

## United Way 2-1-1 Top 25 Requests for Service – 2011 Connecticut

Service Categories	Number of Requests for Service
Housing/Shelter	51,759
Utilities/Heat	50,508
Information Services	42,654
Financial Assistance	41,412
Disaster Services	37,992
Outpatient Mental Health Care	35,807
Public Assistance Programs (includes SNAP)	25,263
Holiday Assistance	22,248
Legal Services	20,241
Food	18,289
Substance Abuse Services	17,075
Health Supportive Services	14,160
Tax Organizations and Services	12,090
Personal/Household Goods	11,724
Individual and Family Support Services	9,839
Employment and Training Programs	8,543
Transportation	7,183
Community Services	5,566
Law Enforcement Agencies	5,166
Outpatient Health Facilities	3,845
Public Health	3,803
Consumer Complaints	3,737
Legal Assistance	3,608
Social Insurance Programs	3,607
Consumer Regulation	3,539
<b>Total Requests for Service**</b>	<b>526,725</b>
<b>Total Calls</b>	<b>391,544</b>

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

## United Way 2-1-1 Top 25 Requests for Service – 2011 Middlesex United Way

Service Categories	Number of Requests for Service
Housing/Shelter	1,789
Utilities/Heat	1,746
Disaster Services	1,709
Outpatient Mental Health Care	1,373
Financial Assistance	1,355
Information Services	1,333
Public Assistance Programs	1,006
Substance Abuse Services	868
Tax Organizations and Services	804
Legal Services	739
Holiday Assistance	607
Health Supportive Services	580
Food	526
Individual and Family Support Services	386
Personal/Household Goods	316
Transportation	273
Employment and Training Programs	255
Organizational Development and Management Services	243
Law Enforcement Agencies	173
Community Services	155
Legal Assistance	140
Social Insurance Programs	131
Consumer Complaints	117
Consumer Assistance and Protection	116
Courts	99
<b>Total Requests for Service**</b>	<b>18,714</b>
<b>Total Calls</b>	<b>14,027</b>

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

## United Way 2-1-1 Top 25 Requests for Service – 2011 United Way of Central and Northeastern CT

Service Categories	Number of Requests for Service
Housing/Shelter	19,591
Disaster Services	19,566
Utilities/Heat	17,332
Financial Assistance	15,033
Information Services	15,012
Outpatient Mental Health Care	11,093
Holiday Assistance	8,431
Public Assistance Programs	8,234
Legal Services	7,116
Food	5,816
Tax Organizations and Services	5,566
Substance Abuse Services	5,039
Personal/Household Goods	4,639
Health Supportive Services	4,525
Individual and Family Support Services	3,296
Employment and Training Programs	3,213
Transportation	2,274
Community Services	2,021
Law Enforcement Agencies	1,885
Organizational Development and Management Services	1,574
Public Health	1,467
Outpatient Health Facilities	1,380
Social Insurance Programs	1,356
Consumer Complaints	1,302
Consumer Regulation	1,288
<b>Total Requests for Service**</b>	<b>188,397</b>
<b>Total Calls</b>	<b>138,433</b>

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## United Way 2-1-1 Top 25 Requests for Service – 2011 United Way of Coastal and Fairfield County

Service Categories	Number of Requests for Service
Utilities/Heat	6,589
Housing/Shelter	6,243
Financial Assistance	5,338
Information Services	3,612
Outpatient Mental Health Care	3,373
Public Assistance Programs	2,986
Holiday Assistance	2,814
Legal Services	2,358
Food	2,084
Substance Abuse Services	1,907
Disaster Services	1,883
Health Supportive Services	1,726
Personal/Household Goods	1,375
Organizational Development and Management Services	1,200
Tax Organizations and Services	1,190
Individual and Family Support Services	1,135
Employment and Training Programs	1,052
Community Services	767
Transportation	712
Law Enforcement Agencies	705
Public Health	504
Outpatient Health Facilities	468
Consumer Regulation	456
Consumer Complaints	407
Social Insurance Programs	382
<b>Total Requests for Service**</b>	<b>57,542</b>
<b>Total Calls</b>	<b>41,041</b>

