

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

	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	3,686	12.7%	2,419	8.0%	2,069	7.7%	3,376	11.8%	3,686	11.7%
2.	Housing/Shelter	3,004	10.3%	1,934	6.4%	1,925	7.1%	2,062	7.2%	3,004	9.5%
3.	Information Services	2,441	8.4%	1,881	6.2%	1,565	5.8%	1,840	6.4%	2,441	7.7%
4.	Financial Assistance	2,260	7.8%	1,570	5.2%	1,338	5.0%	1,508	5.3%	2,260	7.1%
5.	Outpatient Mental Health Care	1,591	5.5%	1,899	6.3%	1,726	6.4%	1,395	4.9%	1,591	5.0%
6.	Legal Services	1,432	4.9%	1,628	5.4%	1,565	5.8%	1,306	4.6%	1,432	4.5%
7.	Public Assistance Programs	1,424	4.9%	1,255	4.2%	1,142	4.2%	1,068	3.7%	1,424	4.5%
8.	Substance Abuse Services	1,301	4.5%	1,918	6.4%	1,507	5.6%	1,400	4.9%	1,301	4.1%
9.	Food	1,264	4.4%	934	3.1%	864	3.2%	1,077	3.8%	1,264	4.0%
10.	Holiday Assistance	997	3.4%	661	2.2%	549	2.0%	470	1.6%	997	3.2%
Total Requests for Service*		29,045		30,142		27,002		28,663		31,620	
Total Calls		21,709		22,801		20,599		20,827		23,116	

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