

**United Way 2-1-1 Top 15 Statewide Requests – 2009 and 2010**

Town	FY 2009	FY 2010	% Change
Utilities/Heat	65,769	55,357	-15.8%
Housing/Shelter	41,747	49,407	18.3%
Information Services	38,634	49,024	26.9%
Financial Assistance	32,533	38,775	19.2%
Outpatient Mental Health Care	32,301	33,654	4.2%
Public Assistance Programs	22,611	27,278	20.6%
Legal Services	23,116	22,864	-1.1%
Substance Abuse Services	23,327	20,229	-13.3%
Food	21,569	17,840	-17.3%
Holiday Assistance	5,983	14,998	150.7%
Health Supportive Services	18,350	13,629	-25.7%
Personal/Household Goods	12,787	12,163	-4.9%
Individual and Family Support Services	13,307	11,640	-12.5%
Employment and Training Programs	9,305	9,034	-2.9%
Tax Organizations and Services	11,694	8,765	-25.0%

## United Way 2-1-1 Requests for Service by Town – 2009 and 2010

Town	FY 2009	FY 2010	% Change
Andover	215	176	-18.1%
Ansonia	3,477	3,403	-2.1%
Ashford	284	325	14.4%
Avon	551	531	-3.6%
Barkhamsted	175	159	-9.1%
Beacon Falls	436	360	-17.4%
Berlin	1,170	1,063	-9.1%
Bethany	169	146	-13.6%
Bethel	793	781	-1.5%
Bethlehem	169	118	-30.2%
Bloomfield	3,146	2,947	-6.3%
Bolton	232	211	-9.1%
Bozrah	149	191	28.2%
Branford	2,981	2,851	-4.4%
Bridgeport	43,001	42,386	-1.4%
Bridgewater	48	26	-45.8%
Bristol	7,676	8,078	5.2%
Brookfield	429	412	-4.0%
Brooklyn	734	723	-1.5%
Burlington	275	268	-2.5%
Canaan	168	162	-3.6%
Canterbury	511	391	-23.5%
Canton	528	356	-32.6%
Chaplin	152	150	-1.3%
Cheshire	1,070	986	-7.9%
Chester	232	184	-20.7%
Clinton	1,032	1,039	0.7%
Colchester	1,179	1,206	2.3%
Colebrook	40	36	-10.0%
Columbia	250	265	6.0%
Cornwall	39	47	20.5%
Coventry	650	601	-7.5%
Cromwell	1,022	880	-13.9%
Danbury	4,769	4,884	2.4%
Darien	245	296	20.8%
Deep River	363	265	-27.0%

Town	FY 2009	FY 2010	% Change
Derby	1,923	1,892	-1.6%
Durham	253	221	-12.6%
East Granby	259	326	25.9%
East Haddam	586	404	-31.1%
East Hampton	914	813	-11.1%
East Hartford	15,365	15,068	-1.9%
East Haven	4,026	3,316	-17.6%
East Lyme	1,238	1,197	-3.3%
East Windsor	1,344	1,262	-6.1%
Eastford	132	113	-14.4%
Easton	144	151	4.9%
Ellington	937	1,021	9.0%
Enfield	4,583	4,678	2.1%
Essex	319	311	-2.5%
Fairfield	2,623	2,373	-9.5%
Farmington	1,228	1,309	6.6%
Franklin	110	122	10.9%
Glastonbury	1,761	1,512	-14.1%
Goshen	143	73	-49.0%
Granby	397	314	-20.9%
Greenwich	1,945	2,125	9.3%
Griswold	1,400	1,210	-13.6%
Groton	3,836	3,929	2.4%
Guilford	884	748	-15.4%
Haddam	321	365	13.7%
Hamden	7,297	6,992	-4.2%
Hampton	147	143	-2.7%
Hartford	66,865	70,667	5.7%
Hartland	73	109	49.3%
Harwinton	231	146	-36.8%
Hebron	488	363	-25.6%
Kent	112	112	0.0%
Killingly	2,793	2,974	6.5%
Killingworth	204	241	18.1%
Lebanon	443	401	-9.5%
Ledyard	966	1,080	11.8%

## United Way 2-1-1 Requests for Service by Town – 2009 and 2010 (cont.)

Town	FY 2009	FY 2010	% Change
Lisbon	262	225	-14.1%
Litchfield	559	461	-17.5%
Lyme	119	123	3.4%
Madison	691	521	-24.6%
Manchester	11,057	10,884	-1.6%
Mansfield	738	753	2.0%
Marlborough	346	267	-22.8%
Meriden	12,031	13,031	8.3%
Middlebury	301	254	-15.6%
Middlefield	237	193	-18.6%
Middletown	8,612	10,010	16.2%
Milford	4,679	4,484	-4.2%
Monroe	784	639	-18.5%
Montville	1,706	1,585	-7.1%
Morris	129	104	-19.4%
Naugatuck	4,131	3,987	-3.5%
New Britain	16,985	19,608	15.4%
New Canaan	325	228	-29.8%
New Fairfield	278	334	20.1%
New Hartford	230	316	37.4%
New Haven	47,075	49,065	4.2%
New London	8,471	8,633	1.9%
New Milford	1,238	1,184	-4.4%
Newington	2,274	2,220	-2.4%
Newtown	839	681	-18.8%
Norfolk	103	90	-12.6%
North Branford	923	786	-14.8%
North Canaan	63	47	-25.4%
North Haven	1,575	1,284	-18.5%
North	319	303	-5.0%
Norwalk	7,783	7,685	-1.3%
Norwich	8,414	8,846	5.1%
Old Lyme	466	448	-3.9%
Old Saybrook	622	681	9.5%
Orange	534	409	-23.4%
Oxford	422	344	-18.5%