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

## United Way 2-1-1 Top 25 Requests for Service – 2011 United Way of Greater New Haven

Service Categories	Number of Requests for Service
Housing/Shelter	9,179
Utilities/Heat	7,954
Information Services	6,503
Financial Assistance	6,434
Outpatient Mental Health Care	4,153
Holiday Assistance	3,661
Food	3,565
Public Assistance Programs	3,368
Legal Services	3,078
Substance Abuse Services	2,715
Personal/Household Goods	2,212
Disaster Services	2,146
Health Supportive Services	1,976
Tax Organizations and Services	1,694
Individual and Family Support Services	1,577
Employment and Training Programs	1,510
Transportation	1,169
Community Services	979
Law Enforcement Agencies	921
Outpatient Health Facilities	828
Consumer Regulation	739
Public Health	717
Consumer Complaints	618
Legal Assistance	587
Social Insurance Programs	573
<b>Total Requests for Service**</b>	<b>77,584</b>
<b>Total Calls</b>	<b>55,645</b>

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

## United Way 2-1-1 Top 25 Requests for Service – 2011 United Way of Greater Waterbury

Service Categories	Number of Requests for Service
Utilities/Heat	3,937
Disaster Services	3,736
Housing/Shelter	3,338
Information Services	2,983
Financial Assistance	2,975
Outpatient Mental Health Care	2,430
Public Assistance Programs	1,841
Holiday Assistance	1,841
Legal Services	1,589
Substance Abuse Services	1,479
Food	1,453
Health Supportive Services	1,121
Personal/Household Goods	1,073
Individual and Family Support Services	739
Transportation	626
Employment and Training Programs	622
Tax Organizations and Services	589
Organizational Development and Management Services	557
Law Enforcement Agencies	354
Public Health	325
Community Services	310
Outpatient Health Facilities	272
Consumer Regulation	264
Consumer Complaints	262
Legal Assistance	260
<b>Total Requests for Service**</b>	<b>40,491</b>
<b>Total Calls</b>	<b>29,814</b>

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

## United Way 2-1-1 Top 25 Requests for Service – 2011 United Way of Greenwich

Service Categories	Number of Requests for Service
Outpatient Mental Health Care	400
Organizational Development and Management Services	343
Housing/Shelter	115
Health Supportive Services	104
Information Services	104
Utilities/Heat	95
Financial Assistance	88
Public Assistance Programs	83
Legal Services	69
Substance Abuse Services	55
Individual and Family Support Services	42
Disaster Services	40
Employment and Training Programs	27
Holiday Assistance	22
Community Services	21
Law Enforcement Agencies	20
Food	17
Legal Assistance	16
Tax Organizations and Services	14
Transportation	14
Consumer Complaints	11
Social Insurance Programs	10
Personal/Household Goods	10
Psychiatric Support Services	9
Specialty Medicine	9
<b>Total Requests for Service**</b>	<b>2,066</b>
<b>Total Calls</b>	<b>1,730</b>

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## United Way 2-1-1 Top 25 Requests for Service – 2011 United Way of Meriden and Wallingford

Service Categories	Number of Requests for Service
Disaster Services	2,418
Housing/Shelter	2,044
Outpatient Mental Health Care	1,897
Utilities/Heat	1,696
Information Services	1,570
Financial Assistance	1,370
Public Assistance Programs	978
Holiday Assistance	960
Legal Services	812
Food	633
Substance Abuse Services	599
Health Supportive Services	481
Individual and Family Support Services	367
Personal/Household Goods	330
Employment and Training Programs	275
Transportation	259
Tax Organizations and Services	217
Community Services	180
Law Enforcement Agencies	165
Consumer Complaints	160
Legal Assistance	143
Social Insurance Programs	125
Courts	122
Public Health	119
Outpatient Health Facilities	108
<b>Total Requests for Service**</b>	<b>20,975</b>
<b>Total Calls</b>	<b>15,930</b>

