2005 Annual Services Report
Service Annual Survey

Social Assistance

FORM
SA-624EA

REPORT DUE

Any questions call 1–800–772–7851
M–F, 8:30 a.m. to 5:00 p.m. EST.

Please correct any error in the name, address, or ZIP Code.

YOUR RESPONSE IS REQUIRED BY LAW
Title 13, U.S. Code, requires businesses and other organizations that receive this questionnaire to answer the questions and return the report to the Census Bureau.

YOUR RESPONSE IS CONFIDENTIAL BY LAW
Title 13, U.S. Code, requires that your response may be seen only by persons sworn to uphold the confidentiality of Census Bureau information and may be used only for statistical purposes. The law also provides that copies retained in your files are immune from legal process.

YOUR RESPONSE IS IMPORTANT
The services industries account for nearly 70 percent of all economic activity. We conduct this survey to obtain timely, comprehensive and consistent measures needed by policy-makers, businesses, and the public to accurately assess domestic economic performance.
Annual Services Report

- This report should be completed and returned on or before the due date in the preaddressed envelope provided.
- If filing within the required time frame will cause an undue burden and you would like an extension, or if you have any questions, please write to:

  U.S. CENSUS BUREAU
  1201 East 10th Street
  Jeffersonville, IN 47132-0001

or call a Census Bureau Representative at 1–800–772–7851, weekdays from 8:30 a.m. to 5:00 p.m., eastern standard time.

1 Report Coverage

This report covers all domestic locations operated by your company and its subsidiaries primarily engaged in providing (1) short term emergency shelter for victims of domestic violence, sexual assault, or child abuse and/or (2) temporary residential shelter for homeless individuals or families, runaway youth, and patients and families caught in medical crises. These locations may operate their own shelters or may subsidize housing using existing homes, apartments, hotels, or motels.

Does the above coverage describe this firm’s business activity?

☐ Yes – Go to 3

☐ No – Specify the firm’s business activity and complete the report where applicable beginning with 3. 

0002

2 Not Applicable

3 Report Periods

What periods of time will this data represent?

- Report data for the 2005 and 2004 calendar years if possible.
- For locations that were sold or acquired during a year, only report for the periods that this firm operated the locations.

☐ 2005 and 2004 calendar years – Go to 4

☐ Other than calendar years – Enter the periods this report will cover.

(e.g., fiscal years, periods with less than a full calendar year).

0007

From Date: Month Day Year
0008

To Date: Month Day Year

0007

From Date: Month Day Year
0008

To Date: Month Day Year
4 Revenue

Report the total revenue for this firm’s locations defined in 1 for the following categories.
- Enter "0" where applicable.
- Estimates are acceptable.
- Do not combine data for two or more detail lines.

**Include:**
- Program service revenue for services provided in 2004 and 2005, whether or not payment was received in 2004 and 2005.
- Gross sales of merchandise, minus returns and allowances.
- Income from interest, dividends, gross rents (including display space rentals and share of receipts from departments operated by other companies), royalties, and other investments.
- Gross contributions, gifts, and grants received (whether or not restricted for use in operations).
- Dues and assessments from members and affiliates.
- Commissions earned from the sale of merchandise owned by others (including commissions from vending machine operators).
- Gross receipts from fundraising activities.

**Exclude:**
- Taxes collected directly from customers or clients and paid directly to a local, state, or federal tax agency.
- Gross receipts of departments or concessions operated by other companies.
- Amounts transferred to operating funds from capital or reserve funds.

<table>
<thead>
<tr>
<th>Category</th>
<th>2005 Revenue</th>
<th>2004 Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Contributions, gifts, and grants received</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Investment and property income – Include interest and dividends</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exclude gains (losses) from assets sold</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. All other revenue – Revenue not reported in lines 1–2. If this item is greater than 20% of the total revenue, specify the primary source of the revenue here</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. TOTAL REVENUE – Sum of lines 1–3.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5 Not Applicable
6 Operating Expenses

Report operating expenses for this firm’s locations as defined in 1 for the following categories.

