

## United Way 2-1-1 Requests for Service by Town – 2008 and 2009

Town	FY 2008	FY 2009	% Change
Andover	162	222	37.0%
Ansonia	3,388	3,487	2.9%
Ashford	299	331	10.7%
Avon	534	534	0.0%
Barkhamsted	146	162	11.0%
Beacon Falls	380	415	9.2%
Berlin	1,088	1,096	0.7%
Bethany	176	166	-5.7%
Bethel	667	904	35.5%
Bethlehem	147	168	14.3%
Bloomfield	3,223	3,062	-5.0%
Bolton	173	235	35.8%
Bozrah	178	154	-13.5%
Branford	2,582	3,142	21.7%
Bridgeport	45,149	42,400	-6.1%
Bridgewater	50	34	-32.0%
Bristol	7,129	8,263	15.9%
Brookfield	376	461	22.6%
Brooklyn	732	764	4.4%
Burlington	235	260	10.6%
Canaan	163	147	-9.8%
Canterbury	458	439	-4.1%
Canton	440	448	1.8%
Chaplin	149	175	17.4%
Cheshire	993	1,051	5.8%
Chester	150	262	74.7%
Clinton	937	1,049	12.0%
Colchester	1,212	1,068	-11.9%
Colebrook	45	39	-13.3%
Columbia	240	259	7.9%
Cornwall	37	40	8.1%
Coventry	627	631	0.6%
Cromwell	839	985	17.4%
Danbury	4,506	5,033	11.7%
Darien	219	260	18.7%
Deep River	294	348	18.4%

Town	FY 2008	FY 2009	% Change
Derby	1,769	1,910	8.0%
Durham	214	223	4.2%
East Granby	240	285	18.8%
East Haddam	622	446	-28.3%
East Hampton	779	903	15.9%
East Hartford	14,794	15,664	5.9%
East Haven	3,912	3,817	-2.4%
East Lyme	1,136	1,228	8.1%
East Windsor	1,266	1,303	2.9%
Eastford	124	144	16.1%
Easton	171	142	-17.0%
Ellington	937	1,016	8.4%
Enfield	4,491	4,680	4.2%
Essex	292	303	3.8%
Fairfield	2,485	2,430	-2.2%
Farmington	1,220	1,298	6.4%
Franklin	105	120	14.3%
Glastonbury	1,664	1,710	2.8%
Goshen	121	112	-7.4%
Granby	400	379	-5.3%
Greenwich	1,858	2,014	8.4%
Griswold	1,463	1,182	-19.2%
Groton	3,900	3,686	-5.5%
Guilford	819	847	3.4%
Haddam	350	337	-3.7%
Hamden	6,781	7,369	8.7%
Hampton	148	150	1.4%
Hartford	66,277	70,507	6.4%
Hartland	79	83	5.1%
Harwinton	201	194	-3.5%
Hebron	441	415	-5.9%
Kent	120	126	5.0%
Killingly	2,373	3,083	29.9%
Killingworth	159	224	40.9%
Lebanon	389	447	14.9%
Ledyard	874	1,046	19.7%

## United Way 2-1-1 Requests for Service by Town – 2008 and 2009 (cont.)

Town	2008	2009	% Change
Lisbon	286	189	-33.9%
Litchfield	497	543	9.3%
Lyme	98	141	43.9%
Madison	646	544	-15.8%
Manchester	11,295	11,171	-1.1%
Mansfield	762	692	-9.2%
Marlborough	326	346	6.1%
Meriden	11,767	12,940	10.0%
Middlebury	241	270	12.0%
Middlefield	228	235	3.1%
Middletown	8,754	9,365	7.0%
Milford	4,346	4,733	8.9%
Monroe	724	752	3.9%
Montville	1,568	1,592	1.5%
Morris	103	109	5.8%
Naugatuck	3,815	4,355	14.2%
New Britain	16,322	19,047	16.7%
New Canaan	295	289	-2.0%
New Fairfield	243	307	26.3%
New Hartford	251	304	21.1%
New Haven	46,453	50,251	8.2%
New London	7,997	8,662	8.3%
New Milford	1,141	1,294	13.4%
Newington	2,154	2,357	9.4%
Newtown	697	772	10.8%
Norfolk	93	104	11.8%
North Branford	817	862	5.5%
North Canaan	65	50	-23.1%
North Haven	1,459	1,402	-3.9%
North	293	270	-7.8%
Norwalk	7,285	8,120	11.5%
Norwich	8,971	8,531	-4.9%
Old Lyme	451	409	-9.3%
Old Saybrook	610	593	-2.8%
Orange	417	471	12.9%
Oxford	322	407	26.4%

