



**Caller/Contact Statistics  
between 01/01/2010 and 12/31/2010**

Contacts By Location	
Ithaca City	4064
Ithaca not specific	731
Town of Ithaca	721
Town of Dryden	605
Location not given	456
Town of Newfield	398
Town of Lansing	305
Town of Groton	283
Town of Ulysses	281
Town of Enfield	188
Town of Caroline	187
Town of Danby	119
NYS non-neighboring county	97
Tioga County	87
Schuyler County	62
United States	49
Cortland County	43
Seneca County	41
International	36
Cayuga County	34
Chemung County	25
<b>Total:</b>	<b>8812</b>

  

Source of Contact	
Phone	8550
E-mail	99
Walk-in	80
Chat	73
Postal Mail	10
<b>Total:</b>	<b>8812</b>

  

Contacts by Age	
Ages 18-59	7984
Ages 60 and Over	525
By Organizations	256
Under Age 18	47
<b>Total:</b>	<b>8812</b>

  

Contacts by Sex	
Female	6174
Male	2361
Organization	277

Main Needs	
Consumer Services	2776
Housing	1877
Organizational/Community Services	1088
Health Care	951
Criminal Justice and Legal Services	858
Income Security	623
Individual and Family Life	490
Utilities	358
Transportation	350
Mental Health Care and Counseling	335
Material Resources	213
Food	194
Environmental Quality	152
Education	146
<b>Total:</b>	<b>10411</b>
<b>Unmet Needs:</b>	<b>159</b>

  

Specific Needs		
Rank	Number of contacts	Need
1	1955	Income Tax Assistance
2	695	Affordable Housing
3	349	Rent Payment Assistance
4	318	Referral to Business
5	280	Consumer: General/Misc
6	262	Utility Assistance
7	181	I&R Resources
8	151	Emergency Shelter
9	142	Free Legal Assistance
10	138	Community Health Clinics
11	131	Health Insurance
12	129	County Govt. Related
13	121	Human Services: General/Misc
14	110	Free Food
15	105	Financial Assistance: General/Misc
16	103	Rent Deposit Assistance
17	101	Community Groups
18	97	Directory Assistance/411
19	94	Social Security/SSI

<b>Total:</b>	<b>8812</b>
<b>Caller Awareness</b>	
Agency or Organization	2826
Repeat Caller	2433
Friend/Other Person	1330
Awareness Not Given	646
Other	254
Banner	244
Fridge Magnet	168
Phone Book Ads	164
Internet	150
211 Info Card	143
Radio	116
Newspaper	78
Poster	68
Bus Ads	55
Bookmark	30
Billboard	29
Directory Assist/411	26
Outreach Event	18
Presentation	12
Television	12
Food/Shelter Card	10
<b>Total:</b>	<b>8812</b>

20	92	Food Stamps
21	90	Rent Supplements/Section 8
22	84	Homeless Support
23	82	Animal Services
24	79	Tax Info
25	78	Court Info
26	78	Medical Transportation
27	74	Transportation: General/Misc
28	71	Housing: General/Misc
29	70	Eviction Assistance
30	70	Health: General/Misc
31	67	Heat Assistance
32	67	Legal Counseling
33	65	Civic/Neighborhood Associations
34	65	General Counseling
35	62	Post Office Number
36	61	Prescription Drugs
37	59	Dental Care
38	59	Medicaid Info
39	56	Employment: General/Misc
40	50	Landlord/Tenant Problems
41	48	Furniture
42	48	Public Assistance
43	46	Utilities Connection/Repair
44	45	Mental Health: General/Misc
45	44	City Govt. Related
46	44	Disabled Transportation
47	44	Public Transportation
48	43	Volunteer Opportunities
49	42	Job Referrals/Placement
50	42	US Govt. Related
51	41	Referral to Doctor
52	41	Volunteer Coordination
53	40	Education: General/Misc
54	40	Unemployment Benefits
55	39	Crisis Shelter
56	39	Donations: Miscellaneous
57	39	Home Repairs
58	38	Senior Support
59	35	Clothing
60	35	Youth Services
61	34	Assistive Equipment
62	34	Child Day Care
63	34	Senior Services
64	33	Domestic Violence
65	32	Support Groups
66	31	Health Info/Education
67	31	Household Goods

