



**Caller/Contact Statistics
between 01/01/2012 and 12/31/2012**

Contacts By Location		Main Needs	
Ithaca City	4637	Consumer Services	3653
Town of Ithaca	1223	Organizational/Community Services	1654
Town of Dryden	800	Housing	1176
Ithaca not specific	778	Health Care	1140
Location not given	616	Transportation	1042
Town of Newfield	406	Criminal Justice and Legal Services	992
Town of Ulysses	309	Income Security	741
Town of Groton	298	Individual and Family Life	728
Town of Lansing	284	Mental Health Care and Counseling	398
Town of Caroline	279	Food	345
Town of Enfield	249	Environmental Quality	342
Long Island	175	Material Resources	313
Cortland City	162	Education	190
Town of Danby	131	Utilities	171
Tioga County	89	Total:	12885
Hudson Valley	87	Unmet Needs:	72
NYS non-neighboring county	66		
Cortland County	64		
Schuyler County	64		
United States	60		
Seneca County	44		
Chemung County	35		
Broome County	32		
Cayuga County	31		
International	26		
Town of Cortlandville	12		
Town of Homer	7		
Chenango County	6		
McGraw Village	6		
Onondaga County	6		
Town of Freetown	5		
Marathon Village	5		
Town of Harford	4		
Town of Virgil	4		
Town of Cincinnatus	3		
Madison County	3		
Homer Village	2		
Town of Marathon	2		
Northeast/Capital	1		
Town of Preble	1		
Town of Solon	1		

Specific Needs		
Rank	Number of contacts	Need
1	2556	Income Tax Assistance
2	692	Business Phone Number
3	526	Medical Transportation
4	358	Agency phone number
5	258	Affordable Housing
6	257	Disaster Relief/Recovery
7	203	Free Food
8	192	Rent Payment Assistance
9	173	Free Legal Assistance
10	159	Financial Assistance: General/Misc
11	123	Food Stamps
12	122	Social Security/SSI
13	117	Legal Counseling
14	113	Tax Info
15	106	Health Insurance
16	101	Emergency Shelter
17	100	Medicaid Info
18	93	Rent Deposit Assistance
19	87	Community Health Clinics

Tompkins County	1
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Total:	11014
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Source of Contact

Phone	10739
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Walk-in	122
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E-mail	79
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Chat	71
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Postal Mail	3
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Total:	11014
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Contacts by Age

Ages 18-59	9399
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Ages 60 and Over	1340
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By Organizations	226
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Under Age 18	49
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Total:	11014
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Contacts by Sex

Female	7927
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Male	2858
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Organization	229
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Total:	11014
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Caller Awareness

