

<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>7</b>	<b>4</b>	<b>75.00%</b>	<b>37</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	7	4	75.00%	37
<b>Query Minutes Total:</b>	<b>39</b>	<b>17</b>	<b>129.41%</b>	<b>135</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	39	17	129.41%	135
<b>Average Query Session:</b>	<b>5.57</b>	<b>4.25</b>	<b>31.09%</b>	<b>3.65</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	5.57	4.25	31.09%	3.65
<b>Laptop Request Total:</b>	<b>6</b>	<b>4</b>	<b>50.00%</b>	<b>35</b>
<b>Laptop Minutes Total:</b>	<b>190</b>	<b>215</b>	<b>-11.63%</b>	<b>1675</b>
<b>Average Laptop Session:</b>	<b>31.67</b>	<b>53.75</b>	<b>-41.09%</b>	<b>47.86</b>

	<b>Tax Forms</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>12</b>	<b>6</b>	<b>100.00%</b>	<b>2407</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	3
Walk-In:	12	6	100.00%	2404
<b>Query Minutes Total:</b>	<b>28</b>	<b>23</b>	<b>21.74%</b>	<b>3512</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	32
Walk-In:	28	23	21.74%	3480
<b>Average Query Session:</b>	<b>2.33</b>	<b>3.83</b>	<b>-39.13%</b>	<b>1.46</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	10.67
Walk-In:	2.33	3.83	-39.13%	1.45
<b>Laptop Request Total:</b>	<b>6</b>	<b>4</b>	<b>50.00%</b>	<b>180</b>
<b>Laptop Minutes Total:</b>	<b>120</b>	<b>175</b>	<b>-31.43%</b>	<b>6979</b>
<b>Average Laptop Session:</b>	<b>20.00</b>	<b>43.75</b>	<b>-54.29%</b>	<b>38.77</b>

	<b>Unemployment</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>54</b>	<b>31</b>	<b>74.19%</b>	<b>466</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	54	31	74.19%	466
<b>Query Minutes Total:</b>	<b>197</b>	<b>79</b>	<b>149.37%</b>	<b>1439</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	197	79	149.37%	1439
<b>Average Query Session:</b>	<b>3.65</b>	<b>2.55</b>	<b>43.16%</b>	<b>3.09</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	3.65	2.55	43.16%	3.09
<b>Laptop Request Total:</b>	<b>51</b>	<b>31</b>	<b>64.52%</b>	<b>462</b>
<b>Laptop Minutes Total:</b>	<b>1678</b>	<b>1010</b>	<b>66.14%</b>	<b>15821</b>
<b>Average Laptop Session:</b>	<b>32.90</b>	<b>32.58</b>	<b>0.99%</b>	<b>34.24</b>

	<b>Veterans</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>5</b>	<b>1</b>	<b>400.00%</b>	<b>20</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	5	1	400.00%	20
<b>Query Minutes Total:</b>	<b>25</b>	<b>2</b>	<b>1150.00%</b>	<b>89</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	0
Walk-In:	25	2	1150.00%	89
<b>Average Query Session:</b>	<b>5.00</b>	<b>2.00</b>	<b>150.00%</b>	<b>4.45</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	0.00
Walk-In:	5.00	2.00	150.00%	4.45
<b>Laptop Request Total:</b>	<b>5</b>	<b>1</b>	<b>400.00%</b>	<b>19</b>
<b>Laptop Minutes Total:</b>	<b>225</b>	<b>10</b>	<b>2150.00%</b>	<b>690</b>
<b>Average Laptop Session:</b>	<b>45.00</b>	<b>10.00</b>	<b>350.00%</b>	<b>36.32</b>
	<b>Other</b>			
<b>All</b>		<b>Prev. Month</b>	<b>%</b>	<b>YTD</b>
<b>Queries Total:</b>	<b>81</b>	<b>28</b>	<b>189.29%</b>	<b>1284</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	3
Walk-In:	81	28	189.29%	1281
<b>Query Minutes Total:</b>	<b>386</b>	<b>158</b>	<b>144.30%</b>	<b>3416</b>
Email:	0	0	0.00%	0
Telephone:	0	0	0.00%	32
Walk-In:	386	158	144.30%	3384
<b>Average Query Session:</b>	<b>4.77</b>	<b>5.64</b>	<b>-15.55%</b>	<b>2.66</b>
Email:	0.00	0.00	0.00%	0.00
Telephone:	0.00	0.00	0.00%	10.67
Walk-In:	4.77	5.64	-15.55%	2.64
<b>Laptop Request Total:</b>	<b>59</b>	<b>25</b>	<b>136.00%</b>	<b>366</b>
<b>Laptop Minutes Total:</b>	<b>3470</b>	<b>867</b>	<b>300.23%</b>	<b>16463</b>
<b>Average Laptop Session:</b>	<b>58.81</b>	<b>34.68</b>	<b>69.59%</b>	<b>44.98</b>