Town	2008	2009	% Change
Plainfield	2,362	2,272	-3.8%
Plainville	1,711	2,058	20.3%
Plymouth	989	1,043	5.5%
Pomfret	261	251	-3.8%
Portland	779	751	-3.6%
Preston	241	203	-15.8%
Prospect	417	425	1.9%
Putnam	1,520	1,680	10.5%
Redding	170	150	-11.8%
Ridgefield	263	330	25.5%
Rocky Hill	1,427	1,407	-1.4%
Roxbury	71	72	1.4%
Salem	233	233	0.0%
Salisbury	165	136	-17.6%
Scotland	132	65	-50.8%
Seymour	1,468	1,424	-3.0%
Sharon	163	208	27.6%
Shelton	2,262	2,459	8.7%
Sherman	76	78	2.6%
Simsbury	850	863	1.5%
Somers	330	386	17.0%
South Windsor	1,081	1,168	8.0%
Southbury	658	674	2.4%
Southington	2,431	2,841	16.9%
Sprague	456	391	-14.3%
Stafford	1,047	1,008	-3.7%
Stamford	8,892	10,354	16.4%
Sterling	487	468	-3.9%
Stonington	1,045	1,032	-1.2%
Stratford	4,906	5,588	13.9%
Suffield	479	531	10.9%
Thomaston	536	671	25.2%
Thompson	650	706	8.6%
Tolland	545	528	-3.1%
Torrington	4,812	5,175	7.5%
Trumbull	1,752	1,749	-0.2%

## United Way 2-1-1 Requests for Service by Town – 2008 and 2009 (cont.)

Town	2008	2009	% Change
Union	13	13	0.0%
Vernon	5,292	5,143	-2.8%
Voluntown	272	159	-41.5%
Wallingford	3,551	3,891	9.6%
Warren	24	30	25.0%
Washington	127	91	-28.3%
Waterbury	28,663	31,619	10.3%
Waterford	1,539	1,506	-2.1%
Watertown	1,353	1,407	4.0%
West Hartford	4,669	5,101	9.3%
West Haven	11,110	12,047	8.4%
Westbrook	450	524	16.4%
Weston	145	168	15.9%
Westport	692	707	2.2%
Wethersfield	2,011	2,155	7.2%
Willington	400	380	-5.0%
Wilton	232	209	-9.9%
Winchester	1,427	1,629	14.2%
Windham	3,681	3,989	8.4%
Windsor	3,948	4,138	4.8%
Windsor Locks	1,536	1,461	-4.9%
Wolcott	920	886	-3.7%
Woodbridge	218	267	22.5%
Woodbury	329	350	6.4%
Woodstock	379	404	6.6%
Unknown	1,217	2,130	75.0%
Out of State	7,049	5,966	-15.4%
<b>Total Number of Calls</b>	<b>333,451</b>	<b>361,106</b>	<b>8.3%</b>
<b>Total Number of Service Requests*</b>	<b>469,803</b>	<b>496,544</b>	<b>5.7%</b>

\* The number of requests for service is greater than the number of calls, given that one caller may request information on multiple services.

## United Way 2-1-1 Requests for Service by United Way – 2008 and 2009

United Way	2008	2009	% Change
Middlesex United Way	15,457	16,548	7.1%
United Way of Central and Northeast Connecticut	166,848	177,007	6.1%
United Way of Coastal Fairfield County	64,055	62,814	-1.9%
United Way of Greater New Haven	75,390	81,185	7.7%
United Way of Greater Waterbury	34,257	37,521	9.5%
United Way of Greenwich	1,858	2,014	8.4%
United Way of Meriden and Wallingford	15,318	16,831	9.9%
United Way of Milford	4,346	4,733	8.9%
United Way of Naugatuck Beacon Falls	4,195	4,770	13.7%
United Way of Northwest Connecticut	8,368	9,035	8.0%
United Way of Southeastern Connecticut	32,318	31,802	-1.6%
United Way of Southington	2,431	2,841	16.9%
United Way of West Central	10,064	11,624	15.5%
United Way of Western Connecticut	17,423	20,036	15.0%
Valley United Way	9,209	9,687	5.2%