68	30	Environmental: General/Misc
69	30	Transportation Assistance
70	29	Bill Payment Assistance
71	29	Child Support Assistance
72	29	Parole/Probation Info
73	28	Free Meals/Soup Kitchens
74	26	Dept. of Motor Vehicles Number
75	26	State Govt. Related
76	26	Transp. Expense Assist.
77	25	Crisis Counseling
78	24	Immunizations
79	24	Lawyer Referral: Non-Criminal
80	24	School Info
81	23	Parenting Education/Support
82	23	Prisoner Services
83	22	Child Care/Parenting Info
84	22	Home Health Aides/Nursing
85	22	Homeless Shelter
86	22	Library Info
87	22	Low Cost/Public Housing
88	22	Medical Waste Disposal
89	22	Private Physician/Clinic Info
90	22	Town Govt. Related
91	21	Baby Furniture/Stroller
92	21	Drug/Alcohol Counseling
93	21	Hospital Info
94	20	Child Custody/Visitation
95	20	Human Service Elsewhere
96	20	Recycling
97	19	Civil Liberties
98	19	Drug/Alcohol Treatment
99	19	I&R Community Service Guide
100	19	Law Enforcement Agencies
101	18	Child Protective Services
102	18	Community Event Info
103	18	Family Counseling
104	18	Financial Assistance: Disabled
105	18	Local Police
106	18	Senior Housing Info
107	18	Youth Counseling
108	17	Domestic Violence Reporting
109	17	Food/Meal Vouchers
110	17	Pregnancy Counseling/Testing
111	17	Sheriff's Office
112	16	Adult Protective Services
113	16	Long Term Care
114	16	Medicare
115	16	Phys.Disabled Support
116	15	Adult/Continuing Education

117	15	Caregiver Support/Assistance
118	15	Drivers License Info
119	15	Home Rehabilitation
120	15	Mortgage Foreclosure Assistance
121	15	Moving Assistance
122	15	Tax Relief
123	14	Abuse Prevention
124	14	Advocacy for Phys.Disabled
125	14	Donations: Holiday Related
126	14	Job/Career Counseling
127	14	Medical Expense Assistance
128	14	Moving Expense Assistance
129	14	Referral to Therapist
130	14	Weatherization
131	13	Auto Repairs
132	13	Baby Food/Formula
133	13	Drug/Alcohol Self-Help Groups
134	13	Emergency Medical Care
135	13	Jail Info
136	13	Mass Transit Passes
137	13	Personal Care Items
138	13	State Police
139	12	Appliances
140	12	Computers & Equip
141	12	Credit Counseling
142	12	Donations: Clothing
143	12	Employee Rights
144	12	Housing: Phys.Disabled
145	12	Income Maintenance Programs
146	12	Legal Documents
147	12	Mediation
148	12	Personal Loans
149	12	Phys.Disabled Employment
150	11	Baby Clothing
151	11	Career Development
152	11	Complaints re: General/Misc
153	11	Diagnostic Services/Health Screening
154	11	Donations: Furnishings/Housewares
155	11	Physical Disabilities
156	11	Pre-Natal Care
157	10	Advocacy for Psych.Disabled
158	10	Census Data/Statistics
159	10	Complaints re: Businesses
160	10	Divorce/Separation
161	10	I&R Administration
162	10	Licenses/Permits: General/Misc
163	10	Vehicle Registration

