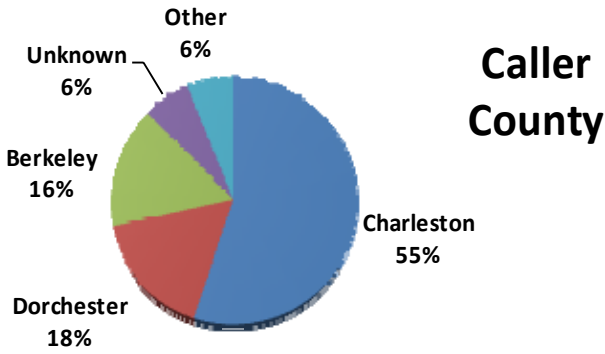
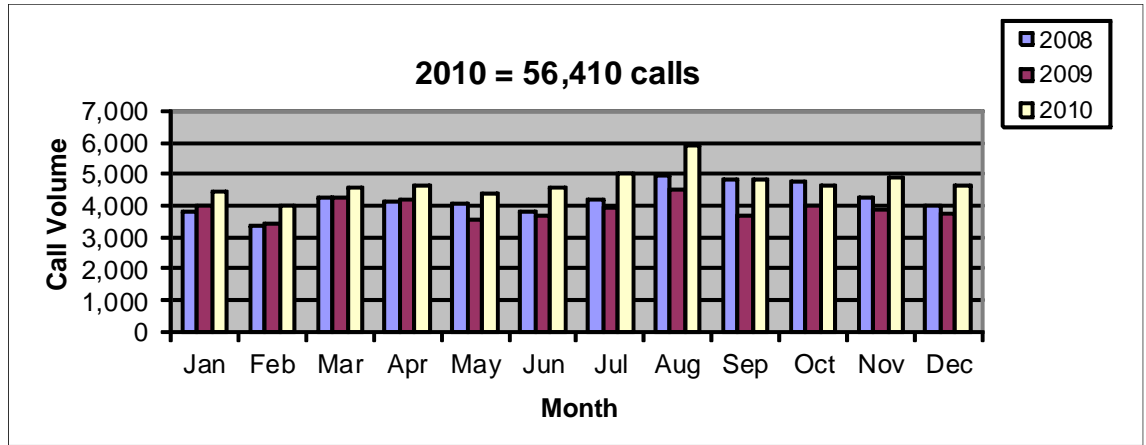


2-1-1 Service Snapshot

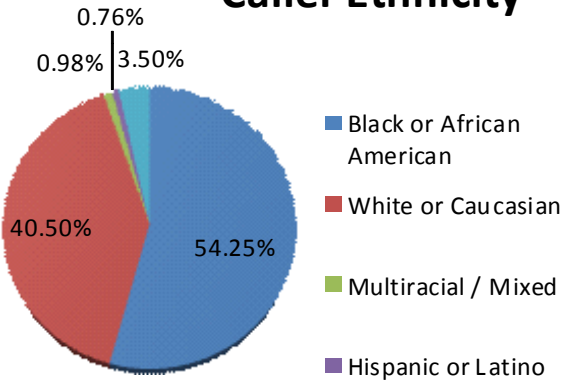
Yearly Call Volume
2010 = 56,410
2009 = 48,578
2008 = 50,502
2007 = 44,740



Top 20 Needs

Call Count	Percent	Need
11024	27.00%	Utility Service Payment Assistance
4491	11.00%	Rent Payment Assistance
1886	4.62%	Food Pantries
1268	3.11%	Homeless Shelter
862	2.11%	Home Rehabilitation Programs
841	2.06%	Food Banks/Food Distribution Warehouses
832	2.04%	Community Clinics
771	1.89%	Household Goods
724	1.77%	Transitional Housing/Shelter
569	1.39%	Low Income/Subsidized Rental Housing
569	1.39%	Mortgage Payment Assistance
567	1.39%	Job Finding Assistance
540	1.32%	Prescription Expense Assistance
517	1.27%	Housing Authorities
503	1.23%	Legal Counseling
439	1.08%	Legal Representation
436	1.07%	Emergency Dental Care
410	1.00%	Community Mental Health Agencies
387	0.95%	Clothing
383	0.94%	Individual Counseling
382	0.94%	Food Stamps

Caller Ethnicity



Caller Ages

