



**Caller/Contact Statistics
between 01/01/2011 and 12/31/2011**

Contacts By Location	
Ithaca City	4290
Town of Ithaca	1004
Town of Dryden	699
Ithaca not specific	613
Location not given	604
Town of Newfield	433
Town of Lansing	316
Town of Ulysses	270
Town of Caroline	262
Town of Groton	242
Town of Enfield	183
Town of Danby	124
NYS non-neighboring county	91
Tioga County	76
Seneca County	69
Chemung County	54
United States	54
Schuyler County	50
Cortland County	44
Cayuga County	32
International	30
Total:	9540

Source of Contact	
Phone	9274
E-mail	151
Walk-in	77
Chat	38
Total:	9540

Contacts by Age	
Ages 18-59	8432
Ages 60 and Over	837
By Organizations	230
Under Age 18	41
Total:	9540

Contacts by Sex	
Female	6553
Male	2744
Organization	243
Total:	9540

Main Needs	
Consumer Services	3240
Organizational/Community Services	1356
Housing	1256
Health Care	1070
Criminal Justice and Legal Services	850
Income Security	708
Individual and Family Life	676
Transportation	509
Mental Health Care and Counseling	315
Environmental Quality	296
Material Resources	293
Food	240
Education	200
Utilities	181
Total:	11190
Unmet Needs:	33

Specific Needs		
Rank	Number of contacts	Need
1	2393	Income Tax Assistance
2	484	Referral to Business
3	283	Affordable Housing
4	212	Rent Payment Assistance
5	203	Directory Assistance/411
6	161	Human Services: General/Misc
7	148	Community Health Clinics
8	145	Free Food
9	135	Free Legal Assistance
10	131	Consumer: General/Misc
11	126	Health Insurance
12	124	Food Stamps
13	116	Financial Assistance: General/Misc
14	113	Social Security/SSI
15	111	Emergency Shelter
16	99	Rent Supplements/Section 8
17	98	Rent Deposit Assistance
18	94	Animal Services
19	90	Medicaid Info

Caller Awareness	
Repeat Caller	3671
Agency or Organization	2418
Friend/Other Person	1235
Awareness Not Given	707
Other	232
Internet	181
Banner	172
Phone Book Ads	160
Fridge Magnet	147
Radio	145
Bus Ads	101
Poster	94
211 Info Card	69
Newspaper	56
Billboard	40
Bookmark	28
Directory Assist/411	24
Outreach Event	19
Food/Shelter Card	18
Presentation	15
Television	8
Total:	9540

20	87	Medical Transportation
21	86	Transportation: General/Misc
22	84	Community Groups
23	79	Tax Info
24	78	Homeless Support
25	77	Utility Assistance
26	75	Landlord/Tenant Problems
27	73	Heat Assistance
28	72	Court Info
29	72	Senior Support
30	71	Public Transportation
31	68	County Govt. Related
32	68	Referral to Doctor
33	67	Dental Care
34	66	Disaster Relief/Recovery
35	65	Human Service Elsewhere
36	65	Prescription Drugs
37	62	Furniture
38	61	Legal Counseling
39	60	Weather/Road Conditions
40	58	Dept. of Motor Vehicles Number
41	58	Transp. Expense Assist.
42	56	General Counseling
43	54	Post Office Number
44	53	Housing: General/Misc
45	53	Recycling
46	51	Senior Services
47	50	Job Referrals/Placement
48	50	Mental Health: General/Misc
49	49	Child Day Care
50	49	Disabled Transportation
51	49	Home Repairs
52	49	Private Physician/Clinic Info
53	48	School Info
54	46	Public Assistance
55	45	Employment: General/Misc
56	44	Donations: Miscellaneous
57	42	Homeless Shelter
58	42	Volunteer Opportunities
59	41	Domestic Violence
60	41	Health: General/Misc
61	41	Hospital Info
62	39	Eviction Assistance
63	39	Transportation Assistance
64	38	Adult Protective Services
65	38	Civic/Neighborhood Associations
66	38	Youth Services
67	37	City Govt. Related