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## United Way 2-1-1 Top 25 Requests for Service – 2011 United Way of Milford

Service Categories	Number of Requests for Service
Housing/Shelter	507
Utilities/Heat	392
Outpatient Mental Health Care	363
Financial Assistance	322
Public Assistance Programs	308
Information Services	284
Disaster Services	246
Substance Abuse Services	230
Food	199
Health Supportive Services	171
Legal Services	159
Holiday Assistance	137
Individual and Family Support Services	105
Personal/Household Goods	85
Employment and Training Programs	79
Transportation	69
Tax Organizations and Services	54
Law Enforcement Agencies	50
Community Services	47
Outpatient Health Facilities	45
Courts	41
Social Insurance Programs	39
Community Groups	28
Donor Services	27
Consumer Assistance and Protection	26
<b>Total Requests for Service**</b>	<b>4,455</b>
<b>Total Calls</b>	<b>3,169</b>

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## United Way 2-1-1 Top 25 Requests for Service – 2011 United Way of Naugatuck and Beacon Falls

Service Categories	Number of Requests for Service
Utilities/Heat	635
Financial Assistance	410
Disaster Services	381
Housing/Shelter	352
Outpatient Mental Health Care	337
Public Assistance Programs	328
Information Services	264
Holiday Assistance	217
Legal Services	190
Health Supportive Services	183
Food	179
Substance Abuse Services	174
Individual and Family Support Services	103
Personal/Household Goods	81
Tax Organizations and Services	75
Transportation	69
Employment and Training Programs	67
Community Services	59
Outpatient Health Facilities	36
Law Enforcement Agencies	35
Psychiatric Support Services	34
Social Insurance Programs	32
Specialty Medicine	30
Consumer Complaints	27
Legal Assistance	27
<b>Total Requests for Service**</b>	<b>4,849</b>
<b>Total Calls</b>	<b>3,422</b>

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

## United Way 2-1-1 Top 25 Requests for Service – 2011 United Way of Northwest CT

Service Categories	Number of Requests for Service
Utilities/Heat	1,192
Financial Assistance	789
Disaster Services	676
Housing/Shelter	633
Outpatient Mental Health Care	629
Information Services	616
Public Assistance Programs	485
Substance Abuse Services	474
Legal Services	396
Health Supportive Services	292
Holiday Assistance	283
Food	225
Transportation	163
Individual and Family Support Services	156
Employment and Training Programs	139
Tax Organizations and Services	134
Personal/Household Goods	109
Community Services	85
Legal Assistance	75
Consumer Complaints	70
Public Health	66
Social Insurance Programs	57
Consumer Assistance and Protection	56
Law Enforcement Agencies	53
Courts	50
<b>Total Requests for Service**</b>	<b>8,641</b>
<b>Total Calls</b>	<b>6,161</b>

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## United Way 2-1-1 Top 25 Requests for Service – 2011 United Way of Southeastern CT

Service Categories	Number of Requests for Service
Utilities/Heat	3,294
Financial Assistance	2,920
Housing/Shelter	2,855
Outpatient Mental Health Care	2,208
Information Services	1,945
Public Assistance Programs	1,884
Legal Services	1,360
Substance Abuse Services	1,261
Food	1,184
Holiday Assistance	1,104
Health Supportive Services	979
Disaster Services	924
Organizational Development and Management Services	761
Transportation	686
Individual and Family Support Services	648
Personal/Household Goods	611
Employment and Training Programs	483
Tax Organizations and Services	465
Community Services	357
Law Enforcement Agencies	316
Consumer Complaints	303
Legal Assistance	284
Social Insurance Programs	225
Consumer Assistance and Protection	168
Public Health	162
<b>Total Requests for Service**</b>	<b>30,595</b>
<b>Total Calls</b>	<b>21,931</b>

