



**Caller/Contact Statistics
between 01/01/2013 and 12/31/2013**

Contacts By Location		Main Needs	
Ithaca City	5288	Consumer Services	3823
Town of Ithaca	1352	Transportation	2264
Ithaca not specific	1200	Organizational/Community Services	1521
Town of Dryden	974	Health Care	1441
Town of Newfield	508	Housing	1168
Town of Ulysses	419	Criminal Justice and Legal Services	1053
Cortland City	388	Income Security	722
Town of Lansing	366	Individual and Family Life	674
Town of Groton	354	Environmental Quality	440
Location not given	335	Mental Health Care and Counseling	392
Town of Enfield	273	Food	337
Town of Caroline	269	Material Resources	289
Town of Danby	160	Utilities	207
Tioga County	108	Education	180
United States	76	Total:	14511
NYS non-neighboring county	72	Unmet Needs:	62
Schuyler County	64		
Broome County	62		
Cayuga County	51		
Seneca County	46		
Chemung County	20		
Town of Homer	18		
Cortland County	17		
Town of Cortlandville	14		
Homer Village	14		
International	11		
Marathon Village	11		
Chenango County	9		
McGraw Village	9		
Onondaga County	9		
Town of Virgil	9		
Town of Cincinnatus	6		
Town of Harford	6		
Hudson Valley	5		
Town of Marathon	4		
Town of Scott	4		
Town of Truxton	4		
Town of Freetown	3		
Long Island	3		
Northeast/Capital	3		
Town of Willet	3		

Specific Needs		
Rank	Number of contacts	Need
1	2781	Income Tax Assistance
2	1625	Medical Transportation
3	603	Business Phone Number
4	420	Health Insurance
5	323	Agency phone number
6	240	Affordable Housing
7	210	Free Food
8	191	Free Legal Assistance
9	187	Disabled Transportation
10	144	Financial Assistance: General/Misc
11	139	Human Service Elsewhere
12	131	Rent Payment Assistance
13	129	Medication Disposal
14	124	Social Security/SSI
15	115	Directory Assistance/411
16	114	Community Health Clinics
17	112	Food Stamps
18	105	Homeless Shelter
19	105	Senior Services

Adirondack	2
Town of Cuyler	1
Madison County	1
Town of Preble	1
Town of Solon	1
Town of Taylor	1
Total:	12554

Source of Contact

Phone	12265
Walk-in	131
E-mail	100
Chat	56
Not Given	1
Postal Mail	1
Total:	12554

Contacts by Age

Ages 18-59	10424
Ages 60 and Over	1897
By Organizations	170
Under Age 18	62
Age Not Given	1
Total:	12554

Contacts by Sex

Female	8917
Male	3453
Organization	180
	4
Total:	12554

Caller Awareness

Repeat Caller	6270
Agency or Organization	2344
Friend/Other Person	1539
Awareness Not Given	952
Other	387
Internet	245
Fridge Magnet	123
Phone Book Ads	115
Poster	103
Newspaper	99
Radio	91
211 Info Card	78
Banner	64
Billboard	33
Bus Ads	26
Directory Assist/411	24
Outreach Event	16

20	102	Transportation Assistance
21	99	Utility Assistance
22	97	Tax Info
23	95	Court Info
24	94	Public Transportation
25	93	Medicaid Info
26	93	Post Office Number
27	92	Private Physician/Clinic Info
28	91	Rent Supplements/Section 8
29	88	Emergency Shelter
30	88	Heat Assistance
31	85	Transportation: General/Misc
32	83	Homeless Support
33	78	Eviction Assistance
34	78	Landlord/Tenant Problems
35	74	Mental Health: General/Misc
36	69	Legal Counseling
37	67	Human Services Personnel
38	66	Recycling
39	64	Hospital Info
40	64	Rent Deposit Assistance
41	59	Furniture
42	59	Referral to Doctor
43	59	Transp. Expense Assist.
44	58	Prescription Drug Assist.
45	56	Animal Services
46	56	Employment: General/Misc
47	52	Volunteer Opportunities
48	51	Assistive Equipment
49	51	Consumer: General/Misc
50	51	Housing: General/Misc
51	51	Human Services: General/Misc
52	50	School Info
53	48	Adult Protective Services
54	45	Animal Control
55	44	Dept. of Motor Vehicles Number
56	44	Free Meals/Soup Kitchens
57	44	Local Police
58	43	Clothing
59	43	Dental Care
60	43	Information Management
61	43	Public Assistance
62	41	City Govt. Related
63	41	Low Cost/Public Housing
64	38	Home Repairs
65	36	Appliances
66	36	Child Protective Services
67	36	General Counseling
68	35	Child Day Care

