



**Caller/Contact Statistics
between 01/01/2014 and 12/31/2014**

Contacts By Location		Main Needs	
Ithaca City	5840	Consumer Services	3632
Town of Ithaca	1339	Transportation	2280
Ithaca not specific	978	Health Care	1872
Town of Dryden	928	Organizational/Community Services	1339
Town of Newfield	496	Housing	989
Town of Ulysses	390	Criminal Justice and Legal Services	970
Town of Groton	334	Income Security	630
Cortland City	330	Individual and Family Life	554
Location not given	286	Environmental Quality	434
Town of Lansing	273	Mental Health Care and Counseling	400
Town of Caroline	258	Food	313
Town of Enfield	200	Material Resources	255
Town of Danby	180	Utilities	201
Tioga County	101	Education	173
United States	73	Total:	14042
Schuyler County	63	Unmet Needs:	63
Tompkins County	52		
Cayuga County	46		
Broome County	42		
NYS non-neighboring county	39		
Seneca County	29		
Chemung County	28		
Cortland County	16		
McGraw Village	16		
Chenango County	14		
Homer Village	13		
Onondaga County	11		
Town of Cortlandville	10		
Town of Marathon	10		
Town of Truxton	9		
International	8		
Town of Homer	7		
Town of Cincinnatus	6		
Town of Harford	6		
Marathon Village	5		
New York	5		
Town of Freetown	4		
Town of Cuyler	3		
Town of Willet	3		
Madison County	2		
Town of Virgil	2		

Specific Needs		
Rank	Number of contacts	Need
1	2841	Income Tax Assistance
2	1640	Medical Transportation
3	818	Health Insurance
4	435	Business Phone Number
5	261	Agency phone number
6	237	Disabled Transportation
7	212	Affordable Housing
8	193	Free Food
9	178	Human Service Elsewhere
10	172	Free Legal Assistance
11	157	Financial Assistance: General/Misc
12	148	Medication Disposal
13	147	Medicaid Info
14	128	Private Physician/Clinic Info
15	124	Food Stamps
16	119	Mental Health: General/Misc
17	114	Directory Assistance/411
18	107	Court Info
19	102	Heat Assistance

Hudson Valley	1
Long Island	1
Northeast/Capital	1
Town of Preble	1
Town of Scott	1
Town of Solon	1
Total:	12461

Source of Contact

Phone	12180
Walk-in	130
E-mail	94
Chat	55
Not Given	1
Postal Mail	1
Total:	12461

Contacts by Age

Ages 18-59	10471
Ages 60 and Over	1766
By Organizations	171
Under Age 18	52
Age Not Given	1
Total:	12461

Contacts by Sex

Female	8804
Male	3489
Organization	168
Total:	12461

Caller Awareness

Repeat Caller	7125
Agency or Organization	2210
Friend/Other Person	1396
Awareness Not Given	739
Other	272
Internet	240
Phone Book Ads	100
Poster	71
Fridge Magnet	66
Radio	45
211 Info Card	43
Newspaper	37
Banner	35
Billboard	23
Bus Ads	18
Outreach Event	9
Directory Assist/411	8
Television	8

20	100	Rent Payment Assistance
21	98	Social Security/SSI
22	87	Homeless Shelter
23	84	Landlord/Tenant Problems
24	84	Transportation: General/Misc
25	83	Hospital Info
26	81	Public Transportation
27	80	Tax Info
28	79	Senior Services
29	78	Community Health Clinics
30	78	Furniture
31	75	Utility Assistance
32	70	Homeless Support
33	67	Animal Services
34	67	Medicaid Acceptance
35	65	School Info
36	65	Transportation Assistance
37	62	Assistive Equipment
38	62	Emergency Shelter
39	61	Human Services Personnel
40	57	Rent Deposit Assistance
41	57	Rent Supplements/Section 8
42	55	Post Office Number
43	53	Dept. of Motor Vehicles Number
44	52	Housing: General/Misc
45	52	Legal Counseling
46	51	Recycling
47	49	Dental Care
48	49	Eviction Assistance
49	49	Transp. Expense Assist.
50	48	Employment: General/Misc
51	48	Free Meals/Soup Kitchens
52	48	Information Management
53	47	Local Police
54	45	Home Repairs
55	41	Adult Protective Services
56	39	Family Law Courts
57	38	City Govt. Related
58	36	Health Info/Education
59	35	Animal Control
60	35	Health: General/Misc
61	35	Human Services: General/Misc
62	35	Low Cost/Public Housing
63	33	Referral to Doctor
64	33	Volunteer Opportunities
65	32	Child Protective Services
66	32	General Counseling
67	32	Map Information/Directions
68	32	Medicare