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

## United Way 2-1-1 Top 25 Requests for Service – 2011 United Way of Southington

Service Categories	Number of Requests for Service
Outpatient Mental Health Care	375
Housing/Shelter	261
Utilities/Heat	253
Public Assistance Programs	208
Disaster Services	183
Substance Abuse Services	175
Financial Assistance	161
Legal Services	133
Health Supportive Services	124
Information Services	118
Food	63
Holiday Assistance	55
Individual and Family Support Services	51
Employment and Training Programs	40
Tax Organizations and Services	38
Transportation	30
Community Services	27
Personal/Household Goods	27
Legal Assistance	27
Outpatient Health Facilities	22
Consumer Complaints	19
Consumer Regulation	19
Health Assessment/ Diagnostic Services	17
Law Enforcement Agencies	17
Social Insurance Programs	16
<b>Total Requests for Service**</b>	<b>2,705</b>
<b>Total Calls</b>	<b>2,007</b>

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## United Way 2-1-1 Top 25 Requests for Service – 2011 United Way of West Central CT

Service Categories	Number of Requests for Service
Disaster Services	1,533
Utilities/Heat	1,287
Outpatient Mental Health Care	1,262
Housing/Shelter	1,240
Information Services	1,076
Public Assistance Programs	845
Financial Assistance	842
Holiday Assistance	623
Substance Abuse Services	595
Legal Services	537
Health Supportive Services	470
Food	443
Tax Organizations and Services	375
Individual and Family Support Services	275
Transportation	259
Personal/Household Goods	237
Employment and Training Programs	191
Community Services	118
Consumer Complaints	113
Social Insurance Programs	98
Consumer Assistance and Protection	96
Law Enforcement Agencies	90
Legal Assistance	90
Outpatient Health Facilities	85
Consumer Regulation	77
<b>Total Requests for Service**</b>	<b>14,110</b>
<b>Total Calls</b>	<b>10,216</b>

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## United Way 2-1-1 Top 25 Requests for Service – 2011 United Way of Western CT

Service Categories	Number of Requests for Service
Utilities/Heat	1,824
Housing/Shelter	1,776
Financial Assistance	1,680
Outpatient Mental Health Care	1,375
Information Services	1,357
Disaster Services	1,287
Public Assistance Programs	1,093
Substance Abuse Services	774
Legal Services	753
Health Supportive Services	670
Food	652
Holiday Assistance	631
Individual and Family Support Services	460
Organizational Development and Management Services	331
Employment and Training Programs	312
Personal/Household Goods	290
Tax Organizations and Services	273
Transportation	268
Community Services	214
Social Insurance Programs	167
Outpatient Health Facilities	161
Law Enforcement Agencies	159
Consumer Regulation	140
Legal Assistance	136
Consumer Complaints	134
<b>Total Requests for Service**</b>	<b>19,097</b>
<b>Total Calls</b>	<b>13,803</b>

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

## United Way 2-1-1 Top 25 Requests for Service – 2011 Valley United Way

Service Categories	Number of Requests for Service
Utilities/Heat	1,035
Housing/Shelter	943
Public Assistance Programs	730
Information Services	641
Financial Assistance	624
Outpatient Mental Health Care	590
Disaster Services	453
Legal Services	422
Food	399
Holiday Assistance	373
Health Supportive Services	343
Substance Abuse Services	314
Individual and Family Support Services	224
Personal/Household Goods	158
Employment and Training Programs	153
Tax Organizations and Services	142
Transportation	130
Law Enforcement Agencies	94
Community Services	90
Outpatient Health Facilities	86
Legal Assistance	82
Consumer Complaints	77
Consumer Assistance and Protection	71
Social Insurance Programs	68
Public Health	62
<b>Total Requests for Service**</b>	<b>9,282</b>
<b>Total Calls</b>	<b>6,480</b>

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