68	37	Clothing
69	36	Education: General/Misc
70	34	Support Groups
71	33	Information Management
72	33	Unemployment Benefits
73	32	Free Meals/Soup Kitchens
74	32	Town Govt. Related
75	31	Adult/Continuing Education
76	31	Bill Payment Assistance
77	31	Community Event Info
78	30	Child Support Assistance
79	30	Environmental: General/Misc
80	30	Long Term Care
81	30	Low Cost/Public Housing
82	29	Baby Furniture/Stroller
83	29	Phys.Disabled Support
84	29	Veterans' Groups
85	28	Donations: Clothing
86	28	I&R Human Svcs Res Directory
87	28	Municipal Police
88	28	Sheriff's Office
89	27	Taxi/Shuttle Services
90	26	Child Protective Services
91	26	Crisis Counseling
92	26	Household Goods
93	26	US Govt. Related
94	25	Auto Repairs
95	25	Computers & Equip
96	25	Health Info/Education
97	25	Wellness Programs
98	24	Advocacy for Phys.Disabled
99	24	State Govt. Related
100	24	Weatherization
101	23	Car Repair
102	23	Human Services Personnel
103	23	Medical Waste Disposal
104	23	Senior Housing Info
105	23	Solid Waste Mgmt
106	22	Assistive Equipment
107	22	Child Care/Parenting Info
108	22	Lawyer Referral: Non-Criminal
109	21	Drug/Alcohol Counseling
110	21	Moving Assistance
111	21	Voting/Election Info
112	20	Birth Records
113	20	Complaints re: General/Misc
114	20	Divorce/Separation
115	20	Family Law Courts
116	20	I&R Community Service Guide

117	20	Library Info
118	19	Animal Control
119	19	Appliances
120	19	Map Information/Directions
121	18	Donations: Furnishings/Housewares
122	18	Drug/Alcohol Treatment
123	18	I&R Administration
124	18	Job/Career Counseling
125	18	Recreational Activities
126	18	Utilities Connection/Repair
127	17	Financial Assistance: Disabled
128	17	Home Rehabilitation
129	17	Parole/Probation Info
130	16	Employee Rights
131	16	Holiday Programs
132	16	Medicare
133	16	Parenting Education/Support
134	15	Child Custody/Visitation
135	15	Food/Meal Vouchers
136	15	Food/Nutrition: General/Misc
137	15	Garbage Collection Info
138	15	Home Health Aides/Nursing
139	15	Mediation
140	15	Personal Loans
141	14	Automobiles
142	14	Baby Clothing
143	14	Jail Info
144	14	Legal Documents
145	14	Moving Expense Assistance
146	14	Pre-Natal Care
147	14	Prescription Drug Assist.
148	14	Prisoner Services
149	14	Referral to Dentist
150	14	Senior Health Care
151	13	Child Abuse/Neglect Reporting
152	13	Pregnancy Counseling/Testing
153	12	Disease Info
154	12	Medicaid Acceptance
155	12	Physical Disabilities
156	12	Student Financial Aid
157	12	Vocational Education
158	11	Abuse Prevention
159	11	Complaints re: Businesses
160	11	Crisis Shelter
161	11	Dance/Music/Theater Performances
162	11	Holiday Gifts/Toys
163	11	Home Buying Assistance
164	11	Immunizations

165	11	Job Training
166	11	Mass Transit Passes
167	11	Medicaid Buy-In
168	11	Medical Expense Assistance
169	11	Parks
170	11	Toxic Chemicals/Waste
171	10	Agriculture
172	10	Baby Food/Formula
173	10	Caregiver Support/Assistance
174	10	Civil Liberties
175	10	Complaints re: Housing
176	10	Dev.Disabled Support
177	10	Elected Officials
178	10	Fire Protection
179	10	I&R Resources
180	10	Nursing Facilities
181	10	Protective Services for Animals
182	10	Public Health
183	10	Recreational Facilities
184	10	Religious Activities
185	9	Airline Info
186	9	Consumer Protection
187	9	Diagnostic Services/Health Screening
188	9	Drug/Alcohol Self-Help Groups
189	9	Family Counseling
190	9	Financial Assistance Day Care
191	9	Financial Assistance: Medical
192	9	Financial Assistance: Seniors
193	9	GED Info
194	9	Housing Inspection/Code Enforcement
195	9	Income Maintenance Programs
196	9	Mental Health Inpatient Facilities
197	9	Mortgage Assistance
198	9	Personal Care Items
199	9	Youth Counseling
200	8	Career Development
201	8	Credit Counseling
202	8	Dental Emergency
203	8	Disability Insurance
204	8	Donations: Food
205	8	Drivers License Info
206	8	Emergency Medical Care
207	8	Higher Education
208	8	Housing: Phys.Disabled
209	8	Law Enforcement Agencies
210	8	Pest Control
211	8	Phys.Disabled Employment

