

2007 Annual Evaluation 211 Call Center



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Executive Summary

This report is an evaluation of 211 data elements based on the calendar year 2007. This is the fourth annual evaluation report compiled from data collected at the 211 Call Center, thus allowing analysis of trends seen over the years of 211 service to Calhoun County. There are several terms used throughout this report that require a definition:

- Client or caller – the person initiating a call to the 211 Call Center. This may be an individual in the community or an agency representative calling on behalf of his/her agency or a client being served.
- Request – any request made by a caller. A caller may make multiple requests during a single phone call. Our focus is, ultimately, on the total requests made, not the number of calls.
- Non-service request – a request made by a caller that does not involve giving information, a referral, or conducting advocacy on behalf of the caller
- Agency call – a service requests or status update from an agency on behalf of the agency itself, or the client being served.
- Referred category/referral – any request where a referral was made to an area agency. This does not guarantee that the caller received the services he/she was seeking, only that he/she met eligibility criteria for assistance and was given contact information, hours, etc. for agency/agencies that had assistance available.
- Unmet need – any requests where a referral could not be made to an area agency. This could be for a variety of reasons including, but not limited to, the caller not having an eviction/shut off notice, not being eligible for services, not living within the service area, the service requested was not available, or that the caller refused the referral.

211 Call Volume

211 Call Specialists took a total of 34,524 calls which was much higher than expected. There was not a single month with a call volume less than 2,000 calls and the average call volume for the year was 2,877 calls per month, about 500 higher than in 2006. The increase in call volume speaks to several issues including the poor local economy generating much higher levels of need, the heightened awareness of the 211 Call Center and what it does, and the increased use of the call center by area service agencies.

211 Callers

There really are no surprises or anomalies in any of the 211 caller demographics. All categories being reported have been relatively consistent since the inception of the call center. We know that the majority of callers to 211 are female residents of the Battle Creek area, but use of 211 has increased in the Albion area as a result of outreach efforts there. We know that 211 is utilized across all age groups. This is the first year, however, that 211 caller data is reported for income level, and it shows that a full third of all callers fall below the 100% Poverty Level threshold of approximately \$13,000 per year. Roughly 20% of all Calhoun County residents fall below that level according to the 2006 American Community Survey, so 211 callers are slightly more likely to be low-income than the average population. This is consistent with the type of basic needs requests received most often.

211 Requests

In 2007, callers – both individuals and agencies – made a total of 39,016 requests (there can more than one service request made on any particular call). Of these, 8,458 were for non-service requests. A non-service request is a request that does not involve giving information, a referral, or conducting advocacy on

behalf of the caller. These include “phone number validation”, “hang up”, “call back”, “wrong number”, “hours/days”, “address”, “other”, “email request”, etc. For the purposes of the following evaluation, all non-service requests have been removed to better understand what the community need may be.

After removal of the non-service requests, there were 30,558 requests in 2007 (compared to 24,684 in 2006). These requests were made up of 332 different categories, up from 279 categories the previous year. Of the 332 different categories, 318 were each less than 1% of the total. The top 25 categories account for 89.7% of all requests. The top 25 request categories are as follows:

| Request Category | Number | Percent of Total |
|--|---------------|-------------------------|
| Food Pantries | 4666 | 15.27 |
| Gas Bill Payment Assistance | 4002 | 13.10 |
| Status Check | 3102 | 10.15 |
| Electric Bill Payment Assistance | 2897 | 9.48 |
| Rent Payment Assistance | 2274 | 7.44 |
| General Furniture Provision | 2060 | 6.74 |
| Agency Call | 1718 | 5.62 |
| Information on 211 | 1057 | 3.46 |
| General Clothing | 1040 | 3.40 |
| Water Bill Payment Assistance | 734 | 2.40 |
| Christmas & Thanksgiving Baskets | 660 | 2.16 |
| Home Rehabilitation Programs | 433 | 1.42 |
| Prescription Expense Assistance | 414 | 1.35 |
| Diapers | 323 | 1.06 |
| Thrift Shops | 249 | 0.81 |
| Dental Hygiene | 226 | 0.74 |
| Heating Fuel Bill Payment Assistance (Deliverable Fuels) | 224 | 0.73 |
| Mortgage Payment Assistance | 192 | 0.63 |
| General Information | 190 | 0.62 |
| Missions | 174 | 0.57 |
| Legal Counseling | 169 | 0.55 |
| Formula/Baby Food | 166 | 0.54 |
| Physician Referral | 164 | 0.54 |
| General Property Tax Information | 140 | 0.46 |
| Bus Fare | 138 | 0.45 |
| Total | 27412 | 89.70 |

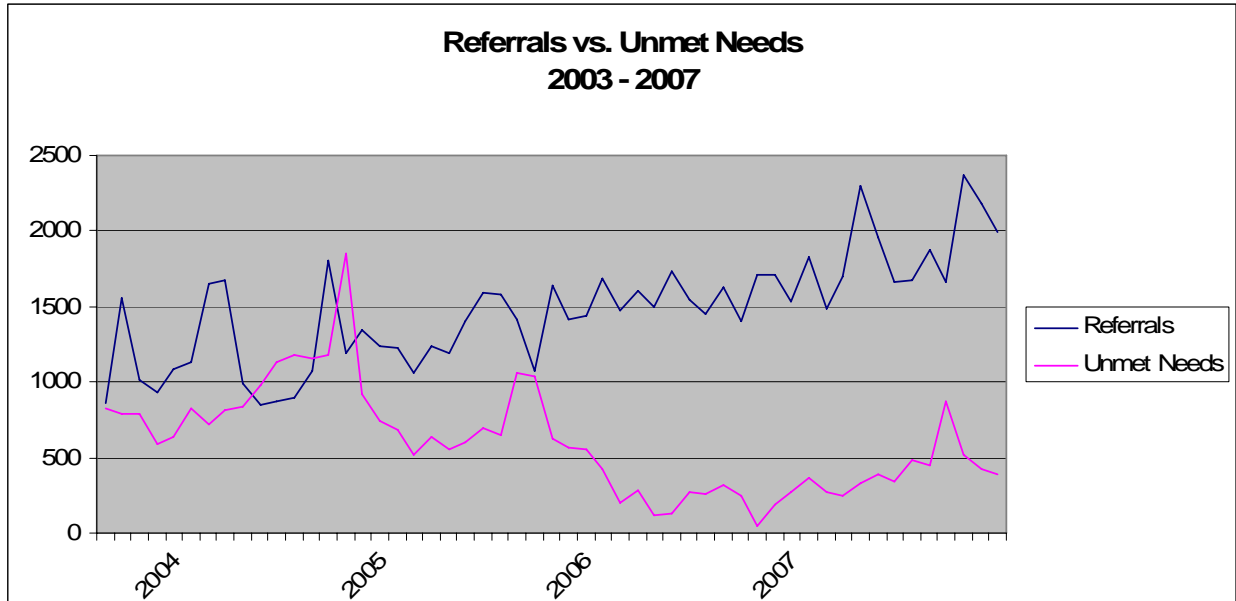
Requests for “food pantries” have been steadily increasing each year most likely because more local food pantries are requiring a written 211 referral to provide services.

In 2007, callers to 211 were from the following geographic areas:

| | |
|--------------|--------------|
| Albion | 9.15% |
| Battle Creek | 62.43% |
| Homer | less than 1% |
| Marshall | 1.68% |

Referred and Unmet Requests

It is useful to compare the number of referrals and unmet needs. Similar to 2006, the number of unmet needs is consistently much lower than the number of referred services. The higher numbers of unmet needs occurring in the late summer – early fall months (July, August, and September) can be attributed to lack of funding during those months. The state and federal budget fiscal year starts October 1, so any state or federal funding is typically used up by the fall, resulting in more unmet needs.



There were eight request categories where the request resulted in a referral at least 90% of the time: “food pantries”, “general clothing”, “home rehabilitation programs”, “thrift shops”, “legal counseling”, “general property tax information”, “low income/subsidized private rental housing”, and “child passenger safety seats”. Of these categories, only “food pantries”, “legal counseling”, and “subsidized housing” were referred more than 90% of the time in 2006 as well.

Of the utility and housing assistance categories, “heating fuel bill assistance” was referred 84% of the time, “gas bill assistance” was referred 82% of the time, “electric bill assistance” was referred 67% of the time, “mortgage assistance” was referred 63% of the time, “rent assistance” was referred 60% of the time, and “water assistance” was referred 49% of the time.

Service requests from specific geographic areas within the county tend to mirror the overall service requests. This tells us that the needs are basically the same throughout the county, with few significant exceptions. Calls to 211 still center on basic needs: housing, utilities, food, etc. This does not seem to change whether we are looking at an urban area like Battle Creek, or a rural one such as Homer.

The call center is making many more referrals than unmet needs as a percentage of total service requests. This may mean that callers have learned in the past which services tend to have resources available for use and they have narrowed their calls down to just those categories. This would mean that call specialists are not fielding as many calls for services for which there isn't any funding. Dips in the number of unmet needs can also correlate to an increase or a renewal of funding for that particular need.

211 – Give Help

For the first time, calls to the 211 Call Center from those wanting to volunteer their time or donate items/resources were tracked and have been broken out. These types of calls continue to make up a very small percent of the total 211 call volume. There was a small increase during October, November, and December, but it appears to be insignificant compared to the expected increase around the holiday season. This data will be used as baseline data for comparison in the years to come as the Give Help message is promoted more and more throughout the service area.

Introduction

This report is an evaluation of 211 data elements based on the calendar year 2007. The Call Center began utilizing the 211 dialing code on August 1, 2002. Since that time, large quantities of data items have been recorded, both on callers using 211 and the area non-profits who are listed in the resource database. This is the fourth annual evaluation report compiled from data collected at the 211 Call Center, thus allowing analysis of trends seen over the years of 211 service to Calhoun County. There are two sections in this report: one concerning caller data and one concerning request/call data. Data from the 2006 American Community Survey, conducted by the U.S. Census Bureau, is used when applicable to compare the 211 Call Center data with the community at large.

There are several terms used throughout this report that require a definition:

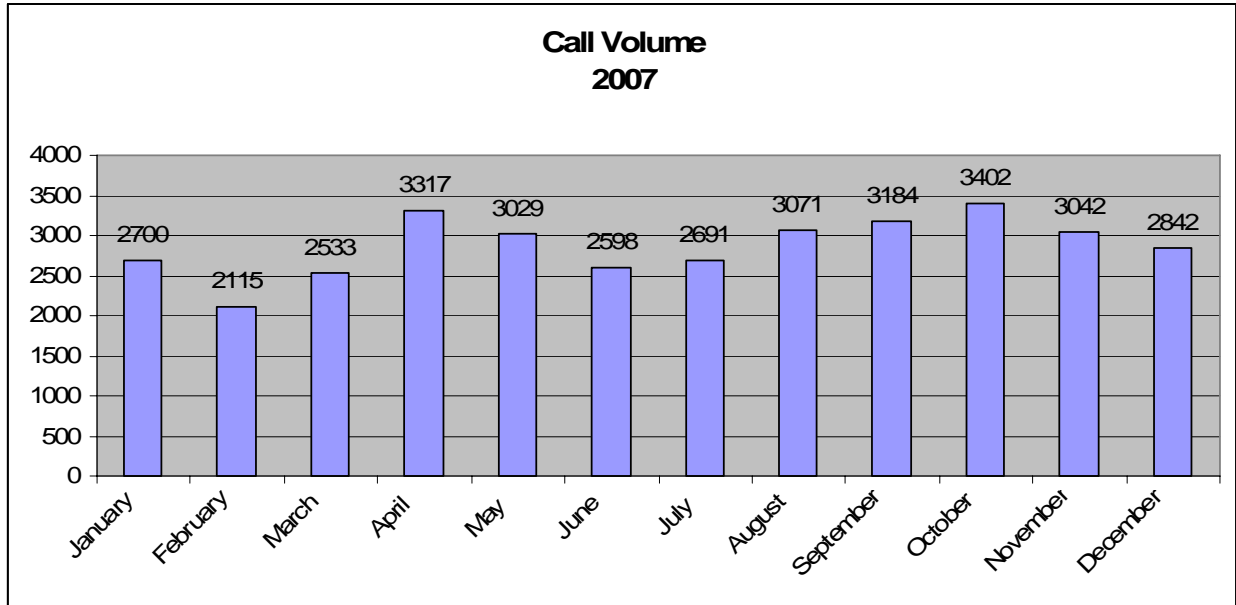
- Client or caller – the person initiating a call to the 211 Call Center. This may be an individual in the community or an agency representative calling on behalf of his/her agency or a client being served.
- Request – any request made by a caller. A caller may make multiple requests during a single phone call. Our focus is, ultimately, on the total requests made, not the number of calls.
- Non-service request – a request made by a caller that does not involve giving information, a referral, or conducting advocacy on behalf of the caller
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- Unmet need – any requests where a referral could not be made to an area agency. This could be for a variety of reasons including, but not limited to, the caller not having an eviction/shut off notice, not being eligible for services, not living within the service area, the service requested was not available, or that the caller refused the referral.