Repeat Caller	5085
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Agency or Organization	2393
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Friend/Other Person	1250
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Awareness Not Given	854
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Other	259
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Radio	213
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Internet	195
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Phone Book Ads	146
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Banner	110
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Newspaper	110
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Fridge Magnet	96
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Poster	66
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211 Info Card	53
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Bus Ads	41
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Billboard	31
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Outreach Event	26
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Bookmark	25
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Directory Assist/411	16
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Television	16
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Food/Shelter Card	15
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Presentation	14
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Total:	11014
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20	87	Human Service Elsewhere
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21	86	Transportation Assistance
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22	85	Animal Services
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23	84	Public Transportation
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24	84	Utility Assistance
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25	83	Private Physician/Clinic Info
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26	83	Rent Supplements/Section 8
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27	75	Disabled Transportation
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28	72	Transportation: General/Misc
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29	71	Heat Assistance
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30	70	Post Office Number
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31	69	Mental Health: General/Misc
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32	68	Directory Assistance/411
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33	67	Homeless Shelter
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34	67	Human Services: General/Misc
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35	66	Landlord/Tenant Problems
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36	66	School Info
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37	64	Dental Care
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38	64	Furniture
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39	63	Homeless Support
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40	63	Hospital Info
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41	62	Consumer: General/Misc
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42	62	Dept. of Motor Vehicles Number
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43	61	Court Info
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44	60	Eviction Assistance
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45	59	Referral to Doctor
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46	57	Medication Disposal
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47	56	Volunteer Opportunities
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48	55	Employment: General/Misc
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49	55	Senior Support
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50	53	Human Services Personnel
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51	53	Transp. Expense Assist.
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52	52	Youth Services
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53	50	Support Groups
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54	48	Assistive Equipment
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55	47	Child Day Care
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56	47	Recycling
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57	46	Job Referrals/Placement
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58	45	Senior Services
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59	44	Animal Control
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60	44	Prescription Drugs
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61	41	City Govt. Related
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62	41	County Govt. Related
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63	41	Voting/Election Info
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64	41	Wellness Programs
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65	40	Clothing
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66	40	Food/Meal Vouchers
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67	39	General Counseling
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68	39	Low Cost/Public Housing
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69	38	Health: General/Misc
70	37	Housing: General/Misc
71	36	Child Support Assistance
72	36	Free Meals/Soup Kitchens
73	36	Senior Housing Info
74	35	US Govt. Related
75	33	Free Cell Phones
76	33	Municipal Police
77	32	Adult Protective Services
78	32	Car Repair
79	31	Child Protective Services
80	31	Computers & Equip
81	31	Unemployment Benefits
82	30	Baby Furniture/Stroller
83	29	Domestic Violence
84	29	Public Assistance
85	29	Sheriff's Office
86	29	Utilities Connection/Repair
87	28	Environmental: General/Misc
88	28	Food/Nutrition: General/Misc
89	28	Home Health Aides/Nursing
90	28	Information Management
91	28	Recreational Activities
92	26	Community Groups
93	26	Lawyer Referral: Non-Criminal
94	26	Medicare
95	26	Prescription Drug Assist.
96	25	Adult/Continuing Education
97	25	Holiday Gifts/Toys
98	25	Home Repairs
99	25	Parole/Probation Info
100	24	Crisis Counseling
101	24	Donations: Miscellaneous
102	24	Referral to Business
103	24	Veterans' Groups
104	23	Appliances
105	23	Divorce/Separation
106	23	Drug/Alcohol Treatment
107	23	Education: General/Misc
108	23	Health Info/Education
109	23	Job/Career Counseling
110	23	Map Information/Directions
111	23	Parks
112	22	Child Care/Parenting Info
113	22	Complaints re: General/Misc
114	22	Drug/Alcohol Counseling
115	22	Garbage Collection Info
116	22	Jail Info
117	22	Solid Waste Mgmt

118	22	Taxi/Shuttle Services
119	21	Financial Assistance: Medical
120	21	Household Goods
121	21	Phys.Disabled Support
122	20	Auto Repairs
123	20	Higher Education
124	20	I&R Administration
125	20	Library Info
126	20	Mass Transit Passes
127	20	Medical Expense Assistance
128	20	Referral to Dentist
129	20	Social Security Card/Number
130	19	Child Custody/Visitation
131	19	Family Counseling
132	19	Family Law Courts
133	19	Holiday Assistance
134	19	I&R Community Service Guide
135	19	Parenting Education/Support
136	18	Credit Counseling
137	18	Donations: Clothing
138	17	Child Abuse/Neglect Reporting
139	17	Community Event Info
140	17	Donations: Furnishings/Housewares
141	17	Employee Rights
142	17	Medicaid Acceptance
143	17	Moving Assistance
144	17	Town Govt. Related
145	16	Bill Payment Assistance
146	16	Birth Records
147	16	Civic/Neighborhood Associations
148	16	Crisis Shelter
149	16	Health Insure - Child
150	16	Local Police
151	15	Caregiver Support/Assistance
152	15	Consumer Protection
153	15	Housing Inspection/Code Enforcement
154	14	Advocacy for Phys.Disabled
155	14	Car Sharing Programs
156	14	Disease Info
157	14	Donations: Food
158	14	Home Maintenance
159	14	Medical Waste Disposal
160	14	Pregnancy Counseling/Testing
161	14	Pre-Natal Care
162	14	Prisoner Services
163	14	Suicide Counseling
164	13	Business Development

165	13	Complaints re: Businesses
166	13	Detox/Rehabilitation
167	13	Donations: Eyeglasses
168	13	Drug/Alcohol Self-Help Groups
169	13	Family Planning
170	13	Immigration/Naturalization
171	13	Long Term Care
172	13	Nursing Facilities
173	13	Telephone Crisis Hotlines
174	13	Weather/Road Conditions
175	12	Complaints re: Health Care
176	12	Disability Insurance
177	12	Disabled Employment
178	12	Discrimination: General/Misc
179	12	Donations: Computer Equip.
180	12	Emergency Medical Care
181	12	Law Enforcement Agencies
182	12	Moving Expense Assistance
183	12	Personal Care Items
184	12	Senior Health Care
185	12	Spouse/Partner Abuse Counseling
186	12	Tourist Info
187	12	Youth Counseling
188	11	Automobiles
189	11	Dental Emergency
190	11	Financial Assistance Day Care
191	11	GED Info
192	11	Immunizations
193	11	Labor Law
194	11	Mental Health Inpatient Facilities
195	11	Protective Services for Animals
196	11	State Govt. Related
197	11	Thrift Shops
198	10	Abuse Prevention
199	10	Airline Info
200	10	Car Seat Loans
201	10	Drug/Alcohol Abuse: General/Misc
202	10	Fire Protection
203	10	Holiday Programs
204	10	Homeless Financial Assistance
205	10	Human Services Planning
206	10	I&R Human Svcs Res Directory
207	10	Legal Documents
208	10	Mortgage Foreclosure Assistance
209	10	Public Health
210	10	Religious Activities

