

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

	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.	Housing/Shelter	8,611	12.4%	7,983	11.5%	8,322	12.3%	7,501	11.3%	8,611	12.2%
2.	Utilities/Heat	7,174	10.3%	6,049	8.7%	5,453	8.0%	6,520	9.8%	7,174	10.2%
3.	Information Services	6,751	9.7%	6,589	9.5%	5,851	8.6%	5,890	8.9%	6,751	9.6%
4.	Financial Assistance	5,901	8.5%	5,151	7.4%	5,113	7.5%	5,284	8.0%	5,901	8.4%
5.	Outpatient Mental Health Care	3,220	4.6%	3,371	4.9%	2,923	4.3%	2,682	4.0%	3,220	4.6%
6.	Legal Services	3,164	4.5%	4,685	6.7%	4,186	6.2%	3,525	5.3%	3,164	4.5%
7.	Personal/Household Goods	2,838	4.1%	1,978	2.8%	2,536	3.7%	2,666	4.0%	2,838	4.0%
8.	Food	2,666	3.8%	2,273	3.3%	2,382	3.5%	3,062	4.6%	2,666	3.8%
9.	Holiday Assistance	2,662	3.8%	1,300	1.9%	1,562	2.3%	1,305	2.0%	2,662	3.8%
10.	Substance Abuse Services	2,507	3.6%	4,275	6.2%	3,612	5.3%	2,716	4.1%	2,507	3.6%
	Total Requests for Service*	69,649		69,437		67,750		66,277		70,522	
	Total Calls	51,109		51,418		50,356		47,173		52,087	

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