

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

	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	859	9.8%	844	9.4%	830	9.9%	1,032	12.9%	859	9.9%
2.	Financial Assistance	824	9.4%	706	7.9%	767	9.1%	655	8.2%	824	9.5%
3.	Housing/Shelter	778	8.9%	912	10.1%	803	9.6%	777	9.7%	778	9.0%
4.	Information Services	694	8.0%	664	7.4%	646	7.7%	559	7.0%	694	8.0%
5.	Outpatient Mental Health Care	461	5.3%	580	6.5%	454	5.4%	350	4.4%	461	5.3%
6.	Legal Services	414	4.7%	686	7.6%	564	6.7%	377	4.7%	414	4.8%
7.	Public Assistance Programs	383	4.4%	516	5.7%	422	5.0%	381	4.8%	383	4.4%
8.	Substance Abuse Services	369	4.2%	685	7.6%	605	7.2%	429	5.4%	369	4.3%
9.	Food	343	3.9%	382	4.2%	368	4.4%	355	4.4%	343	4.0%
10.	Holiday Assistance	280	3.2%	142	1.6%	163	1.9%	102	1.3%	280	3.2%
Total Requests for Service*		8,727		8,992		8,404		7,997		8,660	
Total Calls		6,163		6,239		5,995		5,650		6,429	

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