- Enter "0" where applicable.
- Estimates are acceptable.

**Exclusions:**
- Transfers made within the company
- Capitalized expenses
- Interest
- Bad debt
- Impairment
- Income tax

### Personnel Costs

1. **Gross annual payroll** – Total annual Medicare salaries and wages for all employees as reported on your firm’s IRS Form 941, Employer’s Quarterly Federal Tax Return, line 5(c) for the four quarters that correspond to the survey period...

<table>
<thead>
<tr>
<th>2005 Operating Expenses</th>
<th>2004 Operating Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bil.</td>
<td>Mil.</td>
</tr>
<tr>
<td>$1821</td>
<td></td>
</tr>
</tbody>
</table>

2. **Employer’s cost for fringe benefits** – Employer’s cost for legally required programs and programs not required by law. **Include** insurance premiums for hospital plans, medical plans, and single service plans (e.g., dental, vision, prescription drugs); premium equivalents for self-insured plans and fees paid to third-party administrators (TPAs); defined benefit pension plans; defined contribution plans (e.g., profit sharing, 401K and stock option plans); and other fringe benefits (e.g., Social Security, workers’ compensation insurance, unemployment tax, state disability insurance programs, life insurance benefits, Medicare). Do not include employee contributions...

<table>
<thead>
<tr>
<th>2005 Operating Expenses</th>
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</thead>
<tbody>
<tr>
<td>Bil.</td>
<td>Mil.</td>
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<tr>
<td>$1822</td>
<td></td>
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</tbody>
</table>

3. **Temporary staff and leased employee expense** – Total costs paid to Professional Employer Organizations (PEOs) and staffing agencies for personnel. **Include** all charges for payroll, benefits, and services...

<table>
<thead>
<tr>
<th>2005 Operating Expenses</th>
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</thead>
<tbody>
<tr>
<td>Bil.</td>
<td>Mil.</td>
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<tr>
<td>$1823</td>
<td></td>
</tr>
</tbody>
</table>

### Expensed Materials, Parts and Supplies (not for resale)

4. **Expensed equipment** – Expensed computer hardware and other equipment (e.g., copiers, fax machines, telephones, shop and lab equipment, CPUs and monitors). Report packaged software in line 6. Report leased and rented equipment in line 8...

<table>
<thead>
<tr>
<th>2005 Operating Expenses</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Bil.</td>
<td>Mil.</td>
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<tr>
<td>$1824</td>
<td></td>
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</tbody>
</table>

5. **Expensed purchases of other materials, parts, and supplies** – Materials and supplies used in providing services to others; materials and parts used in repairs; office and janitorial supplies; small tools; containers and other packaging materials; and motor fuels...

<table>
<thead>
<tr>
<th>2005 Operating Expenses</th>
<th>2004 Operating Expenses</th>
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</thead>
<tbody>
<tr>
<td>Bil.</td>
<td>Mil.</td>
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<tr>
<td>$1825</td>
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</tbody>
</table>

### Expensed Purchased Services

6. **Expensed purchases of software** – Purchases of prepackaged, custom coded, or vendor customized software. **Include** software developed or customized by others, web-design services and purchases, licensing agreements, upgrades of software; and maintenance fees related to software upgrades and alterations...

<table>
<thead>
<tr>
<th>2005 Operating Expenses</th>
<th>2004 Operating Expenses</th>
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</thead>
<tbody>
<tr>
<td>Bil.</td>
<td>Mil.</td>
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<tr>
<td>$1826</td>
<td></td>
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</tbody>
</table>

7. **Purchased electricity and fuels (except motor fuels)** – If the cost of electricity and heating fuels (e.g., natural gas, propane, oil, coal) are included in lease or rental payments, report in line 8...

