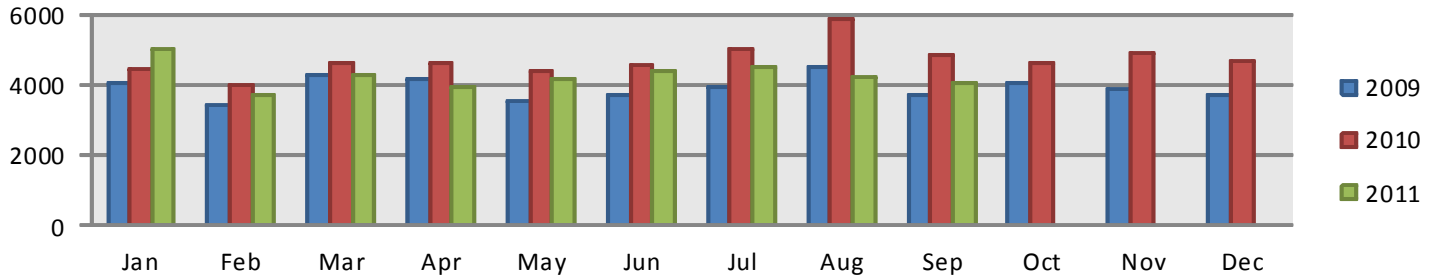


## 2-1-1 Service Snapshot

### 3rd Quarter 2011

July - September

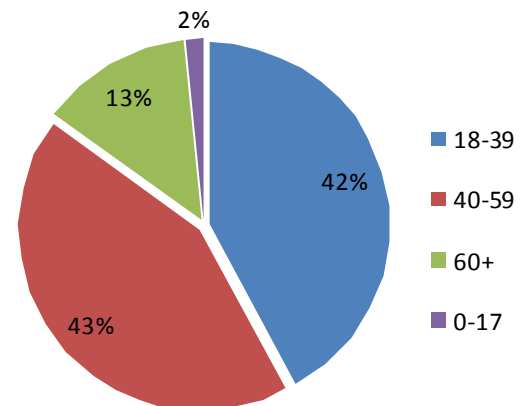
### Monthly Call Volume



Call Count	Percent	Top 20 Needs
3265	26.51%	Utility Service Payment Assistance
1301	10.56%	Rent Payment Assistance
617	5.01%	Food Pantries
543	4.41%	Homeless Shelter
339	2.75%	Transitional Housing/Shelter
232	1.88%	Household Goods
220	1.79%	Community Clinics
219	1.78%	Low Income/Subsidized Rental Housing
213	1.73%	Home Rehabilitation Programs
183	1.49%	Benefits Screening
180	1.46%	Clothing
179	1.45%	Legal Counseling
175	1.42%	Community Mental Health Agencies
157	1.27%	Prescription Expense Assistance
150	1.22%	Job Finding Assistance
146	1.19%	School Supplies
138	1.12%	Employment Preparation
134	1.09%	Food Stamps
133	1.08%	Crisis Shelter
130	1.06%	Food Banks/Food Distribution Warehouses
130	1.06%	Individual Counseling

Total Calls	Caller's County
1730	Berkeley
5042	Charleston
1686	Dorchester
3381	Other

#### Age of Callers\*



#### Gender\*

Female = 75.8%
Male = 23.4%
unknown = 0.88%

\*Represents a sample size approximately 20% of calls