211	10	Visual Impairment
212	10	Youth Employment
213	9	Baby Clothing
214	9	Complaints re: Human Svces
215	9	Couple/Marriage Counseling
216	9	Farmer's Market
217	9	Financial Assistance: Seniors
218	9	Home Buying Assistance
219	9	Home-Delivered Meals
220	9	Housing: Phys.Disabled
221	9	Job Training
222	9	Political/Activist Groups
223	9	Referral to Therapist
224	9	Special Education
225	9	State Police
226	9	Water Testing
227	9	Weatherization
228	8	Agriculture
229	8	Baby Food/Formula
230	8	Consumer Law
231	8	Donations: Philanthropic
232	8	Elected Officials
233	8	Employment Discrimination
234	8	Fathers Rights
235	8	Financial Assistance: Disabled
236	8	Insurance Questions
237	8	Mediation
238	8	Mutual Support Groups
239	8	Pediatrics
240	8	Pest Control
241	8	Recreational Facilities
242	8	Ride Sharing
243	8	Student Financial Aid
244	8	Volunteer Coordination
245	8	Worker's Compensation
246	7	Anger Management
247	7	Consumer Education
248	7	Diagnostic Services/Health Screening
249	7	Diapers
250	7	Funeral Arrangements
251	7	Home Rehabilitation
252	7	Housing: Psych.Disabled
253	7	Meeting Spaces
254	7	Physical Therapy
255	7	Recreation for Seniors
256	7	Relocation Assistance
257	7	Traffic Violations
258	7	Unemployment Ins. Ben.

		Assistance
259	7	Youth Sports/Recreation
260	6	Adoption
261	6	Air Quality
262	6	Complaints re: Housing
263	6	Crime Victim Assistance
264	6	Dev.Disabled Support
265	6	Environmental Groups
266	6	Free/Low Cost Bicycles
267	6	Homeless Veterans
268	6	Mobile Home Related
269	6	Physical Disabilities
270	6	Veterinary Services
271	5	Adult/Senior Day Care
272	5	Adult/Sr Abuse Reporting
273	5	Advocacy for Dev. Disabled
274	5	Advocacy for Immigrants/Refugees
275	5	Career Development
276	5	Child Care Subsidies
277	5	Divorce/Separation Support
278	5	Human Rights Groups
279	5	Human Services Employment
280	5	Lawyer Referral: Criminal
281	5	Licenses/Permits: General/Misc
282	5	Museums
283	5	Nonprofit Technical Assistance
284	5	Part Time Employment
285	5	Poison Control
286	5	Psych.Disabled Support
287	5	Rabies Information
288	5	Reproductive Health Care
289	5	Small Business Assistance
290	5	Toxic Chemicals/Waste
291	5	Travel Info
292	5	Vocational Education
293	4	Accessibility Info
294	4	Bereavement Counseling
295	4	Business Legitimacy
296	4	Car Rentals
297	4	Civil Liberties
298	4	Civil Service Employment
299	4	Complaints re: Police
300	4	Crime Reporting
301	4	Dance/Music/Theater Performances
302	4	Day Treatment Programs
303	4	District Attorney
304	4	Domestic Violence Reporting
305	4	Donations: Holiday Related