The 211 Call Center uses labels to categorize service requests (these labels are standardized throughout the state and derive from the AIRS/211 LA County Taxonomy). These labels are denoted by quotation marks surrounding the label (“gas bill assistance”, “diapers”, etc.) These data labels have remained relatively consistent throughout the year. Where changes occurred, the most recent label is presented in the report and data listed under the previous label has been incorporated into the total.

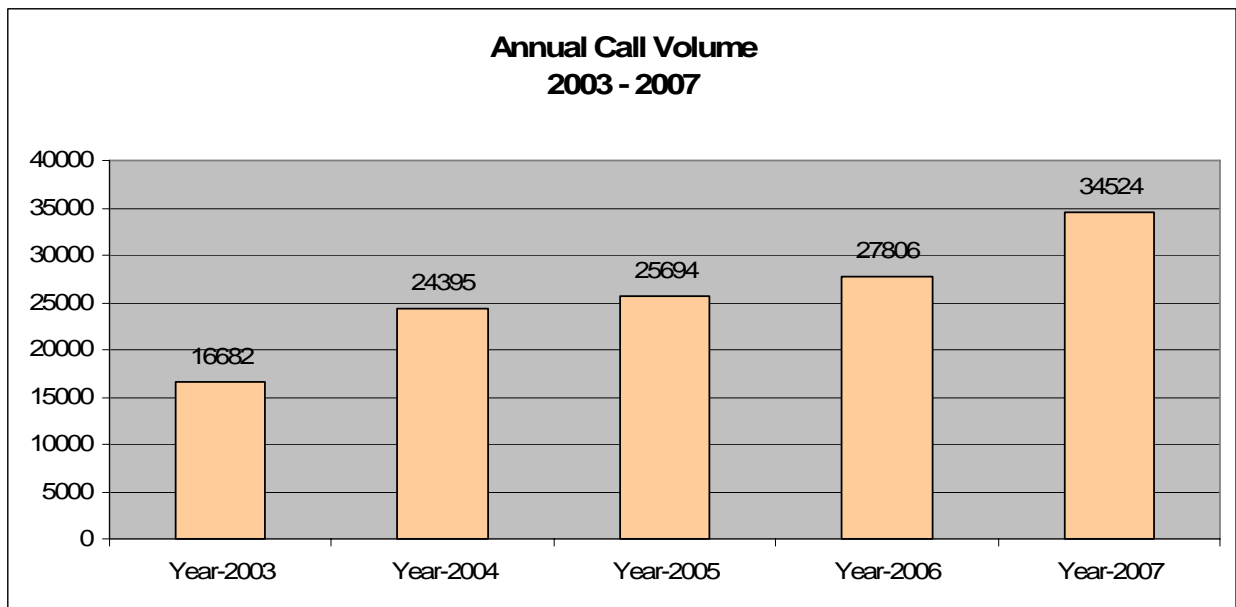
Beginning in 2007, the 211 Call Center began using the tagline “Give Help. Get Help.” in order to let the community know that they could utilize the three-digit dialing code to donate time and/or resources as well as to access services. In order to establish a baseline of data for tracking those two sides separately in the future, there is a special section in this report dedicated to the “give help” calls received in 2007. Also, all the promotional materials for the call center were redesigned to incorporate this new focus and tagline, as well as to update information and brighten the look of the materials.

211 Call Volume

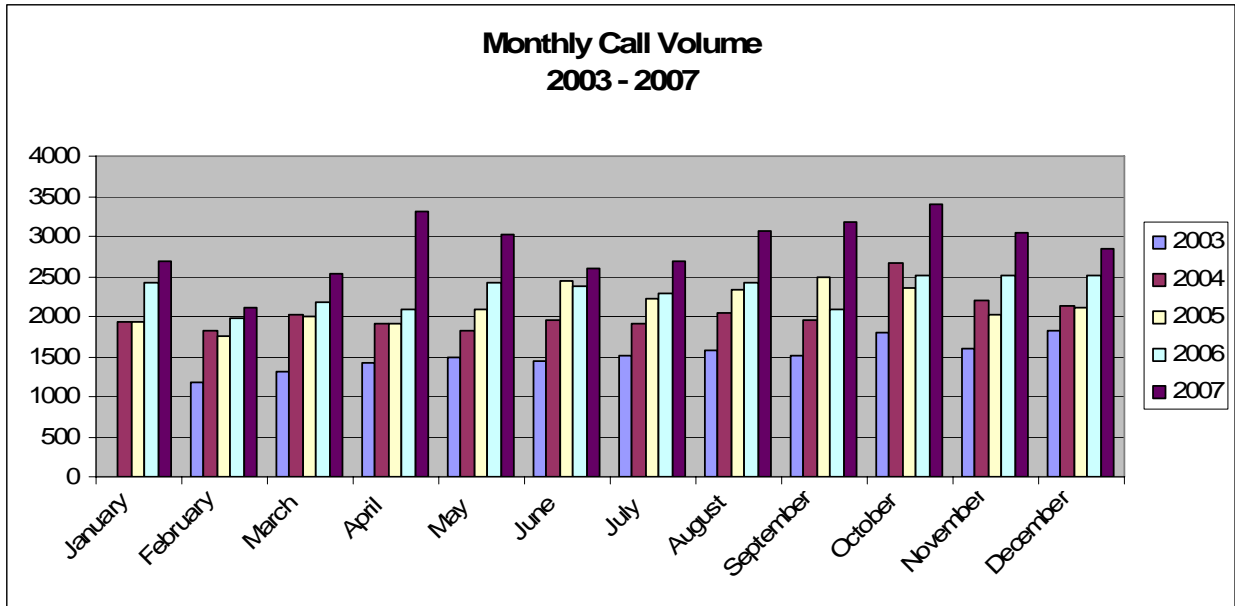
Since its inception in August of 2002, call volume to the 211 Call Center has continually increased. The following graph outlines the call volume for the calendar year 2007. 211 Call Specialists took a total of 34,524 calls which was much higher than expected. There was not a single month with a call volume less than 2,000 calls and the average call volume for the year was 2,877 calls per month, about 500 higher than in 2006.



The increase in call volume each year is apparent when total annual call volumes for each year are compared, as in the chart below.



This chart breaks the call volume out by month for each year. As illustrated, the monthly call volume patterns are consistent from year to year but the overall volume increases each time.



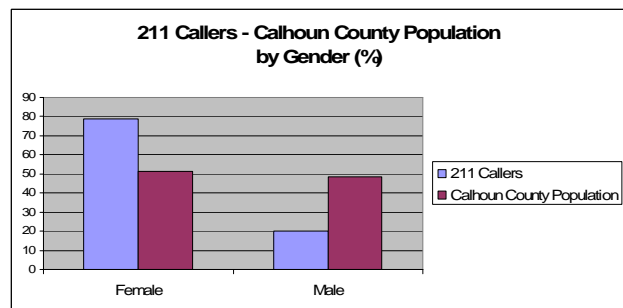
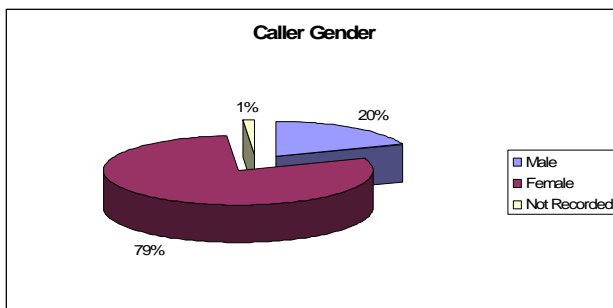
The increase in call volume speaks to several issues including the poor local economy generating much higher levels of need, the heightened awareness of the 211 Call Center and what it does, and the use of the call center by area service agencies.

211 Callers

This section contains demographic detail on callers utilizing 211 during 2007. These data items are collected on each call, though every caller has the right to remain anonymous and only provide as much information as they feel comfortable sharing.

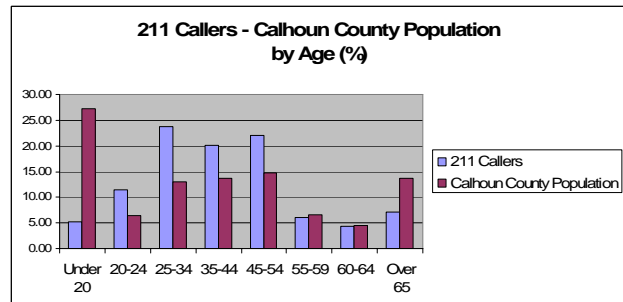
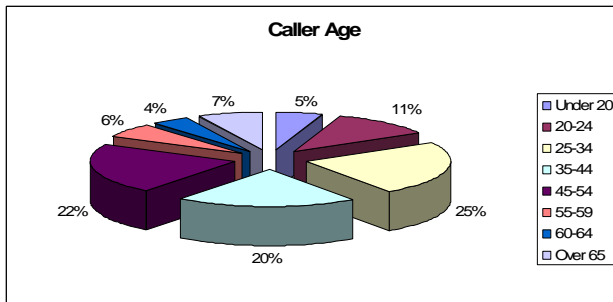
Gender

In 2007, women made 79% of all calls to the 211 Call Center, men made 20% of all calls, and gender was not recorded on 1% of the calls. This is typical of 211 call centers to have women comprise the majority of callers. We are able to compare the percentage of female/male 211 callers with the distribution of females/males in Calhoun County using the 2006 American Community Survey data. There is a higher occurrence of women calling 211, and a lower occurrence of men, than would be expected given Calhoun County's population. This is very similar to the gender characteristics of callers in previous years.



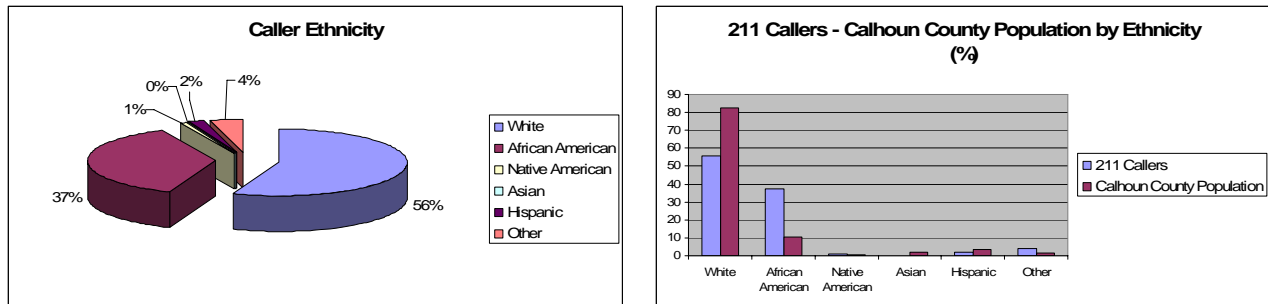
Age

The following figure (on left) illustrates the age breakout of callers contacting 211 in 2007. Callers were relatively evenly distributed throughout all age categories. However, the largest proportion (two-thirds) of callers fell between 25 and 54 years of age. The age categories used in the figure on the left mirror those categories used in the 2006 American Community Survey so that the age of 211 callers could be compared to the age distribution in Calhoun County's population. The rate of callers from the age groups between 20 and 54 years of age is higher than would be expected from the population. The rate of 211 callers between 55 and 64 is very close to what would be expected from the population, while those over 65 call much less frequently than would be expected. This is very similar to the age characteristics of callers in previous years.