212	8	Referral to Therapist
213	8	Relocation Assistance
214	8	Tourist Info
215	8	Tutoring
216	8	Volunteer Coordination
217	8	Youth Sports/Recreation
218	7	Advocacy for Psych.Disabled
219	7	Air Quality
220	7	Business Development
221	7	Child Care Subsidies
222	7	Complaints re: Health Care
223	7	Discrimination: General/Misc
224	7	District Attorney
225	7	Funeral Arrangements
226	7	Head Start/Preschool Programs
227	7	Home Maintenance
228	7	Homeless Financial Assistance
229	7	Human Rights Groups
230	7	Immigration/Naturalization
231	7	Licenses/Permits: General/Misc
232	7	Meeting Spaces
233	7	Police Records/Reports
234	7	Reproductive Health Care
235	7	Special Education
236	7	State Police
237	7	Telephone Crisis Hotlines
238	6	Advocacy for Immigrants/Refugees
239	6	Bereavement Counseling
240	6	Birth Control
241	6	Car Sharing Programs
242	6	Consumer Education
243	6	Couple/Marriage Counseling
244	6	Crime Reporting
245	6	Dev.Disabled Employment
246	6	Drug/Alcohol Abuse: General/Misc
247	6	Health Insure - Child
248	6	Insurance Questions
249	6	Lawyer Referral: Criminal
250	6	Media Info
251	6	Mobile Home Related
252	6	Notarizing
253	6	Poison Control
254	6	Private Foundation Info
255	6	Spouse/Partner Abuse Counseling
256	6	Traffic Violations
257	6	Translators
258	6	Visual Impairment

259	5	AIDS Info
260	5	Car Rentals
261	5	Crime Victim Assistance
262	5	Domestic Violence Reporting
263	5	Donations: Motor Vehicle
264	5	Hearing Impairment
265	5	Home-Delivered Meals
266	5	Housing: Dev.Disabled
267	5	Law Guardians
268	5	Nonprofit Technical Assistance
269	5	Pain Management
270	5	Politician Info
271	5	Recreation for Seniors
272	5	Smoking Cessation
273	5	Ticket Info
274	5	Water Testing
275	4	Accessibility Info
276	4	Business Licenses
277	4	Clinical Case Management
278	4	Complaints re: Food
279	4	Complaints re: Human Svces
280	4	Consumer Law
281	4	Day Treatment Programs
282	4	Detox/Rehabilitation
283	4	Diapers
284	4	Disease Foundations
285	4	Donations: Holiday Related
286	4	ESL Classes
287	4	Family Planning
288	4	Farmer's Market
289	4	Food Co-ops
290	4	Gay/Lesbian Groups
291	4	Hospice Services
292	4	Human Services Planning
293	4	I&R Marketing/Outreach
294	4	Labor Law
295	4	Mortgage Foreclosure Assistance
296	4	Museums
297	4	Offender/Abuser Counseling
298	4	Physical Abuse Counseling
299	4	Political/Activist Groups
300	4	Psych.Disabled Employment
301	4	Psych.Disabled Support
302	4	Real Estate Law
303	4	Retirement Benefits
304	4	Senior Nutrition
305	4	Social Security Card/Number
306	4	WIC