164	10	Voting/Election Info
165	9	Business Development
166	9	Child Abuse/Neglect Reporting
167	9	Crime Victim Assistance
168	9	Detox/Rehabilitation
169	9	Dev.Disabled Support
170	9	Disease Info
171	9	Holiday Programs
172	9	Home Buying Assistance
173	9	Immigration/Naturalization
174	9	Meeting Spaces
175	9	Public Health
176	9	Relocation Assistance
177	9	Senior Health Care
178	9	Taxi/Shuttle Services
179	9	Women's/Feminist Groups
180	8	Crime Reporting
181	8	Drug/Alcohol Abuse: General/Misc
182	8	Higher Education
183	8	Home-Delivered Meals
184	8	Housing: Psych.Disabled
185	8	Municipal Police
186	8	Parks
187	8	Student Financial Aid
188	7	Air Quality
189	7	Consumer Education
190	7	Consumer Protection
191	7	Dental Emergency
192	7	Diapers
193	7	Discrimination: General/Misc
194	7	Family Planning
195	7	Food/Nutrition: General/Misc
196	7	Garbage Collection Info
197	7	Health Insure - Child
198	7	Home Maintenance
199	7	Hospice Services
200	7	Human Rights Groups
201	7	Lawyer Referral: Criminal
202	7	Literacy Tutoring
203	7	Medicaid Acceptance
204	7	Mortgage Assistance
205	7	Political/Activist Groups
206	7	Psych.Disabled Support
207	7	Recreational Activities
208	7	Small Business Assistance
209	7	Solid Waste Mgmnt
210	7	Speech/Language Therapy
211	7	Visual Impairment

212	7	Vocational Education
213	6	Birth Records
214	6	Child Care Subsidies
215	6	Clinical Case Management
216	6	Complaints re: Housing
217	6	Developmental Disabilities
218	6	Disability Insurance
219	6	Disease Foundations
220	6	Donations: Food
221	6	ESL Classes
222	6	Funeral Arrangements
223	6	Gay/Lesbian Groups
224	6	Housing Inspection/Code Enforcement
225	6	Map Information/Directions
226	6	Notarizing
227	6	Politician Info
228	6	Referral to Dentist
229	6	Religious Activities
230	6	Social Security Card/Number
231	6	Special Education
232	6	Suicide Counseling
233	6	Supervised Living Facilities
234	6	Tourist Info
235	6	Water Testing
236	5	Agriculture
237	5	District Attorney
238	5	Donations: Philanthropic
239	5	Elected Officials
240	5	Hearing Impairment
241	5	Insurance Questions
242	5	Job Training
243	5	Labor Law
244	5	Medicaid Buy-In
245	5	Mobile Home Related
246	5	Police Records/Reports
247	5	Prescription Drug Assist.
248	5	Private Foundation Info
249	5	Recreational Facilities
250	5	Single Parent Support
251	5	Traffic Violations
252	5	Veterans' Groups
253	5	Weather/Road Conditions
254	4	Anger Management
255	4	Childbirth Classes
256	4	Consumer Law
257	4	Day Treatment Programs
258	4	Divorce/Separation Support
259	4	Employment Discrimination

260	4	Environmental Groups
261	4	Financial Assistance Day Care
262	4	Food Co-ops
263	4	GED Info
264	4	Head Start/Preschool Programs
265	4	Health Maintenance Org
266	4	Human Services Planning
267	4	Nursing Facilities
268	4	Offender/Abuser Counseling
269	4	Pain Management
270	4	Public Safety
271	4	Reading Programs
272	4	Residential Placement, Disabled
273	4	Retirement Benefits
274	4	Spouse/Partner Abuse Counseling
275	4	Tools/Equipment
276	4	Tutoring
277	4	Unemployment Ins. Ben. Assistance
278	4	Veterinary Services
279	3	Adoption
280	3	Advocacy for Dev. Disabled
281	3	Advocacy for Immigrants/Refugees
282	3	AIDS Info
283	3	Airline Info
284	3	Animal Control
285	3	Automobiles
286	3	Birth Control
287	3	Breast Feeding
288	3	Business Legitimacy
289	3	Car Rentals
290	3	Dev.Disabled Employment
291	3	Donations: Eyeglasses
292	3	Employee Benefits
293	3	Financial Assistance: Seniors
294	3	Fire Protection
295	3	Foster Care
296	3	Holiday Gifts/Toys
297	3	Holistic/Alternative Treatments
298	3	Homeless Financial Assistance
299	3	Human Services Employment
300	3	Human Services Personnel
301	3	I&R Human Svcs Res Directory
302	3	Law Guardians
303	3	Learning Disabled Resources
304	3	Mental Health Inpatient Facilities