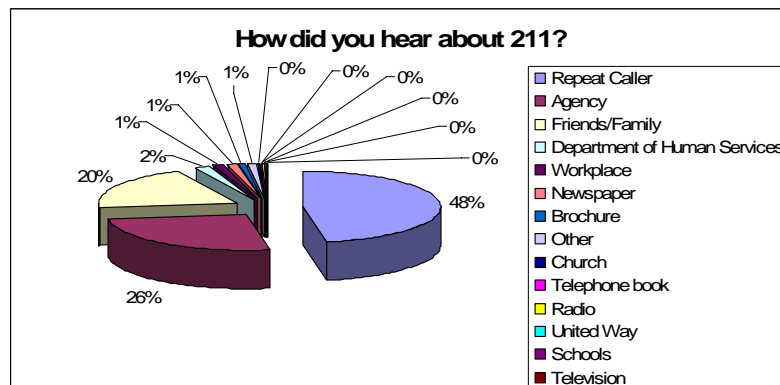
Ethnicity

Ethnicity is asked of each caller who contacts the 211 Call Center. The caller always has the right to choose to “not disclose” his or her ethnicity. Fifty-six percent of all callers contacting 211 in 2006 self-identified as white, or Caucasian. Thirty-seven percent of all callers self-identified as African-American. Compared to the population of Calhoun County, there was a lower percentage of Caucasian callers than expected, and a higher percentage of African American callers than expected. This is very similar to the ethnicity characteristics of callers in previous years.



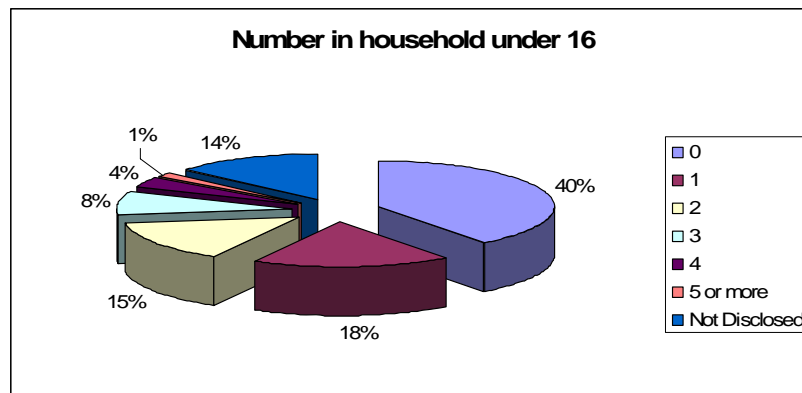
Referral Source

The figure below depicts how callers heard about 211, or the referral source. The vast majority of callers have past experience with the 211 Call Center, followed by agency recommendation and word of mouth through friends and family. This is consistent with the fact that 85% of 211 callers are “previous callers”.



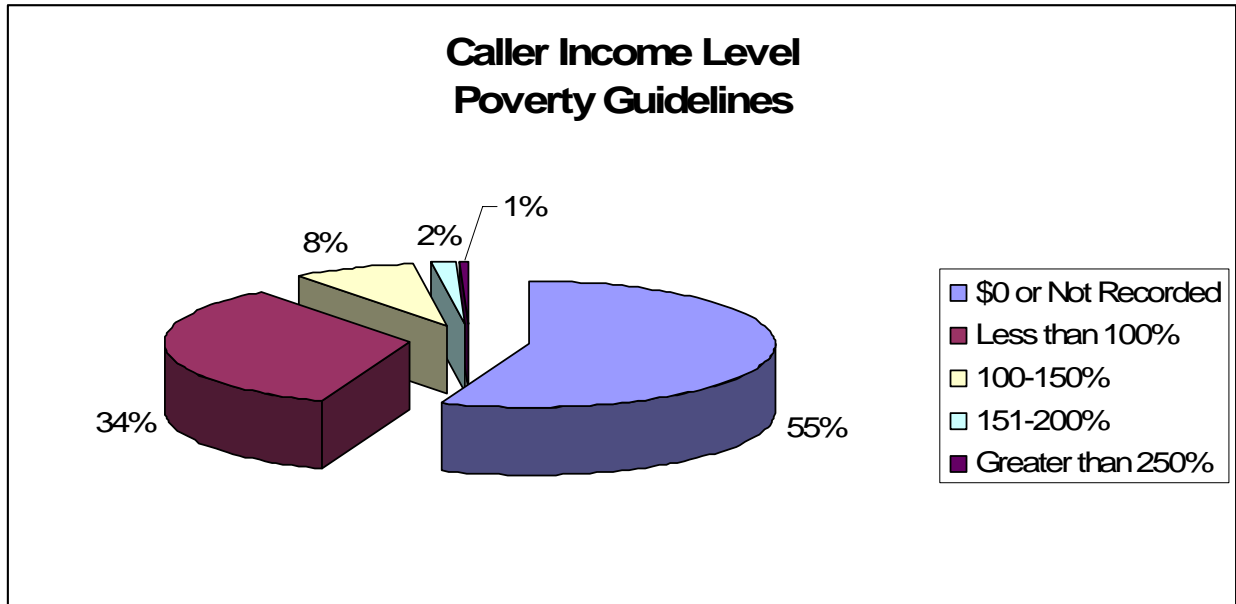
Children in Household

All callers are asked if there are children living in the home for which they need assistance. The following figure illustrates the number of callers with children under the age of 16 in the household. Nearly half (46%) of callers have children living in the home. According to 2006 American Community Survey data, 35% of households in Calhoun County have children under 18 living in the home.



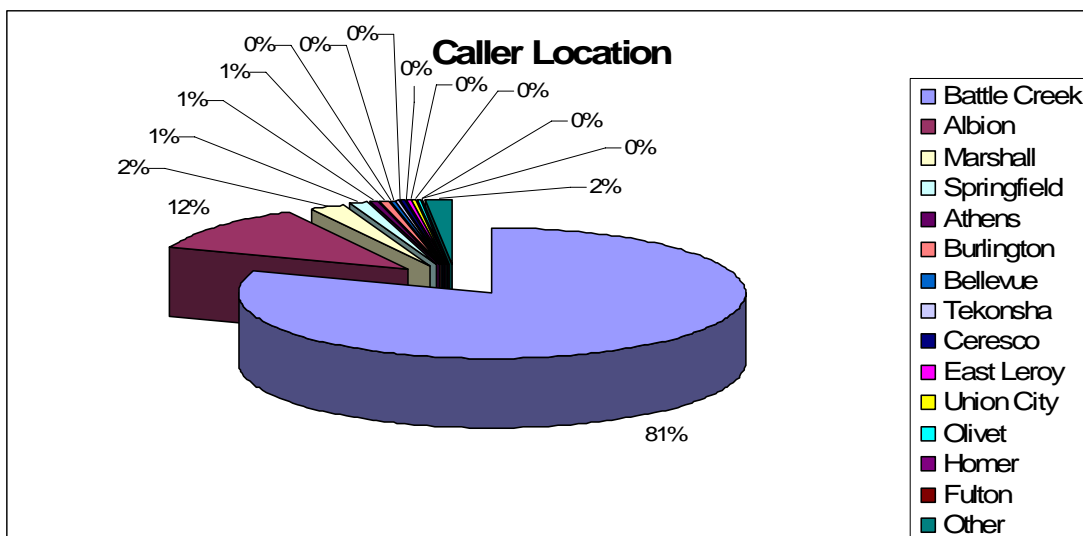
Income Source

Beginning in 2007, each caller is asked what level of income is coming into their home on a monthly basis. The figure below illustrates those income levels (translated to an annual figure) broken out by the Federal Poverty Guidelines. The \$0/Not Recorded category is slightly vague as that data set does not distinguish between those with no income and those that chose not to share their income. However, a full third of all callers fall below the 100% Poverty Level threshold of approximately \$13,000 per year. Roughly 20% of all Calhoun County residents fall below that level according to the 2006 American Community Survey, so 211 callers are slightly more likely to be low-income than the average population. This is consistent with the type of basic needs requests received most often.



Location

It is helpful to know where 211 callers are calling from. The following chart shows cities and towns from which 15 or more calls were received. Battle Creek was home for the majority of callers (81%). Albion (12%), Marshall (2%), and Homer (1%) were the next most commonly mentioned areas of residence. There were some callers from outside Calhoun County, or even the state of Michigan, but those accounted for less than 1% of all callers. Any person calling from outside Calhoun County is transferred to the 211 Call Center serving their area. If no call center is serving that area, they are transferred to the referral agency listed for that county (typically a United Way or specialized information and referral line).

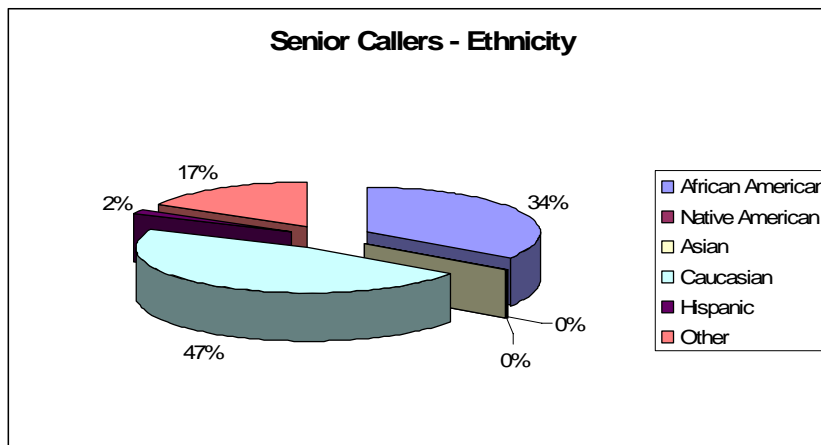


Some callers reside in more rural townships. Following is a table showing the location of callers broken out by township.

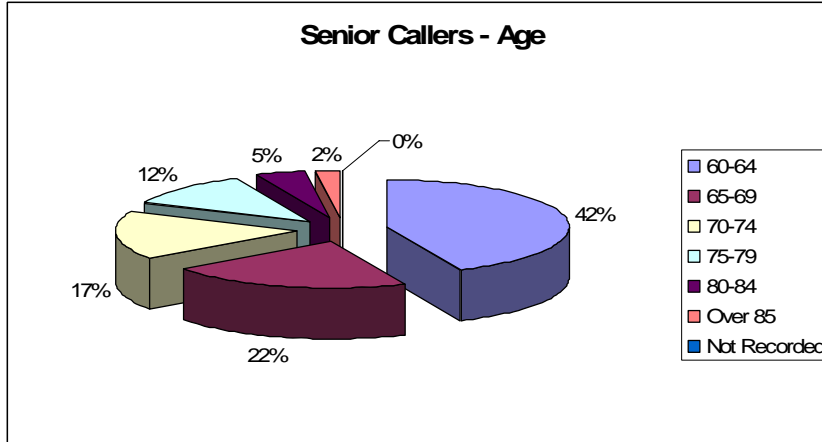
| Caller's Location | Number |
|--------------------------|---------------|
| Battle Creek | 1550 |
| Not Recorded | 1176 |
| Albion | 178 |
| Emmett Twp. | 108 |
| Springfield | 89 |
| Bedford Twp. | 77 |
| Pennfield Twp. | 68 |
| Marshall | 31 |
| Albion Twp. | 20 |
| Homer Twp. | 17 |
| Burlington Twp. | 11 |
| Athens Twp. | 11 |
| Convis Twp. | 9 |
| Tekonsha Twp. | 8 |
| Marshall Twp. | 6 |
| Leroy Twp. | 6 |
| Marengo Twp. | 5 |
| Sheridan Twp. | 4 |
| Fredonia Twp. | 4 |
| Clarence Twp. | 4 |
| Eckford Twp. | 3 |
| Newton Twp. | 1 |
| Lee Twp. | 1 |
| Clarendon Twp. | 1 |

Senior Callers

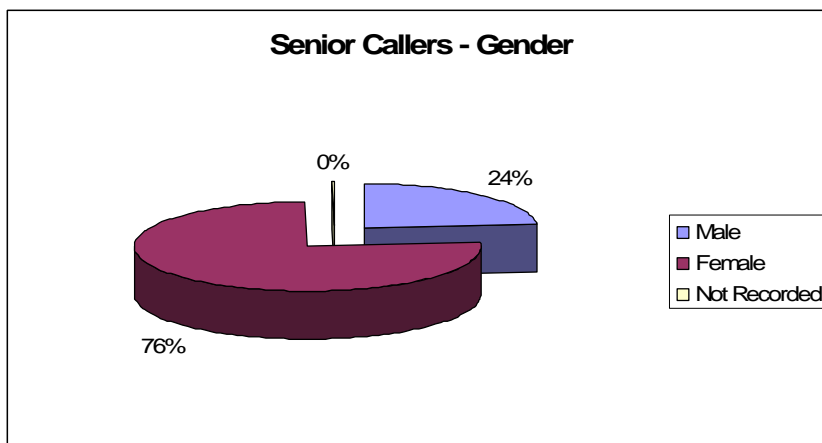
Seniors (60 years and over) make up 10%, on average, of all 211 callers in any given month. Following is demographic information on that senior population that utilized 211 in 2007.