<table>
<thead>
<tr>
<th>2005 Operating Expenses</th>
<th>2004 Operating Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bil.</td>
<td>Mil.</td>
</tr>
<tr>
<td>$1827</td>
<td></td>
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</tbody>
</table>

8. **Lease and rental payments** – For land, buildings, offices, structures, machinery, equipment, and other tangible items. **Include** lease and rental of transportation equipment without operators; and penalties incurred for broken leases. **Exclude** capital and financing lease agreements and licensing/leasing of software...

<table>
<thead>
<tr>
<th>2005 Operating Expenses</th>
<th>2004 Operating Expenses</th>
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</thead>
<tbody>
<tr>
<td>Bil.</td>
<td>Mil.</td>
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<tr>
<td>$1828</td>
<td></td>
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</tbody>
</table>
### Operating Expenses – (Continued)

Report operating expenses for this firm’s locations as defined in 1 for the following categories.

- Enter "0" where applicable.
- Estimates are acceptable.

**Exclude:**
- Transfers made within the company
- Capitalized expenses
- Interest
- Bad debt
- Impairment
- Income tax

#### Expensed Purchased Services – (Continued)

9. **Purchased repair and maintenance** – Include expensed repair and maintenance to buildings and integral building components (e.g., elevators, heating and cooling systems), structures, offices, machinery, vehicles, equipment, and computer hardware. **Exclude** materials, parts, and supplies used for repair and maintenance performed by this firm’s employees. Report janitorial and grounds maintenance services in line 13.

10. **Purchased advertising and promotional services** – Include marketing and public relations services.

#### Other Operating Expenses

11. **Depreciation and amortization charges** – Include depreciation charges taken against tangible assets owned and used by your firm, tangible assets and improvements owned by your firm within leaseholds, tangible assets obtained through capital lease agreements, and amortization charges against intangible assets (e.g., patents, copyrights). **Exclude** impairment.

12. **Governmental taxes and license fees** – Payments to government agencies for taxes and licenses. **Include** business and property taxes. **Exclude** income taxes, and sales and excise taxes collected from customers.

13. **All other operating expenses** – Report all other operating expenses not reported above, unless specifically excluded in the general instructions at the top of the page. **Exclude** purchases of merchandise for resale and non-operating expenses.


<table>
<thead>
<tr>
<th>Year</th>
<th>2005 Operating Expenses</th>
<th>2004 Operating Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Bil.</td>
<td>Mil.</td>
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<td>12.</td>
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<tr>
<td>13.</td>
<td></td>
<td></td>
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<tr>
<td>14.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Interest Expense

Report interest expense for all this firm’s locations as defined in 1 for the following category.

- Enter "0" where applicable.
- Estimates are acceptable.

**Exclude:**
- Transfers made within the company
- Capitalized interest

1. **Interest expense** – Interest expenses incurred in the financing of operations and long lived assets used in continuing operations...

<table>
<thead>
<tr>
<th>2005 Interest Expense</th>
<th>2004 Interest Expense</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bl.</td>
<td>Mil.</td>
</tr>
<tr>
<td>$1856</td>
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</tbody>
</table>
E-Commerce Revenue

E-commerce includes sales and receipts from any transaction completed over an Internet, extranet, EDI network, electronic mail or other online system. Transactions are agreements between buyers and sellers to transfer ownership of, or rights to use, goods or services. Payment for these goods and services may or may not be made online.

Include:
- Revenue from online orders for goods or services placed by a buyer.
- Commissions or fees from trading of securities or the sale of other financial products online (insurance, loans, etc.).
- Commissions or fees from selling or facilitating the sale of third party products through your company's website.
- Commissions or fees from use of computerized reservation systems, financial transaction processing systems, etc.
- Revenue from orders or contracts negotiated online with a buyer and seller on the price and terms for transferring ownership or the rights to use goods or services.
- Revenue from telephone transactions using interactive voice response systems.

