

2-1-1 Helpline Monthly Call Volume

| Problem Category | 2007 | 2008 | January | February | March | April | May | June | July | August | YTD |
|-----------------------------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------|
| Basic Needs | 4,202 | 5,501 | 572 | 415 | 507 | 449 | 423 | 447 | 424 | 481 | 3,718 |
| Consumer | 57 | 184 | 27 | 27 | 35 | 30 | 31 | 32 | 32 | 36 | 250 |
| Criminal Justice/Legal | 316 | 3,442 | 961 | 2,393 | 1,194 | 665 | 84 | 110 | 81 | 72 | 5,560 |
| Education | 20 | 66 | 6 | 9 | 8 | 7 | 6 | 6 | 22 | 23 | 87 |
| Environmental Quality | 24 | 98 | 15 | 11 | 10 | 22 | 16 | 25 | 24 | 18 | 141 |
| Health | 6,838 | 3,910 | 85 | 84 | 86 | 90 | 67 | 83 | 91 | 100 | 686 |
| Income Security | 1,094 | 6,763 | 1,138 | 991 | 1,081 | 899 | 776 | 937 | 929 | 828 | 7,579 |
| Individual And Family Life | 629 | 1,102 | 85 | 95 | 92 | 84 | 82 | 73 | 97 | 76 | 684 |
| Mental Health | 248 | 429 | 39 | 33 | 75 | 51 | 50 | 46 | 30 | 34 | 358 |
| Non-Resource Referrals/Misc. | 1,477 | 3,243 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Organizational/Community Services | 479 | 1,170 | 114 | 145 | 152 | 143 | 85 | 118 | 117 | 91 | 965 |
| | 15,051 | 25,108 | 3,042 | 4,206 | 3,240 | 2,440 | 1,620 | 1,877 | 2,055 | 1,759 | 20,239 |

| Caller Type | | | | | | | | | | | |
|--------------------|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------|
| Helpline | 13,886 | 18,070 | 1,975 | 2,107 | 2,012 | 1,620 | 1,148 | 1,251 | 1,268 | 1,265 | 12,646 |
| 2-1-1 | 718 | 6,504 | 1,281 | 2,240 | 1,372 | 1,022 | 548 | 723 | 702 | 668 | 8,556 |
| Not Recorded/Other | 447 | 534 | 0 | 1 | 0 | 0 | 0 | 29 | 0 | 0 | 30 |
| | 15,051 | 25,108 | 3,256 | 4,348 | 3,384 | 2,642 | 1,696 | 2,003 | 1,970 | 1,933 | 21,232 |

| Basic Needs | | | Jan | Feb | March | Apr | May | June | July | Aug | |
|---|---------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------|
| Food | 83 | 337 | 31 | 18 | 18 | 23 | 24 | 27 | 45 | 28 | 214 |
| Housing/Shelter | 964 | 1,681 | 213 | 145 | 180 | 148 | 123 | 142 | 144 | 168 | 1,263 |
| Material Goods | 54 | 218 | 19 | 20 | 14 | 17 | 20 | 34 | 32 | 29 | 185 |
| Temporary Financial Assistar | 1,347 | 461 | 26 | 11 | 14 | 27 | 16 | 18 | 34 | 25 | 171 |
| Transportation | 1,829 | 2,900 | 302 | 228 | 287 | 247 | 249 | 242 | 193 | 248 | 1,996 |
| Total Basic Needs Calls | 4,202 | 5,510 | 572 | 415 | 507 | 449 | 423 | 447 | 424 | 481 | 3,718 |
| TOTAL 2-1-1 Calls | 15,051 | 25,108 | 3,256 | 4,348 | 3,384 | 2,642 | 1,696 | 2,003 | 1,970 | 1,933 | 21,232 |
| % | 28% | 22% | 18% | 10% | 15% | 17% | 25% | 22% | 22% | 25% | |
| <i>Housing/Shelter, Utility Bill Payment Assistance</i> | 566 | 778 | 100 | 71 | 77 | 51 | 38 | 47 | 45 | 45 | 474 |