

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

	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	5,810	12.1%	5,179	10.6%	4,833	10.1%	4,738	10.2%	5,810	11.6%
2.	Utilities/Heat	5,244	10.9%	3,090	6.3%	3,723	7.8%	4,444	9.6%	5,244	10.4%
3.	Information Services	4,831	10.1%	4,305	8.8%	3,801	8.0%	4,056	8.7%	4,831	9.6%
4.	Financial Assistance	3,595	7.5%	2,462	5.0%	2,505	5.2%	2,590	5.6%	3,595	7.2%
5.	Food	2,600	5.4%	2,439	5.0%	2,677	5.6%	2,767	6.0%	2,600	5.2%
6.	Holiday Assistance	2,338	4.9%	1,323	2.7%	1,402	2.9%	952	2.0%	2,338	4.7%
7.	Substance Abuse Services	2,270	4.7%	3,717	7.6%	3,333	7.0%	2,451	5.3%	2,270	4.5%
8.	Legal Services	2,180	4.5%	3,050	6.3%	2,738	5.7%	2,255	4.9%	2,180	4.3%
9.	Personal/Household Goods	1,909	4.0%	1,585	3.3%	1,775	3.7%	1,872	4.0%	1,909	3.8%
10.	Public Assistance Programs	1,822	3.8%	1,730	3.5%	1,655	3.5%	1,515	3.3%	1,822	3.6%
	Total Requests for Service*	47,936		48,766		47,756		46,453		50,251	
	Total Calls	35,179		36,301		35,636		33,021		36,425	

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