Town	FY 2009	FY 2010	% Change
Plainfield	2,337	2,431	4.0%
Plainville	1,856	2,031	9.4%
Plymouth	1,100	1,013	-7.9%
Pomfret	289	197	-31.8%
Portland	747	715	-4.3%
Preston	221	224	1.4%
Prospect	521	377	-27.6%
Putnam	1,606	1,535	-4.4%
Redding	195	144	-26.2%
Ridgefield	340	279	-17.9%
Rocky Hill	1,503	1,230	-18.2%
Roxbury	81	61	-24.7%
Salem	231	241	4.3%
Salisbury	171	99	-42.1%
Scotland	86	72	-16.3%
Seymour	1,476	1,394	-5.6%
Sharon	186	156	-16.1%
Shelton	2,484	2,154	-13.3%
Sherman	84	86	2.4%
Simsbury	867	772	-11.0%
Somers	394	376	-4.6%
South Windsor	1,191	1,120	-6.0%
Southbury	762	652	-14.4%
Southington	2,721	2,625	-3.5%
Sprague	417	382	-8.4%
Stafford	1,016	1,061	4.4%
Stamford	9,360	10,375	10.8%
Sterling	498	418	-16.1%
Stonington	1,139	1,193	4.7%
Stratford	5,309	5,528	4.1%
Suffield	520	499	-4.0%
Thomaston	635	553	-12.9%
Thompson	740	601	-18.8%
Tolland	554	467	-15.7%
Torrington	4,930	4,863	-1.4%
Trumbull	1,801	1,503	-16.5%

## United Way 2-1-1 Requests for Service by Town – 2009 and 2010 (cont.)

Town	FY 2009	FY 2010	% Change
Union	13	13	0.0%
Vernon	5,234	5,039	-3.7%
Voluntown	227	195	-14.1%
Wallingford	3,634	3,910	7.6%
Warren	29	29	0.0%
Washington	120	106	-11.7%
Waterbury	29,758	30,344	2.0%
Waterford	1,678	1,385	-17.5%
Watertown	1,448	1,374	-5.1%
West Hartford	4,989	4,885	-2.1%
West Haven	11,630	11,501	-1.1%
Westbrook	512	502	-2.0%
Weston	176	150	-14.8%
Westport	745	657	-11.8%
Wethersfield	2,122	2,187	3.1%
Willington	436	333	-23.6%
Wilton	241	194	-19.5%
Winchester	1,508	1,493	-1.0%
Windham	3,593	3,973	10.6%
Windsor	4,310	3,802	-11.8%
Windsor Locks	1,509	1,344	-10.9%
Wolcott	954	863	-9.5%
Woodbridge	233	281	20.6%
Woodbury	408	313	-23.3%
Woodstock	440	377	-14.3%
Unknown/Out of state	8,027	7,822	-2.6%
<b>Total Number of Calls</b>	<b>347,941</b>	<b>358,887</b>	<b>3.1%**</b>
<b>Total Number of Service Requests*</b>	<b>482,313</b>	<b>486,196</b>	<b>0.8%**</b>

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

\*\* The modest increase in the number of calls and service requests reflects staff capacity more than community need.

## United Way 2-1-1 Requests for Service by United Way – 2009 and 2010

United Way	FY 2009	FY 2010	% Change
Middlesex United Way	15,976	16,824	5.3%
United Way of Central and Northeast Connecticut	170,812	174,356	2.1%
United Way of Coastal Fairfield County	63,177	61,791	-2.2%
United Way of Greater New Haven	78,018	77,901	-0.1%
United Way of Greater Waterbury	32,026	35,834	11.9%
United Way of Greenwich	1,945	2,125	9.3%
United Way of Meriden and Wallingford	15,665	16,941	8.1%
United Way of Milford	4,679	4,484	-4.2%
United Way of Naugatuck Beacon Falls	4,567	4,349	-4.8%
United Way of Northwest Connecticut	8,748	8,361	-4.4%
United Way of Southeastern Connecticut	32,548	32,718	0.5%
United Way of Southington	2,721	2,625	-3.5%
United Way of West Central	10,907	11,391	4.4%
United Way of Western Connecticut	18,715	19,494	4.2%
Valley United Way	9,782	9,187	-6.1%