307	4	Youth Clubs/Afterschool Prgms
308	3	Adoption
309	3	Adult/Senior Day Care
310	3	Adult/Sr Abuse Reporting
311	3	Anger Management
312	3	Big Brother/Big Sister
313	3	Business Legitimacy
314	3	Car Seat Loans
315	3	Community Gardens
316	3	Developmental Disabilities
317	3	Donations: Eyeglasses
318	3	Donations: Philanthropic
319	3	Employee Benefits
320	3	Environmental Groups
321	3	Environmental Improvement Groups
322	3	Environmental Law
323	3	Home Schooling
324	3	Labor Unions
325	3	Legal Education
326	3	Low Cost Meals
327	3	Malpractice
328	3	Mutual Support Groups
329	3	Pediatrics
330	3	Personal Injury
331	3	Physical Fitness
332	3	Public Safety
333	3	Recreational Classes
334	3	Ride Sharing
335	3	Soc. Svcs Fraud Reporting
336	3	Supervised Living Facilities
337	3	Thrift Shops
338	3	Tools/Equipment
339	3	Unemployment Ins. Ben. Assistance
340	3	Vehicle Registration
341	3	Veterinary Services
342	3	Women's/Feminist Groups
343	3	Youth Employment
344	2	Academic Counseling
345	2	Advocacy for Dev. Disabled
346	2	Building/Construction Permits
347	2	Childbirth Classes
348	2	Civil Service Employment
349	2	Clean-up Days
350	2	Complaints re: Taxes
351	2	Divorce/Separation Support
352	2	Donations: Blood/ Organs
353	2	Early Intervention
354	2	Eating Disorder

355	2	Eating Disorders
356	2	Employment Discrimination
357	2	Exchange Student Programs
358	2	Gambling Counseling/Treatment
359	2	Holistic/Alternative Treatments
360	2	Housing: Psych.Disabled
361	2	Human Services Employment
362	2	Learning Disabled Resources
363	2	Literacy Tutoring
364	2	Local Police
365	2	Name Change
366	2	Occupational Health and Safety
367	2	Part Time Employment
368	2	Rabies Information
369	2	Recreation for Disabled
370	2	Retirement Homes/Communities
371	2	Safety Education
372	2	Safety Equipment
373	2	Senior Employment
374	2	Sexual Abuse Counseling
375	2	Sexual Harassment Assistance
376	2	Single Parent Support
377	2	Smoking Prevention
378	2	Stress Management
379	2	Student Project Assistance
380	2	Suicide Counseling
381	2	Summer Camp Info
382	2	Travel Info
383	2	Worker's Compensation
384	1	Agricultural Business
385	1	Art Galleries/Exhibits
386	1	Breast Feeding
387	1	Business/Corporate Law
388	1	Citizenship/Naturalization
389	1	Complaints re: Automobile
390	1	Complaints re: Insurance
391	1	Complaints re: Lawyer
392	1	Complaints re: Mental Hlth Svces
393	1	Complaints re: School
394	1	Crime Prevention
395	1	Death Records
396	1	Donations: Computer Equip.
397	1	Drop Out Prevention
398	1	Drug Testing
399	1	Emergency Rescue
400	1	Estate Planning Assistance
401	1	Fathers Rights

402	1	Financial Assistance: Immig/Refugees
403	1	Foster Care
404	1	Health Maintenance Org
405	1	HIV Testing
406	1	Home Sharing
407	1	Hunting/Fishing Info
408	1	Interpreter/Translation Services
409	1	Juvenile Detention Facilities
410	1	Lesbian/Gay/Bisexual Support
411	1	Marriage License Info
412	1	Non-Profit/Charity Legitimacy
413	1	Nutrition Education
414	1	Occupational/Professional Groups
415	1	Passport/Visa Info
416	1	Personal Bankruptcy
417	1	Private School Info
418	1	Probate Assistance
419	1	Reading Programs
420	1	Residency Certificate Info
421	1	Respite Care
422	1	Sheriff's I.D.
423	1	Singles' Groups
424	1	Small Business Assistance
425	1	Spectator Sports
426	1	Tax Relief
427	1	TB Screening
428	1	Teen Pregnancy
429	1	Test Preparation
430	1	Unsafe Working Conditions
431	1	Zoning Info