Food/Shelter Card	7
Presentation	7
Bookmark	2
Total:	12461

69	32	Senior Support
70	31	Prescription Drug Assist.
71	30	Health Insure - Child
72	30	Lawyer Referral: Non-Criminal
73	29	Crisis Counseling
74	29	Home Health Aides/Nursing
75	29	Home-Delivered Meals
76	29	Weather/Road Conditions
77	28	Appliances
78	28	Donations: Miscellaneous
79	28	Long Term Care
80	28	Solid Waste Mgmt
81	28	Taxi/Shuttle Services
82	27	Sheriff's Office
83	27	Support Groups
84	26	Consumer: General/Misc
85	26	County Govt. Related
86	26	Utilities Connection/Repair
87	25	Adult/Continuing Education
88	25	Moving Assistance
89	24	Child Support Assistance
90	23	Child Day Care
91	23	Community Groups
92	23	Drug/Alcohol Treatment
93	23	Environmental: General/Misc
94	22	Drug/Alcohol Counseling
95	22	Nursing Facilities
96	22	Parole/Probation Info
97	21	Community Event Info
98	21	Domestic Violence
99	21	Donations: Furnishings/Housewares
100	21	Food/Nutrition: General/Misc
101	21	Jail Info
102	21	Social Security Card/Number
103	20	Auto Repairs
104	20	Clothing
105	20	Credit Counseling
106	20	Disabled Employment
107	20	Municipal Police
108	20	Veterans Benefits Assistance
109	19	Crime Reporting
110	19	Senior Housing Info
111	19	Telephone Crisis Hotlines
112	19	Voting/Election Info
113	18	Birth Records
114	18	Garbage Collection Info
115	18	Library Info
116	17	Baby Furniture/Stroller

117	17	Complaints re: Businesses
118	17	Computers & Equip
119	17	Disability Insurance
120	17	Divorce/Separation
121	17	Housing Inspection/Code Enforcement
122	17	Job Referrals/Placement
123	17	Moving Expense Assistance
124	17	Prescription Drugs
125	17	Youth Clubs/Afterschool Prgms
126	16	Elected Officials
127	16	Free Cell Phones
128	16	Holiday Gifts/Toys
129	16	Household Goods
130	16	Human Services Planning
131	16	Medical Waste Disposal
132	16	Police Records/Reports
133	16	Public Assistance
134	16	Referral to Dentist
135	16	State Govt. Related
136	16	State Police
137	15	Advocacy for Phys.Disabled
138	15	cell phones
139	15	Consumer Protection
140	15	Drug/Alcohol Abuse: General/Misc
141	15	I&R Administration
142	15	Parenting Education/Support
143	15	Recreational Activities
144	15	Town Govt. Related
145	15	Youth Services
146	14	Child Custody/Visitation
147	14	Emergency Medical Care
148	14	Family Counseling
149	14	Home Rehabilitation
150	14	Legal Documents
151	14	Phys.Disabled Support
152	13	Bill Payment Assistance
153	13	Business Development
154	13	Car Repair
155	13	Child Abuse/Neglect Reporting
156	13	Dev.Disabled Support
157	13	Discrimination: General/Misc
158	13	Education: General/Misc
159	13	Human Rights Groups
160	13	Mass Transit Passes
161	13	Physical Therapy
162	13	Thrift Shops
163	12	Complaints re: General/Misc

164	12	Donations: Clothing
165	12	Home Buying Assistance
166	12	Home Maintenance
167	12	Home Repairs (minor)
168	12	US Govt. Related
169	11	air conditioner
170	11	Disease Info
171	11	District Attorney
172	11	Donations: Food
173	11	Financial Assistance: Disabled
174	11	I&R Community Service Guide
175	11	Job Training
176	11	Parks
177	11	Prisoner Services
178	11	Public Health
179	11	School Supplies
180	11	Tourist Info
181	10	Car Seat Loans
182	10	Complaints re: Health Care
183	10	Domestic Violence Reporting
184	10	Donations: Philanthropic
185	10	Fire Protection
186	10	Homeless Financial Assistance
187	10	Lawyer Referral: Criminal
188	10	Meeting Spaces
189	10	Mortgage Foreclosure Assistance
190	10	Weatherization
191	10	WIC
192	9	Baby Clothing
193	9	Car Sharing Programs
194	9	Crisis Shelter
195	9	Disaster Relief/Recovery
196	9	Insurance Questions
197	9	Referral to Business
198	9	Suicide Counseling
199	9	Unemployment Benefits
200	8	Caregiver Support/Assistance
201	8	Child Care/Parenting Info
202	8	Civic/Neighborhood Associations
203	8	Complaints re: Housing
204	8	Dental Emergency
205	8	Diagnostic Services/Health Screening
206	8	Diapers
207	8	Divorce/Separation Support
208	8	Food/Meal Vouchers
209	8	Higher Education