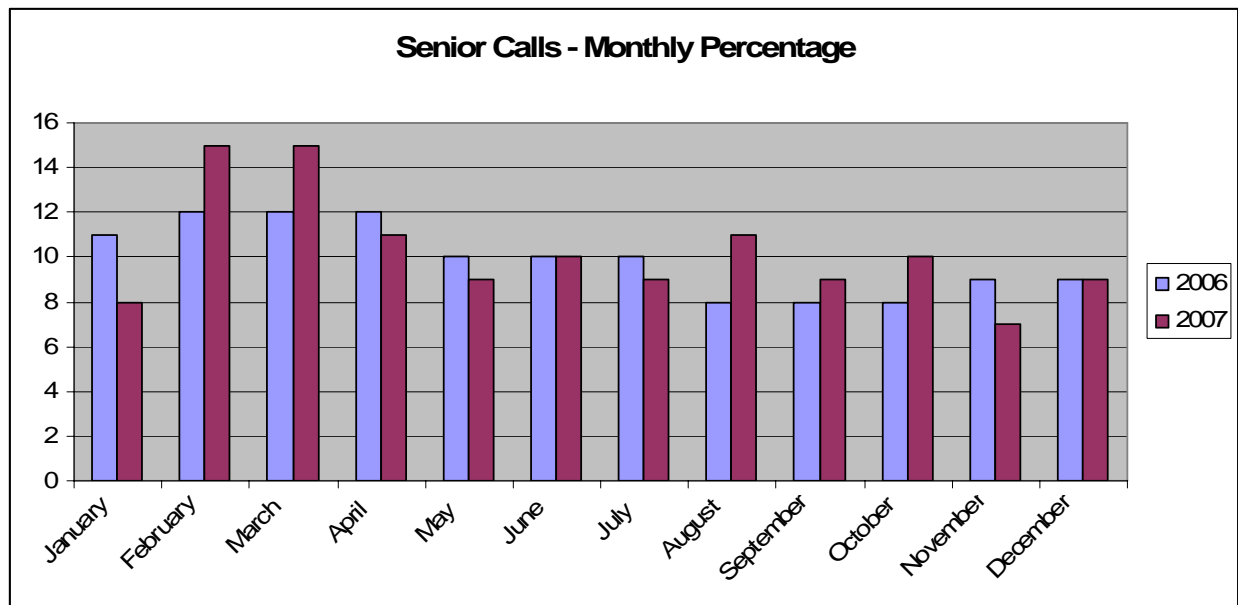
Nearly half (47%) of senior callers self-identify as Caucasian and one-third (34%) self-identify as African American.



The majority of senior callers (66%) are between the ages of 60 and 69.



Cumulatively in 2007, 76% of all senior 211 callers were female, and 24% of senior callers were male.



The above chart shows the monthly breakout of senior calls as a percent of total 211 call volume. The dramatic increase in total 211 calls outpaced the increase in senior calls, resulting in a small decrease in senior call percentage over the course of the year.

Information on referrals and unmet needs relating to the senior populations will be discussed in the section of this evaluation dealing with service requests.

Summary of 211 Caller Data

There really are no surprises or anomalies in any of the 211 caller demographics. All categories being reported have been relatively consistent since the inception of the call center. We know that the majority of callers to 211 are female residents of the Battle Creek area, and we know that 211 is utilized across all age groups. What is helpful though is to continuously track these demographics and compare trends on an annual basis. Scrutiny on that level allows us to quickly see any changes that may have occurred, or may even be in the process of occurring, and examine the causes behind them.

211 – Get Help Service Requests

In 2007, callers – both individuals and agencies – made a total of 39,016 requests (there can more than one service request made on any particular call). Of these, 8,458 were for non-service requests. A non-service request is a request that does not involve giving information, a referral, or conducting advocacy on behalf of the caller. These include “phone number validation”, “hang up”, “call back”, “wrong number”, “hours/days”, “address”, “other”, “email request”, etc.

Top 25 Request Categories

For the purposes of the following evaluation, all non-service requests have been removed to better understand what the community need may be. After removal of the non-service requests, there were 30,558 service requests in 2007 (compared to 24,684 in 2006). These requests were made up of 332 different categories, up from 279 categories the previous year. Of the 332 different categories, 318 were each less than 1% of the total. A complete list of these requests is included in the Appendix. For the purposes of this section, we will focus on those top 25 requests. These top 25 categories account for 89.7% of all requests. The following table lists these request categories, the number of each, and the percent of the total.

| Request Category | Number | Percent of Total |
|--------------------------------------|--------------|------------------|
| Food Pantries | 4666 | 15.27 |
| Gas Bill Payment Assistance | 4002 | 13.10 |
| Status Check | 3102 | 10.15 |
| Electric Bill Payment Assistance | 2897 | 9.48 |
| Rent Payment Assistance | 2274 | 7.44 |
| General Furniture Provision | 2060 | 6.74 |
| Agency Call | 1718 | 5.62 |
| Information on 211 | 1057 | 3.46 |
| General Clothing | 1040 | 3.40 |
| Water Bill Payment Assistance | 734 | 2.40 |
| Christmas & Thanksgiving Baskets | 660 | 2.16 |
| Home Rehabilitation Programs | 433 | 1.42 |
| Prescription Expense Assistance | 414 | 1.35 |
| Diapers | 323 | 1.06 |
| Thrift Shops | 249 | 0.81 |
| Dental Hygiene | 226 | 0.74 |
| Heating Fuel Bill Payment Assistance | 224 | 0.73 |
| Mortgage Payment Assistance | 192 | 0.63 |
| General Information | 190 | 0.62 |
| Missions | 174 | 0.57 |
| Legal Counseling | 169 | 0.55 |
| Formula/Baby Food | 166 | 0.54 |
| Physician Referral | 164 | 0.54 |
| General Property Tax Information | 140 | 0.46 |
| Bus Fare | 138 | 0.45 |
| Total | 27412 | 89.70 |

It is interesting to see if/how the top 25 request categories change from year to year. Following is a table showing the top 25 requests that have occurred in all four annual evaluations along with the number and percent of calls for each category in each of the years.

| Request Category | 2007 | | 2006 | | 2004-2005 | | 2003-2004 | |
|----------------------------------|--------|---------|--------|---------|-----------|---------|-----------|---------|
| | Number | Percent | Number | Percent | Number | Percent | Number | Percent |
| Gas Bill Assistance | 4002 | 13.1 | 3559 | 14.4 | 3233 | 14.3 | 2686 | 14.2 |
| Food Pantries | 4666 | 15.27 | 3174 | 12.9 | 2252 | 10 | 1480 | 7.8 |
| Rent Assistance | 2274 | 7.44 | 2688 | 10.9 | 2393 | 10.6 | 2148 | 11.3 |
| Agency Call | 1718 | 5.62 | 1613 | 6.5 | 2815 | 12.5 | 2640 | 13.9 |
| Status Check | 3102 | 10.15 | 1573 | 6.4 | | | | |
| Electric Bill Assistance | 2897 | 9.48 | 1481 | 6.0 | 2173 | 9.6 | 1663 | 8.8 |
| General Furniture Provision | 2060 | 6.74 | 1477 | 6.0 | 627 | 2.8 | 556 | 2.9 |
| Information on 211 | 1057 | 3.46 | 911 | 3.7 | | | | |
| General Clothing | 1040 | 3.4 | 829 | 3.4 | 629 | 2.8 | 549 | 2.9 |
| Water Bill Assistance | 734 | 2.4 | 719 | 2.9 | 874 | 3.9 | 584 | 3.1 |
| Prescription Assistance | 414 | 1.35 | 566 | 2.3 | 699 | 3.1 | 627 | 3.3 |
| Christmas & Thanksgiving Baskets | 660 | 2.16 | 531 | 2.2 | 280 | 1.2 | 178 | 0.9 |
| Home Rehabilitation Programs | 433 | 1.42 | 385 | 1.6 | 393 | 1.7 | 442 | 2.3 |
| Dental Hygiene | 226 | 0.74 | 327 | 1.3 | 422 | 1.9 | 256 | 1.3 |
| General Information | 190 | 0.62 | 300 | 1.2 | | | | |
| Bus Fare | 138 | 0.45 | 283 | 1.1 | 418 | 1.9 | 156 | 0.8 |
| Diapers | 323 | 1.06 | 278 | 1.1 | 252 | 1.1 | 153 | 0.8 |
| Mortgage Assistance | 192 | 0.63 | 267 | 1.1 | 242 | 1.1 | 221 | 1.2 |
| Missions | 174 | 0.57 | 255 | 1.0 | 354 | 1.6 | 276 | 1.5 |
| Physician Referral | 164 | 0.54 | 232 | 0.9 | | | | |
| Property Tax Information | 140 | 0.46 | 200 | 0.8 | 85 | 0.4 | 98 | 0.5 |
| Thrift Shops | 249 | 0.81 | 173 | 0.7 | | | | |
| Subsidized Housing | | | 159 | 0.6 | 1171 | 5.2 | 743 | 3.9 |
| Legal Counseling | 169 | 0.55 | 189 | 0.8 | 83 | 0.4 | | |
| Child Passenger Safety Seats | 77 | 0.25 | 111 | 0.4 | | | | |
| Donation Drop Off | 71 | 0.23 | | | 131 | 0.6 | 226 | 1.2 |
| Repair Services | 70 | 0.23 | | | 130 | 0.6 | 91 | 0.5 |
| Soup Kitchens | | | | | 102 | 0.5 | | |
| Glasses/Contact Lenses | 73 | 0.24 | | | 94 | 0.4 | | |
| Heating Fuel Bill Assistance | 224 | 0.73 | | | 83 | 0.4 | | |
| Formula/Baby Food | 166 | 0.54 | | | 80 | 0.4 | | |

As you can see, there is some fluctuation in the top 25 request category list, but not much. Three categories, "Status Check", "General Information" and "Information on 211" do not appear on the top 25 list for the first two annual evaluations. This is because those three categories were treated as non-service requests for those projects. They were added to the request list in 2006 for the simple reason that they require time spent by a 211 Call Specialist on a call. These three categories may not necessarily result in a

