

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

	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	1,237	13.6%	700	7.7%	632	7.3%	911	10.2%	1,237	11.9%
2.	Housing/Shelter	1,029	11.3%	725	8.0%	786	9.1%	727	8.2%	1,029	9.9%
3.	Financial Assistance	918	10.1%	510	5.6%	504	5.8%	600	6.7%	918	8.9%
4.	Information Services	754	8.3%	678	7.5%	662	7.6%	636	7.2%	754	7.3%
5.	Outpatient Mental Health Care	707	7.8%	1,083	12.0%	894	10.3%	831	9.3%	707	6.8%
6.	Public Assistance Programs	665	7.3%	446	4.9%	384	4.4%	432	4.9%	665	6.4%
7.	Legal Services	455	5.0%	478	5.3%	519	6.0%	450	5.1%	455	4.4%
8.	Food	417	4.6%	247	2.7%	242	2.8%	381	4.3%	417	4.0%
9.	Health Supportive Services	413	4.5%	322	3.6%	372	4.3%	426	4.8%	413	4.0%
10.	Substance Abuse Services	363	4.0%	626	6.9%	479	5.5%	363	4.1%	363	3.5%
	Total Requests for Service*	9,101		9,055		8,676		8,892		10,354	
	Total Calls	6,762		6,669		6,440		6,198		7,196	

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