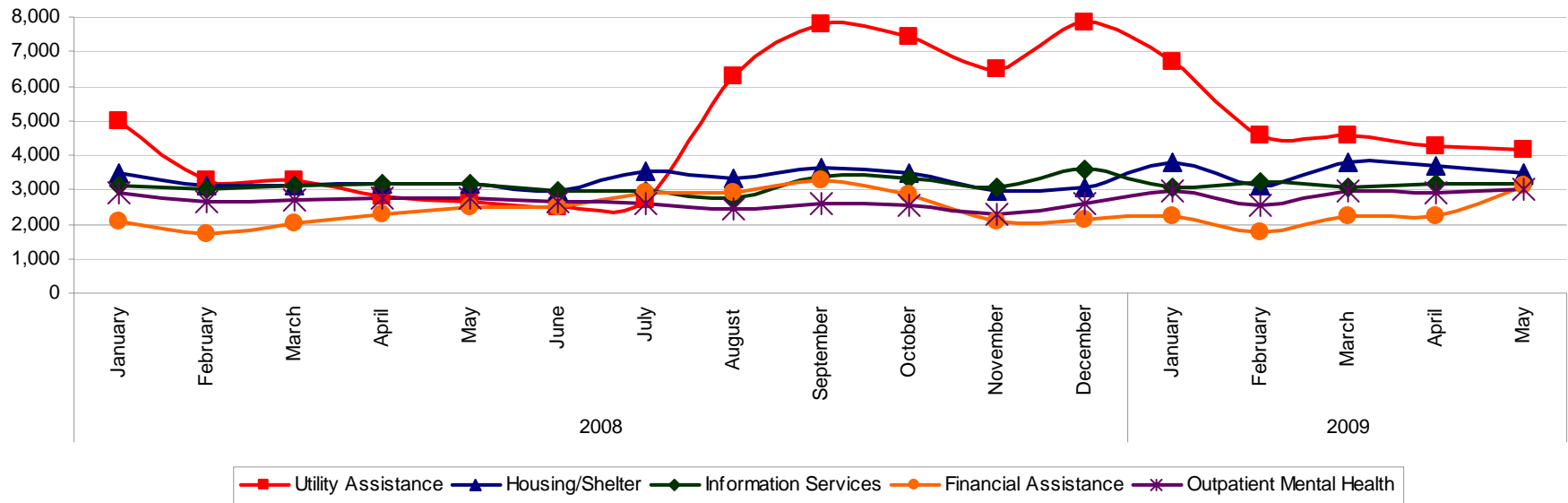


United Way 2-1-1 Top 10 Requests for Service – Statewide, May 2008 & 2009

	Service Categories		May 2008			May 2009			% Change		
			May 2008	May 2009	% Change	June 2007 to May 2008	June 2008 to May 2009	% Change			
1.	Utilities/Heat	➔	2,642	4,142	56.8%	41,271	65,449	58.6%			
2.	Housing/Shelter	➔	3,169	3,487	10.0%	40,353	40,962	1.5%			
3.	Information Services	➔	3,153	3,190	1.2%	37,058	38,196	3.1%			
4.	Financial Assistance	➔	2,490	3,101	24.5%	28,661	30,399	6.1%			
5.	Outpatient Mental Health Care	➔	2,754	3,037	10.3%	33,714	32,072	-4.9%			
6.	Substance Abuse Services	➔	2,114	2,079	-1.7%	28,174	23,384	-17.0%			
7.	Legal Services	➔	1,991	1,889	-5.1%	26,194	22,975	-12.3%			
8.	Public Assistance Programs	➔	1,663	1,742	4.8%	21,644	22,218	2.7%			
9.	Health Supportive Services	➔	1,499	1,433	-4.4%	17,178	18,904	10.0%			
10.	Food	➔	1,524	1,400	-8.1%	17,189	21,792	26.8%			
	Total Requests for Service*	➔	35,911	37,318	3.9%	463,467	477,859	3.1%			
	Total Calls	➔	25,932	28,951	11.6%	339,242	342,441	0.9%			

* The number of requests for service is greater than the number of calls, given that one caller may have multiple needs requiring multiple referrals.

Number of Requests per Service Category (Top 5 Service Categories) – January 2008 to May 2009



Top 5 Service Categories and Their Leading Subcategories

Utility/Heat	Housing/Shelter	Information Services	Financial Assistance	Outpatient Mental Health
Utility Assistance	Homeless Shelter	General Information	Temporary Financial Assistance	Helplines/warmlines
Seasonal/Year Round Utility Disconnection Protection	Housing Search & Information	Comprehensive Information & Referral	Rent Payment Assistance	Psychiatric Mobile Response Teams
Utility Services	Subsidized Rental Housing	Directory Assistance	Rent Deposit Assistance	General Counseling Services
Discounted Heating Fuel	Housing Authorities	Directory/Resource List Publication	Prescription Expense Assistance	Domestic Violence Hotlines
Discounted Utility Services	Domestic Violence Shelters	Specialized Information & Referral	Mortgage Payment Assistance	Suicide Prevention Hotlines