

## United Way 2-1-1 Top 10 Requests for Service – 2005 to 2009, Bridgeport

	Service Categories	2005		2006		2007		2008		2009	
		Requests for Service	% of all requests	Requests for Service	% of all requests	Requests for Service	% of all requests	Requests for Service	% of all requests	Requests for Service	% of all requests
1.	Utilities/Heat	2,430	8.3%	2,276	7.6%	3,057	6.0%	4,766	10.6%	5,521	13.0%
2.	Housing/Shelter	3,049	10.4%	2,876	9.6%	3,462	6.8%	3,420	7.6%	4,402	10.4%
3.	Information Services	1,869	6.3%	2,253	7.5%	2,924	5.8%	3,511	7.8%	3,862	9.1%
4.	Financial Assistance	1,602	5.4%	1,911	6.4%	1,982	3.9%	2,274	5.0%	3,565	8.4%
5.	Legal Services	1,959	6.7%	1,999	6.7%	2,297	4.5%	1,980	4.4%	2,096	4.9%
6.	Public Assistance Programs	1,344	4.6%	1,475	4.9%	1,546	3.1%	1,636	3.6%	1,773	4.2%
7.	Food	1,044	3.5%	1,087	3.6%	1,213	2.4%	1,642	3.6%	1,748	4.1%
8.	Outpatient Mental Health Care	2,000	6.8%	1,855	6.2%	1,786	3.5%	1,583	3.5%	1,708	4.0%
9.	Substance Abuse Services	1,921	6.5%	1,780	6.0%	1,724	3.4%	1,314	2.9%	1,302	3.1%
10.	Holiday Assistance	509	1.7%	383	1.3%	539	1.1%	481	1.1%	1,272	3.0%
<b>Total Requests for Service*</b>		<b>29,453</b>		<b>29,860</b>		<b>50,672</b>		<b>45,149</b>		<b>42,401</b>	
<b>Total Calls</b>		<b>21,529</b>		<b>21,793</b>		<b>41,460</b>		<b>34,529</b>		<b>30,432</b>	

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