306	4	Donations: Motor Vehicle
307	4	Emergency Alert Systems (PERS)
308	4	ESL Classes
309	4	Formula/Baby Food
310	4	Hospice Services
311	4	I&R Marketing/Outreach
312	4	Interpreter/Translation Services
313	4	Law Guardians
314	4	Learning Disabled Resources
315	4	Literacy Tutoring
316	4	Malpractice
317	4	Marriage License Info
318	4	Mortgage Assistance
319	4	Nutrition Education
320	4	Occupational/Professional Groups
321	4	Pain Management
322	4	Personal Loans
323	4	Police Records/Reports
324	4	Senior Nutrition
325	4	Tax Relief
326	4	Teen Pregnancy
327	4	Ticket Info
328	4	Veteran Outpatient Clinics
329	4	Veterans Affairs Medical Centers
330	4	Veterans Benefits Assistance
331	4	Youth Clubs/Afterschool Prgms
332	3	Advocacy for Psych.Disabled
333	3	Agricultural Business
334	3	Apprenticeship/Internship
335	3	Birth Control
336	3	Complaints re: Lawyer
337	3	Developmental Disabilities
338	3	Disease Foundations
339	3	Donations: Blood/ Organs
340	3	Drivers License Info
341	3	Emergency Rescue
342	3	Gay/Lesbian Groups
343	3	Group Homes
344	3	Head Start/Preschool Programs
345	3	Hearing Impairment
346	3	Income Maintenance Programs
347	3	Juvenile Correctional Facilities
348	3	Lesbian/Gay/Bisexual Support
349	3	Passport/Visa Info
350	3	Personal Bankruptcy
351	3	Probate Assistance
352	3	Real Estate Law

353	3	Residency Certificate Info
354	3	Senior Employment
355	3	Service/Fraternal Groups
356	3	Sexual Abuse Counseling
357	3	Sexual Harassment Assistance
358	3	Smoking Cessation
359	3	Summer Camp Info
360	3	Vehicle Registration
361	3	Veteran Support Group
362	3	WIC
363	2	AIDS Info
364	2	Breast Feeding
365	2	Clinical Case Management
366	2	Community Gardens
367	2	Complaints re: Automobile
368	2	Complaints re: Insurance
369	2	Complaints re: Mental Hlth Svces
370	2	Credit Reports
371	2	Death Records
372	2	Dev.Disabled Employment
373	2	Dump/Landfill Info
374	2	Early Intervention
375	2	Employee Benefits
376	2	Environmental Improvement Groups
377	2	Flouride Treatments
378	2	Foster Care
379	2	Gambling Counseling/Treatment
380	2	Home Repairs (minor)
381	2	Home Sharing
382	2	Housing: Dev.Disabled
383	2	Life Care Communities
384	2	Medicaid Buy-In
385	2	Medical Records
386	2	Name Change
387	2	Nonprofit Corporation Development
388	2	Politician Info
389	2	Public Safety
390	2	Rent Supplements
391	2	Retirement Benefits
392	2	Retirement Homes/Communities
393	2	Safety Education
394	2	Single Parent Support
395	2	Soc. Svcs Fraud Reporting
396	2	Special Interest Clubs
397	2	Supervised Living Facilities

398	2	Tutoring
399	2	Zoning Info
400	1	Abortion
401	1	Accessibility Compliance
402	1	AIDS Prevention
403	1	Automotive Repair
404	1	Big Brother/Big Sister
405	1	Building/Construction Permits
406	1	Business Licenses
407	1	Charitable
408	1	Child Sexual Abuse Reporting
409	1	Childbirth Classes
410	1	Citizenship/Naturalization
411	1	Clean-up Days
412	1	Complaints re: Icy Sidewalks
413	1	Complaints re: School
414	1	Complaints re: Taxes
415	1	Crime Victims Counseling
416	1	Drop Out Prevention
417	1	Eating Disorders
418	1	Eating Establishments
419	1	Education Law
420	1	Environmental Law
421	1	Food Co-ops
422	1	Health Maintenance Org
423	1	Holistic/Alternative Treatments
424	1	Home Insurance
425	1	Home Purchase Loans
426	1	Home Schooling
427	1	Hunting/Fishing Info
428	1	Hunting/Fishing Licenses
429	1	Juvenile Detention Facilities
430	1	Land Records
431	1	Legal Education
432	1	Low Cost Meals
433	1	Motor Vehicle
434	1	Nonprofit Management
435	1	Non-Profit/Charity Legitimacy
436	1	Occupational Health and Safety
437	1	Offender/Abuser Counseling
438	1	Office Equipment Services
439	1	Parents Rights
440	1	Patents
441	1	Physical Abuse Counseling
442	1	Physical Fitness
443	1	Private Foundation Info
444	1	Public Funding Resources
445	1	Radon Testing/Info
446	1	Rape Treatment

447	1	Recreational Classes
448	1	Respite Care
449	1	Safety Alerts
450	1	Safety Equipment
451	1	Sexually Transmitted Diseases
452	1	Sign Language Interpreters
453	1	Spectator Sports
454	1	Speech/Language Therapy
455	1	State Prisons
456	1	Student Project Assistance
457	1	Tax Law
458	1	Tools/Equipment
459	1	Unsafe Working Conditions
460	1	Women's/Feminist Groups