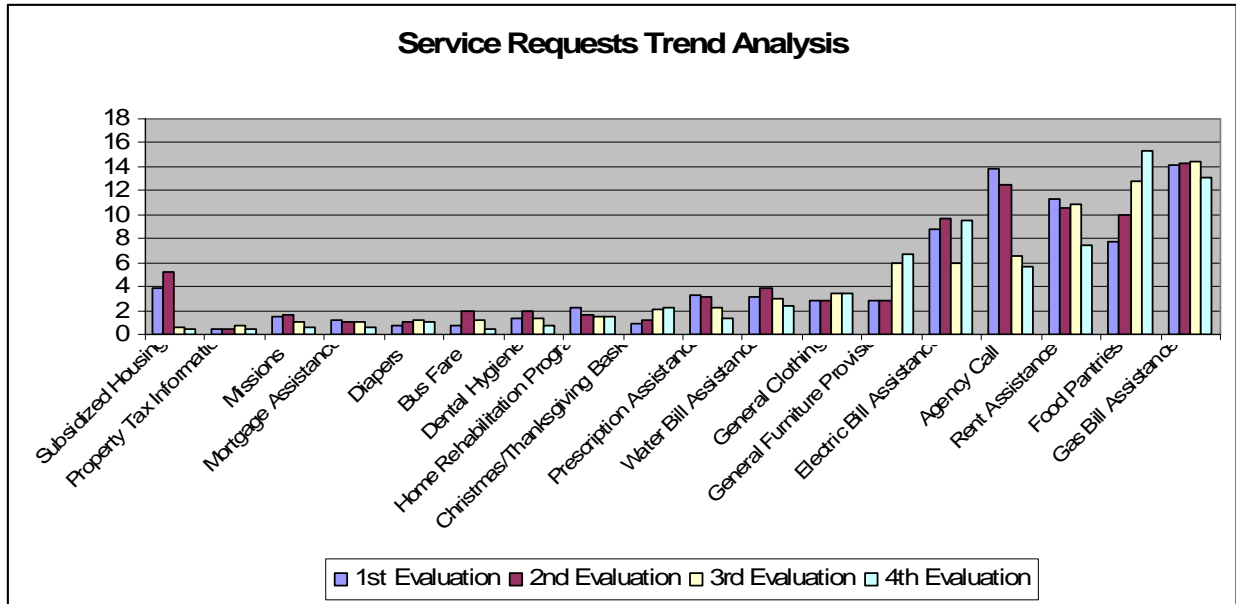
referral for a service, but they typically involve either starting or opening a client's record in the database and exchanging information with the caller.

| Request Category | Rank 2007 | Rank 2006 | Rank 2004- 2005 | Rank 2003- 2004 |
|----------------------------------|----------------------|----------------------|--------------------------------|--------------------------------|
| Gas Bill Assistance | 2 | 1 | 1 | 1 |
| Food Pantries | 1 | 2 | 4 | 5 |
| Rent Assistance | 5 | 3 | 3 | 3 |
| Agency Call | 7 | 4 | 2 | 2 |
| Status Check | 3 | 5 | | |
| Electric Bill Assistance | 4 | 6 | 5 | 4 |
| General Furniture Provision | 6 | 7 | 10 | 9 |
| Information on 211 | 8 | 8 | | |
| General Clothing | 9 | 9 | 9 | 10 |
| Water Bill Assistance | 10 | 10 | 7 | 8 |
| Prescription Assistance | 13 | 11 | 8 | 7 |
| Christmas & Thanksgiving Baskets | 11 | 12 | 15 | 19 |
| Home Rehabilitation Programs | 12 | 13 | 13 | 11 |
| Dental Hygiene | 16 | 14 | 11 | 14 |
| General Information | 19 | 15 | | |
| Bus Fare | 25 | 16 | 12 | 20 |
| Diapers | 14 | 17 | 16 | 21 |
| Mortgage Assistance | 18 | 18 | 17 | 17 |
| Missions | 20 | 19 | 14 | 13 |
| Physician Referral | 23 | 20 | | |
| Property Tax Information | 24 | 21 | 22 | 23 |
| Thrift Shops | 15 | 22 | | |
| Subsidized Housing | | 23 | 6 | 6 |
| Legal Counseling | 21 | 24 | 23 | |
| Child Passenger Safety Seats | | 25 | | |

This table shows each category in the top 25 list for 2007, along with its rank in the previous three annual evaluations. It is interesting to note that, while there is some change, these categories tend to be relatively consistent from year to year. Requests for "Food Pantries" have been steadily increasing each year most likely because more local food pantries are requiring a written 211 referral to provide services which results in more calls to 211 for food.

There were also two categories that appeared in the top 25 previously but not this year: "Subsidized Housing" and "Child Passenger Safety Seats". Why did these not appear in 2007? They happen to fall just off the range of the top 25 categories. In fact, they rank 26th and 28th, respectively.

The following figure illustrates the ranking concept graphically. Each of the top 25 categories is shown with the percent of requests for that category in each of the annual evaluations. It is interesting to note that the percentage of "agency calls" has decreased each year, the percentage of "food pantries" request has increased each year and "gas bill assistance" requests have stayed relatively constant.



Requests by City

The total number of requests were broken out by city so that geographic areas could be examined separately. Service requests are divided into the following areas: Albion, Battle Creek, Homer, and Marshall. The majority of 211 calls originate in the Battle Creek area, but it is worth exploring to see if the request categories are the same for all areas or if specific areas demonstrate specific needs that may be different from others. City areas are listed in alphabetic order. The population for each city is drawn from the U.S. Census 2000 data.

Requests – Albion

Albion (population: 9,144) callers constituted 9.15% of requests in 2007. The following table lists the service request categories that had at least ten requests for callers in Albion. The categories on this list match the top 25 list above. "Gas bill assistance" accounted for 20% of the requests from Albion compared to 14% of requests from all areas.

| Request Category | Number | Percent |
|--------------------------------|--------|---------|
| Gas Bill Assistance | 602 | 19.20 |
| Food Pantries | 450 | 14.35 |
| Electric Bill Assistance | 350 | 11.16 |
| Status Check | 321 | 10.24 |
| General Clothing | 230 | 7.34 |
| Rent Assistance | 192 | 6.12 |
| Christmas/Thanksgiving Baskets | 157 | 5.01 |
| Diapers | 125 | 3.99 |
| Agency Call | 99 | 3.16 |
| General Furniture Provision | 87 | 2.78 |
| Water Bill Assistance | 54 | 1.72 |
| Information on 211 | 46 | 1.47 |
| Formula/Baby Food | 40 | 1.28 |
| Prescription Assistance | 36 | 1.15 |

| | | |
|------------------------------|-------------|---------------|
| Property Tax Information | 29 | 0.93 |
| Home Rehabilitation Programs | 27 | 0.86 |
| Heating Fuel Bill Assistance | 25 | 0.80 |
| Property Tax Assistance | 13 | 0.41 |
| Mortgage Assistance | 12 | 0.38 |
| Legal Counseling | 10 | 0.32 |
| Dental Hygiene | 10 | 0.32 |
| Other | 220 | 7.02 |
| Total | 3135 | 100.00 |

Service Requests – Battle Creek

Battle Creek (population: 53,364) callers constituted 62.43% of requests in 2007. The following table lists the top 25 request categories for callers in the greater Battle Creek area. As would be expected, there are no significant difference between this list and the top 25 service request list for the county.

| <u>Request Category</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Food Pantries | 3821 | 17.78 |
| Gas Bill Assistance | 3124 | 14.54 |
| Status Check | 2177 | 10.13 |
| Electric Bill Assistance | 2020 | 9.40 |
| General Furniture Provision | 1809 | 8.42 |
| Rent Assistance | 1768 | 8.23 |
| Agency Call | 1145 | 5.33 |
| General Clothing | 733 | 3.41 |
| Water Bill Assistance | 598 | 2.78 |
| Information on 211 | 382 | 1.78 |
| Prescription Assistance | 301 | 1.40 |
| Home Rehabilitation Programs | 286 | 1.33 |
| Christmas/Thanksgiving Baskets | 272 | 1.27 |
| Diapers | 158 | 0.74 |
| Thrift Shops | 156 | 0.73 |
| Mortgage Assistance | 144 | 0.67 |
| Legal Counseling | 110 | 0.51 |
| Missions | 104 | 0.48 |
| Dental Hygiene | 103 | 0.48 |
| Formula/Baby Food | 101 | 0.47 |
| Property Tax Information | 100 | 0.47 |
| Low Income/Subsidized Private Rental Housing | 89 | 0.41 |
| General Information | 72 | 0.34 |
| Medical Transportation | 69 | 0.32 |
| Bus Fare | 66 | 0.31 |
| Other | 1778 | 8.28 |
| Total | 21486 | 100.00 |

Service Requests – Homer

Homer (population: 1,851) callers constituted less than one percent of requests in 2007. The following table lists the top 25 request categories for callers in Homer.

| Request Category | Number | Percent |
|--|---------------|----------------|
| Electric Bill Assistance | 60 | 20.27 |
| Food Pantries | 49 | 16.55 |
| Gas Bill Assistance | 33 | 11.15 |
| Status Check | 29 | 9.80 |
| Heating Fuel Bill Assistance | 23 | 7.77 |
| Rent Assistance | 22 | 7.43 |
| General Clothing | 12 | 4.05 |
| General Furniture Provision | 9 | 3.04 |
| Agency Call | 8 | 2.70 |
| Diapers | 6 | 2.03 |
| Water Bill Assistance | 4 | 1.35 |
| Information on 211 | 4 | 1.35 |
| Christmas Baskets | 4 | 1.35 |
| Prescription Assistance | 3 | 1.01 |
| Medical Transportation | 3 | 1.01 |
| Home Rehabilitation Programs | 3 | 1.01 |
| Dental Hygiene | 3 | 1.01 |
| Thrift Shops | 2 | 0.68 |
| Low Income/Subsidized Private Rental Housing | 2 | 0.68 |
| General Information | 1 | 0.34 |
| Earned Income Credit Information | 1 | 0.34 |
| Community Disaster Service Centers/Hotlines | 1 | 0.34 |
| Bus Fare | 1 | 0.34 |
| Baby Furniture | 1 | 0.34 |
| Automotive Repair | 1 | 0.34 |
| Other | 11 | 3.72 |
| Total | 296 | 100.00 |

Service Requests – Marshall

Marshall (population: 7,459) callers constituted 1.68% of service requests in 2007. The following table lists the top 25 request categories for callers in Marshall.

| Request Category | Number | Percent |
|--------------------------------|---------------|----------------|
| Electric Bill Assistance | 103 | 17.17 |
| Gas Bill Assistance | 81 | 13.50 |
| Rent Assistance | 73 | 12.17 |
| Food Pantries | 62 | 10.33 |
| Status Check | 46 | 7.67 |
| General Furniture Provision | 29 | 4.83 |
| Information on 211 | 19 | 3.17 |
| Heating Fuel Bill Assistance | 18 | 3.00 |
| Home Rehabilitation Programs | 13 | 2.17 |
| Diapers | 12 | 2.00 |
| Agency Call | 12 | 2.00 |
| Christmas/Thanksgiving Baskets | 11 | 1.83 |
| General Clothing | 11 | 1.83 |
| Prescription Assistance | 10 | 1.67 |