Exclude:
- Online billings where the order or contract was not negotiated online.
- Delivery of services online where the order or contract was not negotiated online.
- Provision of telecommunications systems and related infrastructure systems where the order or contract for such services was not negotiated online.
- Orders for goods or services placed by fax or over switched telephone network.
- Online advertising.

Did the revenue reported in include any e-commerce revenue?

| 1 | Yes – What was this firm's e-commerce revenue? |
| 2 | No – Go to 11 |

2005 E-Commerce Revenue

<table>
<thead>
<tr>
<th>2004 E-Commerce Revenue</th>
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<table>
<thead>
<tr>
<th>2004 E-Commerce Revenue</th>
</tr>
</thead>
</table>

When did this firm begin e-commerce sales?

9 Not Applicable

10 Not Applicable
11 Ownership or Control

Does another firm own more than 50 percent of the voting stock or have the power to control the management and policies of this company?

☐ Yes – Provide this firm’s information.

☐ No – Go to 12

11.1 Name of owning or controlling company

11.2 EIN

11.3 Street address

11.4 City, State, ZIP Code

12 Acquisitions or Mergers

Did this company acquire or merge with another firm in 2005 or 2004?

☐ Yes – Provide the date of the merger or acquisition and the firm’s information.

☐ No – Go to 13

12.1 Name of company acquired or merged with

12.2 EIN

12.3 Street address

12.4 City, State, ZIP Code

13 Remarks – Please provide an explanation for any inconsistent or incomplete data that would aid in understanding this report. For any separate correspondence pertaining to this report, please include the identification number shown in the address label area at the top of the first page.

13.1

14 Certification – This report is substantially accurate and has been prepared in accordance with the instructions.

14.1 Name of person completing this report – Please print

14.2 Title

14.3 Date

14.4 Address (Street address, City, State, ZIP Code)

14.5 Telephone number

14.6 Fax number

14.7 E-mail address

Return Completed form to:

U.S. CENSUS BUREAU
1201 East 10th Street
Jeffersonville, IN 47132-0001

or fax to: 1–800–447–4613

To see aggregate industry results of previous Service Annual Surveys, go to the following website: www.census.gov/econ/www/servmenu.html
2005 Annual Services Report
Instructions for Tax-Exempt Firms

General Instructions

- Report data on an accrual basis, except for payroll.
- Dollars should be rounded to the nearest dollar.
- If a figure is $1,030,280,456, it should be reported as 1 030 280 456

Include in revenue:

- Report gross billings, except where noted elsewhere on the form.
- Program service revenue for services provided in 2004 or 2005, whether or not payment was received in 2004 or 2005.
- Gross sales of merchandise, minus returns and allowances.
- Income from interest, dividends, gross rents (including display space rentals and share of receipts from departments operated by other companies), royalties, and other investments.
- Gross contributions, gifts, and grants (whether or not restricted for use in operations).
- Dues and assessments from members and affiliates.
- Commissions earned from the sale of merchandise owned by others (including commissions from vending machine operators).
- Gross receipts from fundraising activities.

Exclude from revenue:

- Taxes collected directly from customers or clients and paid directly to a local, state, or federal tax agency.
- Gross receipts of departments or concessions operated by other companies.
- Amounts transferred to operating funds from capital or reserve funds.

Item Specific Instructions

Item 6 – Operating Expenses

Line 1 – Gross annual payroll

Include salaries and wages, commissions, dismissal pay, bonuses, employee contributions to Social Security, income tax withholding, union dues, group insurance premiums, savings bonds, cash equivalent in-kind, allowances, holiday pay, vacation pay, sick leave, stock purchase plans, and employee contributions to pension plans. Exclude the cost of leased employees, employer’s cost for fringe benefits, temporary staff obtained from temporary help services. For unincorporated businesses, exclude profit or other compensation of proprietors or partners.

All other operating expenses

Include travel and entertainment; postage, shipping or delivery services, warehousing, and storage services; royalties; security services; janitorial and grounds maintenance services; purchased transportation with operators; and other expenses not reported elsewhere.