210	8	Holiday Assistance
211	8	Housekeeping
212	8	Housing: Phys.Disabled
213	8	Housing: Psych.Disabled
214	8	Immunizations
215	8	Individual Advocacy
216	8	Mutual Support Groups
217	8	Pregnancy Counseling/Testing
218	8	Public Safety
219	8	Referral to Therapist
220	8	Tutoring
221	8	Youth Counseling
222	7	Advocacy
223	7	Airline Info
224	7	Automotive Repair
225	7	Emergency Alert Systems (PERS)
226	7	Mediation
227	7	Medicaid Buy-In
228	7	Motor Vehicle
229	7	Offender/Abuser Counseling
230	7	Pest Control
231	7	Protective Services for Animals
232	7	Ride Sharing
233	7	Unemployment Ins. Ben. Assistance
234	7	Water Testing
235	7	Youth Sports/Recreation
236	6	Abuse Prevention
237	6	Anger Management
238	6	Automobiles
239	6	Child Care Subsidies
240	6	Crime Victim Assistance
241	6	Detox/Rehabilitation
242	6	Drivers License Info
243	6	Drug/Alcohol Self-Help Groups
244	6	Employee Rights
245	6	Employment Discrimination
246	6	ESL Classes
247	6	Financial Assistance: Medical
248	6	Free/Low Cost Bicycles
249	6	Head Start/Preschool Programs
250	6	Homeless Veterans
251	6	I&R Human Svcs Res Directory
252	6	Immigration/Naturalization
253	6	Interpreter/Translation Services
254	6	Job/Career Counseling
255	6	Passport/Visa Info
256	6	Religious Activities

257	6	Smoking Cessation
258	6	Soc. Svcs Fraud Reporting
259	6	Summer Camp Info
260	6	Veteran Outpatient Clinics
261	6	Visual Impairment
262	5	Advocacy for Psych.Disabled
263	5	Agriculture
264	5	AIDS Prevention
265	5	Bereavement Counseling
266	5	Business Legitimacy
267	5	Couple/Marriage Counseling
268	5	Developmental Disabilities
269	5	Financial Assistance: Seniors
270	5	GED Info
271	5	Law Enforcement Agencies
272	5	Law Guardians
273	5	Museums
274	5	Rabies Information
275	5	Sexual Abuse Counseling
276	5	Spouse/Partner Abuse Counseling
277	5	Supervised Living Facilities
278	5	Vocational Education
279	5	women's health
280	5	Youth Employment
281	4	Adult/Senior Abuse/Neglect
282	4	Adult/Sr Abuse Reporting
283	4	Advocacy for Immigrants/Refugees
284	4	Air Quality
285	4	Career Development
286	4	Consumer Education
287	4	Crime Prevention
288	4	Donations: Blood/ Organs
289	4	Donations: Computer Equip.
290	4	Environmental Groups
291	4	Farmer's Market
292	4	Financial Assistance Day Care
293	4	Foster Care
294	4	Holiday Programs
295	4	Land Records
296	4	Lesbian/Gay/Bisexual Support
297	4	Literacy Tutoring
298	4	Marriage License Info
299	4	Medical Expense Assistance
300	4	Mental Health Inpatient Facilities
301	4	Mortgage Assistance
302	4	Parents Rights
303	4	Political/Activist Groups

