

## United Way 2-1-1 Top 10 Requests for Service Statewide – 2008, 2009

Service Categories	2008	2009	Percent Change
Utilities/Heat	58,232	59,531	2.2%
Housing/Shelter	39,146	47,117	20.4%
Information Services	37,711	43,923	16.5%
Financial Assistance	28,762	37,900	31.8%
Outpatient Mental Health Care	31,609	33,112	4.8%
Public Assistance Programs	21,411	27,025	26.2%
Legal Services	23,596	23,142	-1.9%
Substance Abuse Services	24,786	22,133	-10.7%
Food	20,343	20,267	-0.4%
Health Supportive Services	18,577	16,366	-11.9%
<b>Total Requests for Service*</b>	<b>469,791</b>	<b>496,523</b>	<b>5.7%</b>
<b>Total Calls</b>	<b>333,451</b>	<b>361,105</b>	<b>8.3%</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.