305	3	Mutual Support Groups
306	3	Parents Rights
307	3	Passport/Visa Info
308	3	Physical Abuse Counseling
309	3	Sexual Abuse Counseling
310	3	Smoking Cessation
311	3	TB Screening
312	3	Thrift Shops
313	3	Youth Clubs/Afterschool Prgms
314	3	Youth Employment
315	2	Academic Counseling
316	2	Adult/Senior Day Care
317	2	Art Galleries/Exhibits
318	2	Business Licenses
319	2	Clean-up Days
320	2	Complaints re: Health Care
321	2	Couple/Marriage Counseling
322	2	Crime Prevention
323	2	Dance/Music/Theater Performances
324	2	Donations: Motor Vehicle
325	2	Early Intervention
326	2	Eating Disorder
327	2	Environmental Improvement Groups
328	2	Estate Planning Assistance
329	2	Farmer's Market
330	2	Fathers Rights
331	2	Historic Preservation
332	2	HIV Testing
333	2	Home Schooling
334	2	Housing: Dev.Disabled
335	2	I&R Marketing/Outreach
336	2	Information Management
337	2	Lesbian/Gay/Bisexual Support
338	2	Low Cost Meals
339	2	Malpractice
340	2	Marriage License Info
341	2	Media Info
342	2	Museums
343	2	Occupational/Professional Groups
344	2	Pest Control
345	2	Protective Services for Animals
346	2	Rabies Information
347	2	Recreation for Seniors
348	2	Recreational Classes
349	2	Respite Care
350	2	Sexuality Info
351	2	Special Interest Clubs



352	2	Summer Camp Info
353	2	Tax Law
354	2	Toxic Chemicals/Waste
355	2	Translators
356	2	Unsafe Working Conditions
357	2	Wellness Programs
358	2	Worker's Compensation
359	1	Accessibility Compliance
360	1	Accessibility Info
361	1	Agricultural Business
362	1	AIDS Prevention
363	1	Bereavement Counseling
364	1	Birth/Death Records
365	1	Building/Construction Permits
366	1	Business/Corporate Law
367	1	Car Seat Loans
368	1	Civil Service Employment
369	1	Community Gardens
370	1	Complaints re: Human Svces
371	1	Court Records
372	1	Credit Reports
373	1	Disaster Relief/Recovery
374	1	Donations: Blood/ Organs
375	1	Donations: Computer Equip.
376	1	Eating Establishments
377	1	Education Law
378	1	Emergency Alert Systems (PERS)
379	1	Home Purchase Loans
380	1	Juvenile Detention Facilities
381	1	Legal Education
382	1	Life Care Communities
383	1	Negligence
384	1	Nonprofit Corporation Development
385	1	Nonprofit Technical Assistance
386	1	Non-Profit/Charity Legitimacy
387	1	Occupational Health and Safety
388	1	Part Time Employment
389	1	Pediatrics
390	1	Poison Control
391	1	Private School Info
392	1	Probate Assistance
393	1	Product Safety
394	1	Psych.Disabled Employment
395	1	Radon Testing/Info
396	1	Real Estate Law
397	1	Refugee Resettlement Services
398	1	Reproductive Health Care

399	1	Retirement Homes/Communities
400	1	Safety Alerts
401	1	Safety Education
402	1	School Lunches
403	1	Senior Employment
404	1	Senior Nutrition
405	1	Sex Education
406	1	Sheriff's I.D.
407	1	Smoking Prevention
408	1	Soc. Svcs Fraud Reporting
409	1	Student Project Assistance
410	1	Travel Info
411	1	Youth Sports/Recreation