304	4	Psych.Disabled Support
305	4	Recreation for Seniors
306	4	Retirement Benefits
307	4	Safety Equipment
308	4	Senior Nutrition
309	4	Special Education
310	4	Student Financial Aid
311	4	Teen Pregnancy
312	4	Traffic Violations
313	4	Travel Info
314	4	Veterinary Services
315	4	wildlife
316	3	Adoption
317	3	Baby Food/Formula
318	3	Civil Liberties
319	3	Complaints re: School
320	3	Consumer Law
321	3	Day Treatment Programs
322	3	Donations: Eyeglasses
323	3	Donations: Holiday Related
324	3	Dump/Landfill Info
325	3	Family Planning
326	3	Gay/Lesbian Groups
327	3	Hospice Services
328	3	Juvenile Detention Facilities
329	3	Labor Law
330	3	Licenses/Permits: General/Misc
331	3	Medical Records
332	3	Notarizing
333	3	Pain Management
334	3	Personal Loans
335	3	Physical Disabilities
336	3	Poison Control
337	3	Politician Info
338	3	Public Funding Resources
339	3	Recreational Facilities
340	3	Reproductive Health Care
341	3	Special Interest Clubs
342	3	Veterans Affairs Medical Centers
343	3	Veterans' Groups
344	3	Volunteer Coordination
345	2	Accessibility Info
346	2	Advocacy for Dev. Disabled
347	2	AIDS Info
348	2	Building/Construction Permits
349	2	Business Licenses
350	2	Child Sexual Abuse Reporting
351	2	Childbirth Classes

352	2	Citizenship/Naturalization
353	2	Clinical Case Management
354	2	Complaints re: Automobile
355	2	Complaints re: Human Svces
356	2	Complaints re: Police
357	2	Complaints re: Taxes
358	2	Crime Victims Counseling
359	2	Dance/Music/Theater Performances
360	2	Death Records
361	2	disaster services
362	2	Disease Foundations
363	2	Donations: Motor Vehicle
364	2	Drug Testing
365	2	Eating Disorder
366	2	Eating Disorders
367	2	Employee Benefits
368	2	Financial Assistance: Immig/Refugees
369	2	Hearing Impairment
370	2	Historic Preservation
371	2	Home Purchase Loans
372	2	Housing: Dev.Disabled
373	2	Hunting/Fishing Info
374	2	I&R Marketing/Outreach
375	2	Income Maintenance Programs
376	2	Media Info
377	2	Nonprofit Corporation Development
378	2	Nonprofit Management
379	2	Non-Profit/Charity Legitimacy
380	2	Nutrition Education
381	2	Part Time Employment
382	2	Personal Care Items
383	2	Physical Abuse Counseling
384	2	Post-disaster Donations
385	2	Private Foundation Info
386	2	Recreational Classes
387	2	Relocation Assistance
388	2	Rent Supplements
389	2	Residency Certificate Info
390	2	Safety Education
391	2	Senior Employment
392	2	Senior Health Care
393	2	Service/Fraternal Groups
394	2	Sign Language Courses
395	2	State Prisons
396	2	Student Project Assistance
397	2	Toxic Chemicals/Waste

398	2	Wellness Programs
399	1	Academic Counseling
400	1	Accessibility Compliance
401	1	Adult/Senior Day Care
402	1	Agricultural Business
403	1	Bullying
404	1	Car Rentals
405	1	Census Data/Statistics
406	1	Community Gardens
407	1	Complaints re: Food
408	1	Complaints re: Insurance
409	1	Complaints re: Lawyer
410	1	Copyright/Trademark/Patent Info
411	1	Credit Reports
412	1	Dev.Disabled Employment
413	1	Donations, Cell Phones
414	1	Education Law
415	1	Emergency Rescue
416	1	Environmental Improvement Groups
417	1	Environmental Law
418	1	Estate Planning Assistance
419	1	Fathers Rights
420	1	fish and game wardens
421	1	Funeral Arrangements
422	1	Group Homes
423	1	Holiday Adoption Programs
424	1	Home Insurance
425	1	Human Services Employment
426	1	Hunting/Fishing Licenses
427	1	Investment Counseling
428	1	Juvenile Correctional Facilities
429	1	Labor Unions
430	1	Learning Disabled Resources
431	1	Legal Education
432	1	Malpractice
433	1	Mobile Home Related
434	1	Nonprofit Technical Assistance
435	1	Occupational/Professional Groups
436	1	Occupational/Professional Licensing
437	1	Pediatrics
438	1	Personal Bankruptcy
439	1	Personal Injury
440	1	Phys.Disabled Employment
441	1	Physical Fitness
442	1	Post-disaster Clothing/Supplies
443	1	Post-disaster Food

444	1	Pre-Natal Care
445	1	Psych.Disabled Employment
446	1	Reading Programs
447	1	Real Estate Law
448	1	Refugee Resettlement Services
449	1	Respite Care
450	1	Retirement Homes/Communities
451	1	School Lunches
452	1	Sexual Harassment Assistance
453	1	Sheriff's I.D.
454	1	Small Business Assistance
455	1	Speech/Language Therapy
456	1	TB Screening
457	1	Translators
458	1	Unsafe Working Conditions
459	1	Veteran Support Group
460	1	Worker's Compensation