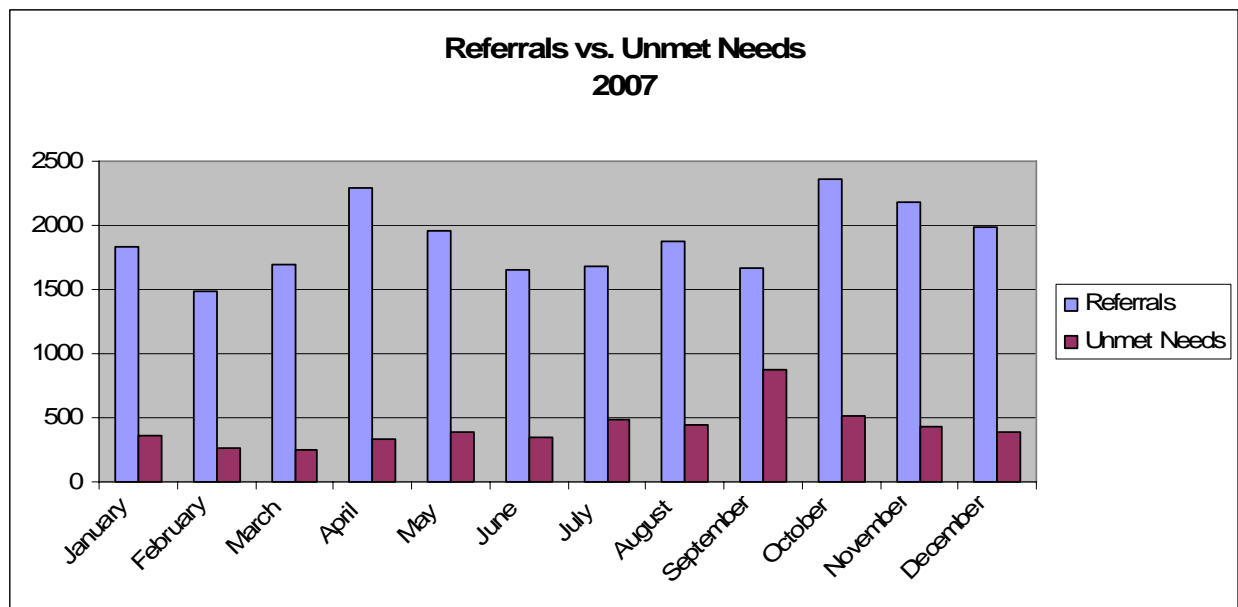
| | | |
|--|------------|---------------|
| Undesignated Temporary Financial Assistance | 8 | 1.33 |
| Mortgage Assistance | 8 | 1.33 |
| Water Bill Assistance | 6 | 1.00 |
| Thrift Shops | 4 | 0.67 |
| Low Income/Subsidized Private Rental Housing | 4 | 0.67 |
| Formula/Baby Food | 4 | 0.67 |
| Donation Drop Off Points | 4 | 0.67 |
| Job Search/Placement | 3 | 0.50 |
| General Legal Aid | 3 | 0.50 |
| Dental Hygiene | 3 | 0.50 |
| Adult State/Local Health Insurance Programs | 2 | 0.33 |
| Other | 51 | 8.50 |
| Total | 600 | 100.00 |

Referred and Not Referred Services

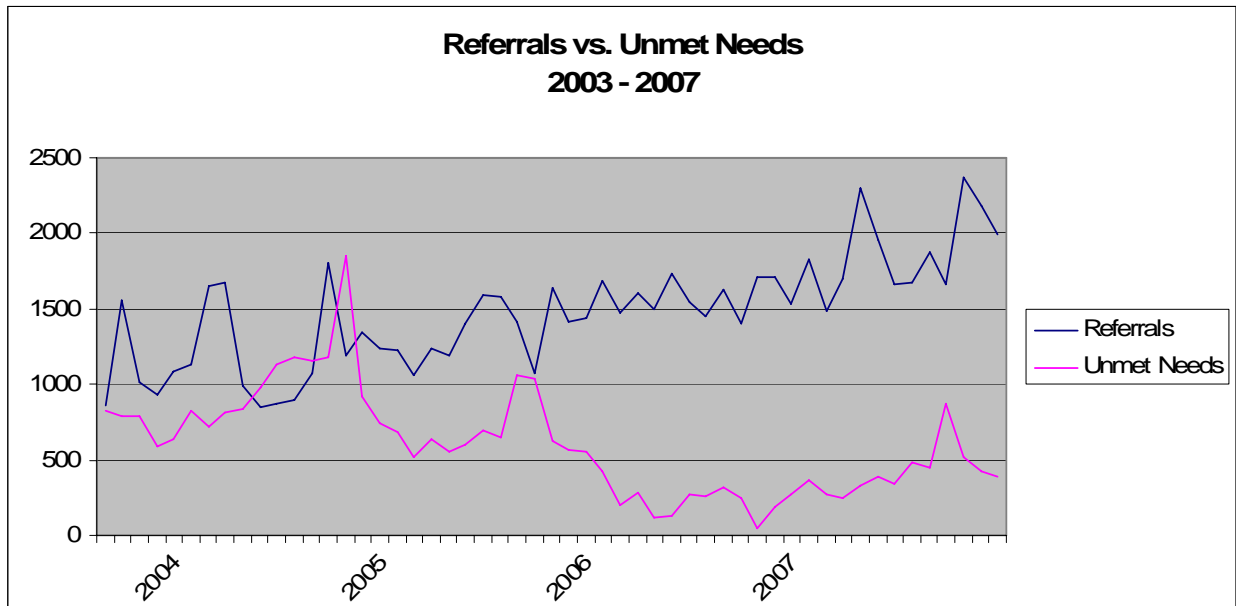
Referred/Unmet Needs by Month

When a request for any type of service is made, a call specialist has two options for that request. If resources exist within the community to meet the request and the client is eligible to receive those resources, a referral is made to the agency providing that service. If there is either no funding available or the client is not eligible for any of the available funding, the request is logged as an unmet need (it is not referred).

It is useful to compare the number of referrals and unmet needs. Following is a chart of referrals versus unmet needs for the calendar year 2007. Similar to 2006, the number of unmet needs is consistently much lower than the number of referred services. The higher numbers of unmet needs occurring in the late summer – early fall months (July, August, and September) can be attributed to lack of funding during those months. The state and federal budget fiscal year starts October 1, so any state or federal funding is typically used up by the fall, resulting in more unmet needs.



It is especially interesting to compare the referred services to unmet needs over an extended period of time. The following graph illustrates referred services versus unmet needs from August 2003 to December 2007. Viewing the data for this time period reveals an interesting trend. Unmet needs were close in number to referred services through September 2004. Then, a huge spike in unmet needs occurred in the fall of 2004 followed by a sharp decrease. Since that time, the number of unmet needs has decreased to the present number. The number of referred services has been slightly steadier but has increased consistently over time.



This change makes sense when examined in light of community events. The 211 Call Center has been tracking and reporting call data since its beginning in August 2002. After several months of seeing high unmet need numbers for utility bills, United Way of Greater Battle Creek asked why that was the case. Examination of 211 data revealed that almost all unmet needs for utility assistance were unmet because there was insufficient funding in the community, not because the callers were ineligible for assistance. As a result of these conversations, several community funders came together and put approximately \$80,000 into funding for utility assistance. This happened in late fall of 2004, which perfectly coincides with the spike and fall of the number of unmet needs in the community. However, a shot of funds into the community is only a short-term fix for the issue of funding, and that effect shows in the rise of unmet needs over the last part of 2006 and almost all of 2007.

Referred/Unmet Needs Top 25

The following table lists the number and percentage of requests that were referred and unmet for the top 25 service request categories. The categories are ranked in descending order by the total number of requests made. The reader will note that total number of requests in this table may not necessarily match the total number of requests listed in the table on page 13. This is because the values in the total number column of this table are the total of the referred and unmet needs columns added together. The total requests in the table on page 13 are reported directly out the information and referral software and calls made by agencies are included in those totals. So, for example, if an agency representative calls 211 to request "gas bill assistance" for a client that they saw earlier in the day, that is logged as a request, but no referral or unmet

need is recorded because 211 call specialists must speak directly with clients in order to do either of those things.

| Service Request | Total Number | Referred | | Unmet Needs | |
|--|--------------|--------------|---------|-------------|---------|
| | | Number | Percent | Number | Percent |
| Food Pantries | 4678 | 4537 | 96.99 | 141 | 3.01 |
| Gas Bill Payment Assistance | 4009 | 3303 | 82.39 | 706 | 17.61 |
| Electric Bill Payment Assistance | 2901 | 1988 | 68.53 | 913 | 31.47 |
| Rent Payment Assistance | 2279 | 1379 | 60.51 | 900 | 39.49 |
| General Furniture Provision | 2062 | 1672 | 81.09 | 390 | 18.91 |
| General Clothing | 1040 | 983 | 94.52 | 57 | 5.48 |
| Water Bill Payment Assistance | 734 | 361 | 49.18 | 373 | 50.82 |
| Christmas & Thanksgiving Baskets | 666 | 542 | 81.38 | 124 | 18.62 |
| Home Rehabilitation Programs | 433 | 390 | 90.07 | 43 | 9.93 |
| Prescription Expense Assistance | 416 | 334 | 80.29 | 82 | 19.71 |
| Diapers | 384 | 302 | 78.65 | 82 | 21.35 |
| Thrift Shops | 249 | 238 | 95.58 | 11 | 4.42 |
| Dental Hygiene | 221 | 199 | 90.05 | 22 | 9.95 |
| Heating Fuel Bill Payment Assistance | 224 | 188 | 83.93 | 36 | 16.07 |
| Mortgage Payment Assistance | 193 | 122 | 63.21 | 71 | 36.79 |
| Missions | 175 | 146 | 83.43 | 29 | 16.57 |
| Legal Counseling | 170 | 161 | 94.71 | 9 | 5.29 |
| Formula/Baby Food | 166 | 147 | 88.55 | 19 | 11.45 |
| General Property Tax Information | 140 | 130 | 92.86 | 10 | 7.14 |
| Bus Fare | 138 | 22 | 15.94 | 116 | 84.06 |
| Low Income/Subsidized Private Rental Housing | 130 | 126 | 96.92 | 4 | 3.08 |
| Medical Transportation | 103 | 89 | 86.41 | 14 | 13.59 |
| Child Passenger Safety Seats | 77 | 72 | 93.51 | 5 | 6.49 |
| Medical Bill Payment Assistance | 75 | 53 | 70.67 | 22 | 29.33 |
| Emergency Shelter Clearinghouses | 74 | 56 | 75.68 | 18 | 24.32 |
| Total | 21737 | 17540 | | 4197 | |

There were eight request categories where the request resulted in a referral at least 90% of the time: "food pantries", "general clothing", "home rehabilitation programs", "thrift shops", "legal counseling", "general property tax information", "low income/subsidized private rental housing", and "child passenger safety seats". Of these categories, only "food pantries", "legal counseling", and "subsidized housing" were referred more than 90% of the time in 2006 as well.

Of the utility and housing assistance categories, "heating fuel bill assistance" was referred 84% of the time, "gas bill assistance" was referred 82% of the time, "electric bill assistance" was referred 67% of the time, "mortgage assistance" was referred 63% of the time, "rent assistance" was referred 60% of the time, and "water assistance" was referred 49% of the time.

Unmet Needs Trends

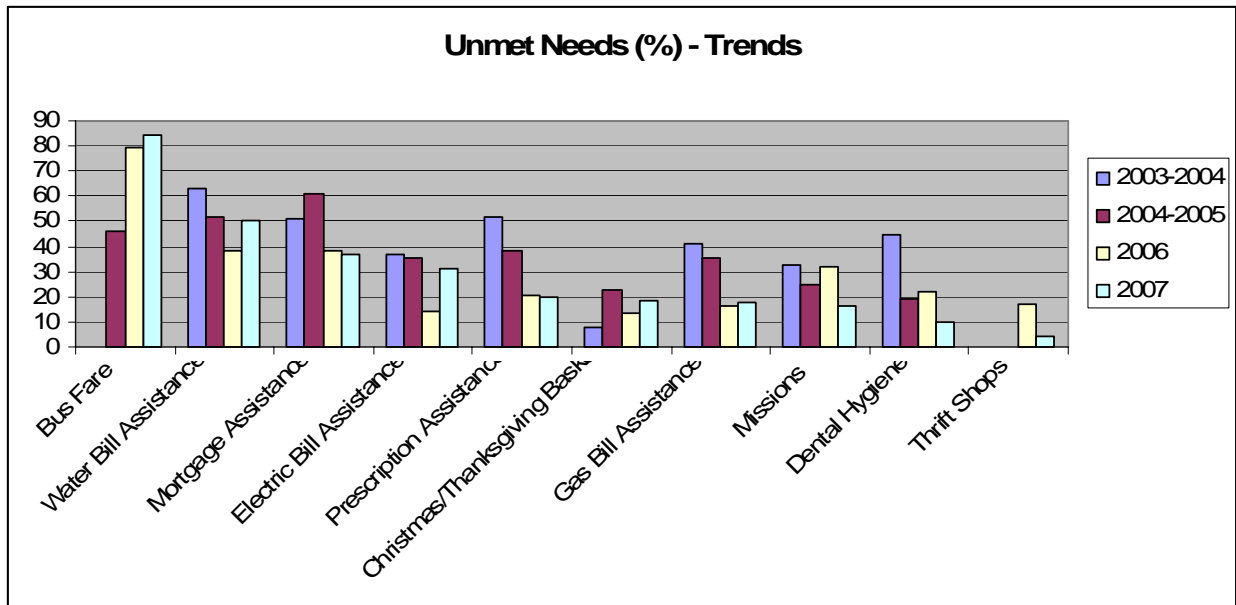
The percent of unmet needs in 2007 is compared below with the percent of unmet needs seen in the three previous evaluations. Again, please keep in mind that the date ranges for the first two evaluations were

from August to August instead of a calendar year basis. However, this can be used to evaluate trends because each evaluation contains only one year's worth of data elements.

| Service Request | Unmet Needs - Percent | | | |
|--------------------------------|-----------------------|-----------|------|------|
| | 2003-2004 | 2004-2005 | 2006 | 2007 |
| Bus Fare | | 46.4 | 79.2 | 84.1 |
| Water Bill Assistance | 62.8 | 51.8 | 38 | 50.1 |
| Mortgage Assistance | 51.1 | 60.7 | 38.1 | 36.8 |
| Electric Bill Assistance | 36.6 | 35.7 | 13.9 | 31.5 |
| Prescription Assistance | 52 | 38.6 | 20.8 | 19.7 |
| Christmas/Thanksgiving Baskets | 7.9 | 22.9 | 13.4 | 18.6 |
| Gas Bill Assistance | 41.3 | 35.2 | 16.5 | 17.6 |
| Missions | 32.6 | 24.6 | 32.2 | 16.6 |
| Dental Hygiene | 44.5 | 19.1 | 22.1 | 10 |
| Thrift Shops | | | 16.8 | 4.4 |

"Bus Fare" and "water bill assistance" top the list, which is logical as there was no funding for either of those requests for the majority of the year in 2007.

Following is a graphical representation of the above table. There were increases over the level in 2006 for "bus fare", "water bill assistance", "electric bill assistance", "Christmas/Thanksgiving baskets", and "gas bill assistance"; though the most significant increase is in "bus fare".



Summary of Service Request Data

What do all these tables and graphs tell us about service requests being made? As is the case with the caller data, there really are no surprises or anomalies in any of the information. All categories being reported have been relatively consistent since the inception of the call center.

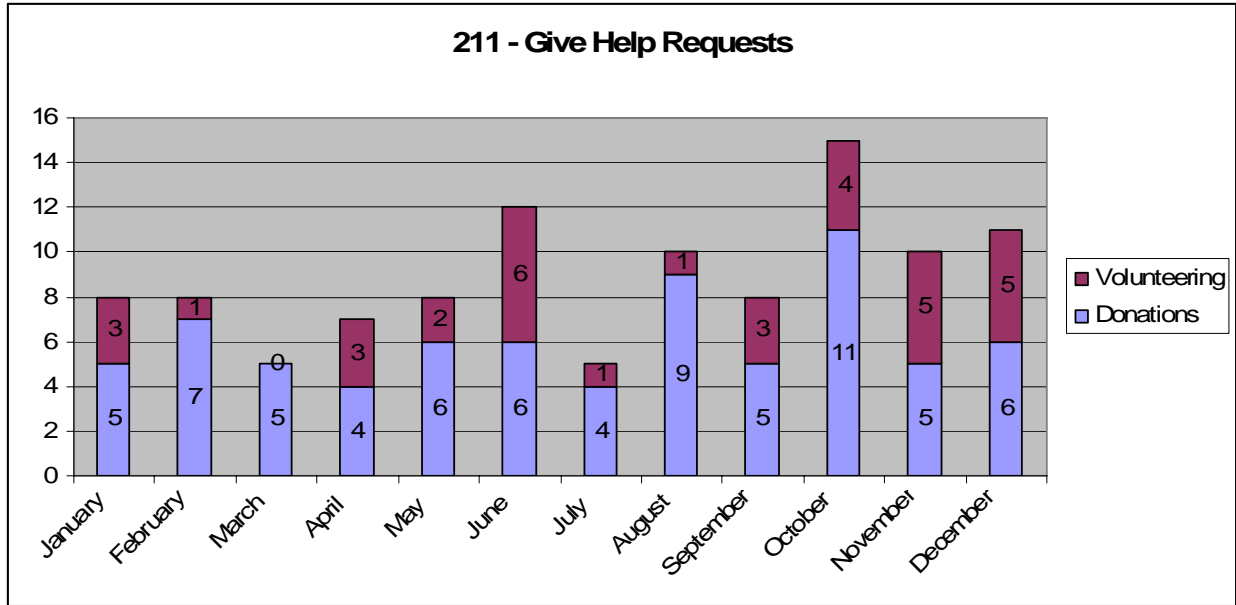
The difference with this report is that, because it is the fourth report of its kind, we now have the ability to track trends in 211 data. This is especially relevant to service requests because this allows us to see what service requests continue to be made, and to get an idea of what community resources are being used, as well as what resources may still be needed.

Service requests from specific geographic areas within the county tend to mirror the overall service requests. This tells us that the needs are basically the same throughout the county, with few significant exceptions. Calls to 211 still center on basic needs: housing, utilities, food, etc. This does not seem to change whether we are looking at an urban area like Battle Creek, or a rural one such as Homer.

The call center is making many more referrals than unmet needs as a percentage of total service requests. This may mean that callers have learned in the past which services tend to have resources available for use and they have narrowed their calls down to just those categories. This would mean that call specialists are not fielding as many calls for services for which there isn't any funding.

211 – Get Help Volunteering and Donations

For the first time, calls to the 211 Call Center from those wanting to volunteer their time or donate items/resources were tracked and have been broken out. As the following chart illustrates, these types of calls continue to make up a very small percent of the total 211 call volume. There was a small increase during October, November, and December, but it appears to be insignificant compared to the expected increase around the holiday season.



This data will be used as baseline data for comparison in the years to come as the Give Help message is promoted more and more throughout the service area.

Appendix

List of all 2007 service requests and percent of total.

| | | |
|---|------|-------|
| Food Pantries | 4666 | 15.27 |
| Gas Bill Payment Assistance | 4002 | 13.10 |
| Status Check | 3102 | 10.15 |
| Electric Bill Payment Assistance | 2897 | 9.48 |
| Rent Payment Assistance | 2274 | 7.44 |
| General Furniture Provision | 2060 | 6.74 |
| Agency Call | 1718 | 5.62 |
| Information on 211 | 1057 | 3.46 |
| General Clothing | 1040 | 3.40 |
| Water Bill Payment Assistance | 734 | 2.40 |
| Christmas & Thanksgiving Baskets | 660 | 2.16 |
| Home Rehabilitation Programs | 433 | 1.42 |
| Prescription Expense Assistance | 414 | 1.35 |
| Diapers | 323 | 1.06 |
| Thrift Shops | 249 | 0.81 |
| Dental Hygiene | 226 | 0.74 |
| Heating Fuel Bill Payment Assistance | 224 | 0.73 |
| Mortgage Payment Assistance | 192 | 0.63 |
| General Information | 190 | 0.62 |
| Missions | 174 | 0.57 |
| Legal Counseling | 169 | 0.55 |
| Formula/Baby Food | 166 | 0.54 |
| Physician Referral | 164 | 0.54 |
| General Property Tax Information | 140 | 0.46 |
| Bus Fare | 138 | 0.45 |
| Low Income/Subsidized Private Rental Housing | 130 | 0.43 |
| Medical Transportation | 106 | 0.35 |
| Child Passenger Safety Seats | 77 | 0.25 |
| Medical Bill Payment Assistance | 75 | 0.25 |
| Emergency Shelter Clearinghouses | 74 | 0.24 |
| Glasses/Contact Lenses | 73 | 0.24 |
| Earned Income Credit Information | 71 | 0.23 |
| Donation Drop Off Points | 71 | 0.23 |
| Gas Money | 70 | 0.23 |
| Automotive Repair | 70 | 0.23 |
| Senior Ride Programs | 65 | 0.21 |
| Tenant Rights Counseling | 63 | 0.21 |
| Occasional Medical Equipment/Supplies | 62 | 0.20 |
| Property Tax Payment Assistance | 60 | 0.20 |
| Adult State/Local Health Insurance Programs | 55 | 0.18 |
| Dental Bill Payment Assistance | 52 | 0.17 |
| Baby Furniture | 52 | 0.17 |
| Prescription Drug Patient Assistance Programs | 48 | 0.16 |
| Job Search/Placement | 47 | 0.15 |
| Food Stamps | 44 | 0.14 |

| | | |
|--|----|------|
| Phone Number Request | 43 | 0.14 |
| Transportation | 42 | 0.14 |
| General Medical Care | 40 | 0.13 |
| Undesignated Temporary Financial Assistance | 39 | 0.13 |
| Personal/Grooming Supplies | 39 | 0.13 |
| General Legal Aid | 39 | 0.13 |
| Telephone Bill Assistance | 37 | 0.12 |
| Section 8 Housing Choice Vouchers | 37 | 0.12 |
| Bedding/Linen | 37 | 0.12 |
| Soup Kitchens | 36 | 0.12 |
| Burial/Cremation Expense Assistance | 36 | 0.12 |
| Identification | 32 | 0.10 |
| Moving Expense Assistance | 29 | 0.09 |
| Home Health Aide Services | 29 | 0.09 |
| Government Surplus Food Distribution Sites | 29 | 0.09 |
| Volunteer Opportunities | 28 | 0.09 |
| Telephone Bill Payment Assistance | 28 | 0.09 |
| Temporary Assistance for Needy Families | 27 | 0.09 |
| Weatherization Programs | 25 | 0.08 |
| Automobiles | 25 | 0.08 |
| Home Maintenance and Repair Services | 24 | 0.08 |
| Medicaid Applications | 23 | 0.08 |
| Lawyer Referral Services | 23 | 0.08 |
| Individual Counseling | 22 | 0.07 |
| Home Delivered Meals | 21 | 0.07 |
| Food Gleaning Programs | 21 | 0.07 |
| Dental Hygiene | 21 | 0.07 |
| Comprehensive Information and Referral | 20 | 0.07 |
| Homeless Motel Vouchers | 19 | 0.06 |
| Dental Care | 17 | 0.06 |
| Comprehensive Job Assistance Centers | 17 | 0.06 |
| Child Care Provider Referrals | 16 | 0.05 |
| Auto Bill Assistance | 16 | 0.05 |
| School Supplies | 15 | 0.05 |
| Vehicle Donation Programs | 14 | 0.05 |
| Shoes | 14 | 0.05 |
| Child Care Subsidies | 14 | 0.05 |
| Automobile Insurance Payment Assistance | 14 | 0.05 |
| Pet Food | 13 | 0.04 |
| Baby Clothing | 13 | 0.04 |
| Housing Down Payment Loans/Grants | 12 | 0.04 |
| Food Cooperatives | 12 | 0.04 |
| Driver Licenses | 12 | 0.04 |
| Auto Insurance | 12 | 0.04 |
| Adult Basic Education | 12 | 0.04 |
| Health Related Support Groups | 11 | 0.04 |
| Thanksgiving Meals | 10 | 0.03 |
| Residential Substance Abuse Treatment | 10 | 0.03 |
| Maternity Clothing | 10 | 0.03 |
| Listing Services for Landlords/Property Managers | 10 | 0.03 |

| | | |
|--|----|------|
| Hearing Aids | 10 | 0.03 |
| Family Counseling | 10 | 0.03 |
| Community Disaster Service Centers/Hotlines | 10 | 0.03 |
| Children's State/Local Health Insurance Programs | 10 | 0.03 |
| Substance Abuse Counseling | 9 | 0.03 |
| School Clothing | 9 | 0.03 |
| Medicaid - Dental | 9 | 0.03 |
| Local Transit Passes | 9 | 0.03 |
| Homeowner/Home Purchase Counseling | 9 | 0.03 |
| General Crisis Intervention Hotlines | 9 | 0.03 |
| Congregate Living Facilities | 9 | 0.03 |
| Birth Certificate Fee Payment Assistance | 9 | 0.03 |
| Volunteer Opportunities | 8 | 0.03 |
| Specialized Information and Referral | 8 | 0.03 |
| Individual Advocacy | 8 | 0.03 |
| Home Health Aides | 8 | 0.03 |
| Eye Screening | 8 | 0.03 |
| Emergency Shelter | 8 | 0.03 |
| Dental | 8 | 0.03 |
| Automobile Payment Assistance | 8 | 0.03 |
| WIC | 7 | 0.02 |
| Parenting Skills Classes | 7 | 0.02 |
| Job Readiness | 7 | 0.02 |
| Home Purchase Loans | 7 | 0.02 |
| Educational Grants | 7 | 0.02 |
| Christian Churches | 7 | 0.02 |
| Case/Care Management | 7 | 0.02 |
| Teen Family Planning Programs | 6 | 0.02 |
| Identification Card Fee Payment Assistance | 6 | 0.02 |
| Driver License Fee Payment Assistance | 6 | 0.02 |
| Christmas Meals | 6 | 0.02 |
| Adolescent/Youth Counseling | 6 | 0.02 |
| Women's Health Centers | 5 | 0.02 |
| Vocational Rehabilitation | 5 | 0.02 |
| Veteran Benefits Assistance | 5 | 0.02 |
| Private Medical Practices | 5 | 0.02 |
| Pre-Abortion Counseling | 5 | 0.02 |
| Local Bus Transit Services | 5 | 0.02 |
| Hearing Screening | 5 | 0.02 |
| Family Caregiver Subsidies | 5 | 0.02 |
| Drug Abuse Education/Prevention | 5 | 0.02 |
| Debt Consolidation Services | 5 | 0.02 |
| Computers | 5 | 0.02 |
| Alcohol Dependency Support Groups | 5 | 0.02 |
| Utility Complaints | 4 | 0.01 |
| Suicide Prevention Hotlines | 4 | 0.01 |
| Senior Centers | 4 | 0.01 |
| Runaway/Youth Shelters | 4 | 0.01 |
| Pregnancy Counseling | 4 | 0.01 |
| Disease/Disability Specific Screening/Diagnosis | 4 | 0.01 |

| | | |
|---|---|------|
| Disease/Disability Information | 4 | 0.01 |
| Dental Service | 4 | 0.01 |
| Congregate Meals/Nutrition Sites | 4 | 0.01 |
| Appliances | 4 | 0.01 |
| Appliance Repair | 4 | 0.01 |
| Animal Shelters | 4 | 0.01 |
| Animal Control | 4 | 0.01 |
| Adult Protective Intervention/Investigation | 4 | 0.01 |
| Tuition Assistance | 3 | 0.01 |
| Substance Abuse Drop In Services | 3 | 0.01 |
| Small Business Loans | 3 | 0.01 |
| Pregnancy Testing | 3 | 0.01 |
| Neuter/Spay Services | 3 | 0.01 |
| Municipal Police | 3 | 0.01 |
| Low Cost For Sale Homes/Housing Units | 3 | 0.01 |
| Landlord List | 3 | 0.01 |
| Homeowners Insurance | 3 | 0.01 |
| Guardianship Assistance | 3 | 0.01 |
| Genetic Testing and Screening | 3 | 0.01 |
| General Health Education Programs | 3 | 0.01 |
| Food Banks/Food Suppliers | 3 | 0.01 |
| Fire Services | 3 | 0.01 |
| Election Information | 3 | 0.01 |
| Divorce Counseling | 3 | 0.01 |
| Dental Hygiene | 3 | 0.01 |
| Child Care Provider Licensing | 3 | 0.01 |
| Child Abuse Reporting/Emergency Response | 3 | 0.01 |
| Anger Management | 3 | 0.01 |
| Alternative Schools | 3 | 0.01 |
| Adult/Child Mentoring Programs | 3 | 0.01 |
| Adult Day Program Centers | 3 | 0.01 |
| Adaptive Driver Training | 3 | 0.01 |
| Transportation for Endangered People | 2 | 0.01 |
| Thanksgiving Basket | 2 | 0.01 |
| Snow Removal | 2 | 0.01 |
| Sexual Assault Treatment | 2 | 0.01 |
| Scholarships | 2 | 0.01 |
| Retirement Benefits | 2 | 0.01 |
| Prescription Assistance | 2 | 0.01 |
| Pregnancy/Childbirth Support Groups | 2 | 0.01 |
| Poison Control | 2 | 0.01 |
| Parenting Materials | 2 | 0.01 |
| On the Job Training | 2 | 0.01 |
| Money Management | 2 | 0.01 |
| Mental Health Screening | 2 | 0.01 |
| Medical Equipment/Supplies | 2 | 0.01 |
| Medical Equipment | 2 | 0.01 |
| Language Translation | 2 | 0.01 |
| Issue Advocacy | 2 | 0.01 |
| Housing Authorities | 2 | 0.01 |

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| Hospital Based Outpatient Services | 2 | 0.01 |
| Glasses | 2 | 0.01 |
| General Counseling Services | 2 | 0.01 |
| General Consumer Complaints | 2 | 0.01 |
| General Bereavement Support Groups | 2 | 0.01 |
| Furniture | 2 | 0.01 |
| Flu Shot | 2 | 0.01 |
| English as a Second Language | 2 | 0.01 |
| Drug Dependency Support Groups | 2 | 0.01 |
| Divorce/Custody Investigation | 2 | 0.01 |
| Diabetes Management Clinics | 2 | 0.01 |
| Dentures | 2 | 0.01 |
| Contraception | 2 | 0.01 |
| Child Custody/Visitation Assistance | 2 | 0.01 |
| Child Care Complaints | 2 | 0.01 |
| Child Abuse Prevention | 2 | 0.01 |
| Bereaved Parent Support Groups | 2 | 0.01 |
| AIDS/HIV Clinics | 2 | 0.01 |
| Adult Psychiatric Inpatient Units | 2 | 0.01 |
| AARP Tax Aide Program Sites | 2 | 0.01 |
| West Nile | 1 | 0.00 |
| Water Service | 1 | 0.00 |
| Voter Registration Offices | 1 | 0.00 |
| Vision Services | 1 | 0.00 |
| Urgent Care | 1 | 0.00 |
| Tuition | 1 | 0.00 |
| Trash/Garbage Pickup | 1 | 0.00 |
| Traffic Ticket | 1 | 0.00 |
| Toys For Tots | 1 | 0.00 |
| Thrift Store | 1 | 0.00 |
| Thrift Shop | 1 | 0.00 |
| Temporary Employment | 1 | 0.00 |
| Telecommunication Relay Services | 1 | 0.00 |
| Teen Pregnancy Prevention | 1 | 0.00 |
| Teen Parent/Pregnant Teen Education Programs | 1 | 0.00 |
| Tax Preparation | 1 | 0.00 |
| Sweat Equity Programs | 1 | 0.00 |
| Substance Abuse Education/Prevention | 1 | 0.00 |
| Subject Tutoring | 1 | 0.00 |
| Student Loans | 1 | 0.00 |
| Snow Tires | 1 | 0.00 |
| Skilled Nursing Facilities | 1 | 0.00 |
| Service Clubs | 1 | 0.00 |
| Senior Community Service Employment Programs | 1 | 0.00 |
| Self Representation Assistance | 1 | 0.00 |
| Schools of the Arts | 1 | 0.00 |
| School Lunches | 1 | 0.00 |
| Room For Rent | 1 | 0.00 |
| Residential Snow Shoveling | 1 | 0.00 |
| Recovery Homes/Halfway Houses | 1 | 0.00 |

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| Public Foundations | 1 | 0.00 |
| Psychiatric Day Treatment | 1 | 0.00 |
| Psychiatric Case Management | 1 | 0.00 |
| Prosthetic Devices | 1 | 0.00 |
| Property Tax Information | 1 | 0.00 |
| Prescription | 1 | 0.00 |
| Pots And Pans | 1 | 0.00 |
| Pest Control | 1 | 0.00 |
| Personal Finances Administration | 1 | 0.00 |
| Organizational Training Services | 1 | 0.00 |
| Nutrition Education | 1 | 0.00 |
| Nursing Facilities | 1 | 0.00 |
| Nonprofit Corporation Development | 1 | 0.00 |
| Natural Hair/Wig Donation Programs | 1 | 0.00 |
| Native American General Assistance | 1 | 0.00 |
| Mutual Support Groups | 1 | 0.00 |
| Moving Assistance | 1 | 0.00 |
| Mother and Infant Care | 1 | 0.00 |
| Mortgage Foreclosure Assistance | 1 | 0.00 |
| Mold Pollution Information | 1 | 0.00 |
| Missions*females | 1 | 0.00 |
| Missions Males | 1 | 0.00 |
| Missions Females | 1 | 0.00 |
| Mission | 1 | 0.00 |
| Medical Information Lines | 1 | 0.00 |
| Medicaid Appeals/Complaints | 1 | 0.00 |
| Low Income Phone Line | 1 | 0.00 |
| Local Income Tax Information | 1 | 0.00 |
| Life Insurance | 1 | 0.00 |
| Laundry | 1 | 0.00 |
| Kinship Caregiver Support Groups | 1 | 0.00 |
| Juvenile Delinquency Prevention | 1 | 0.00 |
| Job Search | 1 | 0.00 |
| IRS Bill Assistance | 1 | 0.00 |
| Inmate Social Service Programs | 1 | 0.00 |
| In Home Hospice Care | 1 | 0.00 |
| Immigration/Naturalization Adjudication Offices | 1 | 0.00 |
| Housing Discrimination Assistance | 1 | 0.00 |
| Household Goods Vouchers | 1 | 0.00 |
| Home Insurance | 1 | 0.00 |
| Holiday Gifts/Toys | 1 | 0.00 |
| Hairdressing/Nail Care | 1 | 0.00 |
| Graffiti Removal | 1 | 0.00 |
| Gleaning Program | 1 | 0.00 |
| General Federal Income Tax Information | 1 | 0.00 |
| General Acute Care Hospitals | 1 | 0.00 |
| Gay/Lesbian/Bisexual/Transgender Advocacy Groups | 1 | 0.00 |
| Foster Home Placement | 1 | 0.00 |
| Foster Grandparent Program | 1 | 0.00 |
| Federal Tax Collection Agencies | 1 | 0.00 |

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| Family Life Education | 1 | 0.00 |
| Fair Credit Practices | 1 | 0.00 |
| Eye Glasses | 1 | 0.00 |
| Ethnic Advocacy Groups | 1 | 0.00 |
| Durable Power of Attorney for Asset Management | 1 | 0.00 |
| Dropout Prevention | 1 | 0.00 |
| Domestic Violence Support Groups | 1 | 0.00 |
| Do Not Call Registries | 1 | 0.00 |
| Disability Related Support Groups | 1 | 0.00 |
| Disability Related Counseling | 1 | 0.00 |
| Dental Services | 1 | 0.00 |
| Dental Hygiene | 1 | 0.00 |
| Day Camps | 1 | 0.00 |
| Credit Card Bill Assistance | 1 | 0.00 |
| Compensatory Education Programs | 1 | 0.00 |
| Community Shelters | 1 | 0.00 |
| Colleges/Universities | 1 | 0.00 |
| Child Guidance | 1 | 0.00 |
| Child Development Classes | 1 | 0.00 |
| Child Care Centers | 1 | 0.00 |
| Child Abuse Support Groups | 1 | 0.00 |
| Caregiver/Care Receiver Support Groups | 1 | 0.00 |
| Building Condition Evaluation | 1 | 0.00 |
| Banking Services Information and Support | 1 | 0.00 |
| Black Mold Testing | 1 | 0.00 |
| Automobile Repair Loans | 1 | 0.00 |
| Assisted Living Facilities | 1 | 0.00 |
| Animal Rescue | 1 | 0.00 |
| Alcohol Abuse Education/Prevention | 1 | 0.00 |
| Air Conditioners | 1 | 0.00 |
| Adult Sexual Assault Counseling | 1 | 0.00 |
| Adult Residential Facility Complaints | 1 | 0.00 |
| Adult Mentoring Programs | 1 | 0.00 |
| Adult Foster Homes | 1 | 0.00 |
| Adult Foster Home | 1 | 0.00 |
| Adult Day Program Licensing | 1 | 0.00 |
| {Not Recorded} | 1 | 0.00 |
| Total | 30558 | 100.00 |