Television	16
Food/Shelter Card	13
Presentation	9
Bookmark	7
Total:	12554

69	35	Referral to Business
70	34	Complaints re: Businesses
71	34	Home Health Aides/Nursing
72	34	Youth Services
73	33	Community Groups
74	33	County Govt. Related
75	31	Library Info
76	31	Moving Assistance
77	31	Utilities Connection/Repair
78	30	Recreational Activities
79	29	Health Info/Education
80	29	Map Information/Directions
81	29	Senior Housing Info
82	28	Health: General/Misc
83	28	Job Referrals/Placement
84	28	Senior Support
85	28	Unemployment Benefits
86	27	Community Event Info
87	27	Donations: Furnishings/Housewares
88	27	Free Cell Phones
89	27	Medicare
90	27	Social Security Card/Number
91	26	Child Custody/Visitation
92	26	Child Support Assistance
93	26	Donations: Miscellaneous
94	26	Home-Delivered Meals
95	26	Lawyer Referral: Non-Criminal
96	26	Sheriff's Office
97	26	Support Groups
98	25	Domestic Violence
99	25	Drug/Alcohol Treatment
100	25	Family Law Courts
101	25	Higher Education
102	25	Jail Info
103	25	Job/Career Counseling
104	25	Parole/Probation Info
105	24	Solid Waste Mgmnt
106	23	Adult/Continuing Education
107	23	Environmental: General/Misc
108	23	Food/Nutrition: General/Misc
109	23	Prescription Drugs
110	23	Telephone Crisis Hotlines
111	22	Baby Furniture/Stroller
112	22	Crisis Counseling
113	22	Municipal Police
114	22	Taxi/Shuttle Services
115	22	Town Govt. Related
116	21	Auto Repairs

117	21	Computers & Equip
118	21	Prisoner Services
119	20	Car Repair
120	20	Consumer Protection
121	20	Disease Info
122	20	Drug/Alcohol Counseling
123	20	Job Training
124	20	State Govt. Related
125	19	Child Abuse/Neglect Reporting
126	19	Donations: Clothing
127	19	Garbage Collection Info
128	19	Long Term Care
129	19	Public Health
130	19	US Govt. Related
131	18	Child Care/Parenting Info
132	18	Education: General/Misc
133	18	Hearing Impairment
134	18	Holiday Assistance
135	18	I&R Community Service Guide
136	18	Referral to Dentist
137	18	Religious Activities
138	17	Drug/Alcohol Abuse: General/Misc
139	17	Emergency Medical Care
140	17	Financial Assistance: Medical
141	17	Home Rehabilitation
142	17	Parks
143	16	Divorce/Separation
144	16	Drug/Alcohol Self-Help Groups
145	16	Home Maintenance
146	16	Household Goods
147	16	Medicaid Acceptance
148	15	Bill Payment Assistance
149	15	Disabled Employment
150	15	District Attorney
151	15	Holiday Gifts/Toys
152	15	Housing Inspection/Code Enforcement
153	15	Human Rights Groups
154	15	I&R Administration
155	15	I&R Human Svcs Res Directory
156	15	Medical Waste Disposal
157	15	Nursing Facilities
158	15	Pregnancy Counseling/Testing
159	15	Voting/Election Info
160	14	Detox/Rehabilitation
161	14	Diagnostic Services/Health Screening
162	14	Donations: Food
163	14	Phys.Disabled Support

164	14	Protective Services for Animals
165	14	State Police
166	14	Suicide Counseling
167	14	Veterans Benefits Assistance
168	14	Weather/Road Conditions
169	14	Youth Counseling
170	13	Advocacy for Phys.Disabled
171	13	Caregiver Support/Assistance
172	13	Disaster Relief/Recovery
173	13	Holiday Programs
174	13	Mass Transit Passes
175	13	Mediation
176	13	Parenting Education/Support
177	13	Unemployment Ins. Ben. Assistance
178	13	Water Testing
179	12	Discrimination: General/Misc
180	12	Fire Protection
181	12	Homeless Financial Assistance
182	12	Interpreter/Translation Services
183	12	Mortgage Foreclosure Assistance
184	11	Business Development
185	11	Donations: Philanthropic
186	11	Employment Discrimination
187	11	Home Buying Assistance
188	11	Home Repairs (minor)
189	11	Human Services Planning
190	11	Legal Documents
191	11	Pest Control
192	11	Rabies Information
193	11	Referral to Therapist
194	11	Veterinary Services
195	10	Abuse Prevention
196	10	Airline Info
197	10	Bereavement Counseling
198	10	Birth Records
199	10	Complaints re: General/Misc
200	10	Complaints re: Health Care
201	10	Credit Counseling
202	10	Crime Reporting
203	10	Divorce/Separation Support
204	10	Financial Assistance: Disabled
205	10	Food/Meal Vouchers
206	10	Licenses/Permits: General/Misc
207	10	Sexual Abuse Counseling
208	9	Crisis Shelter
209	9	Drivers License Info
210	9	Employee Rights
211	9	Homeless Veterans

212	9	Housing: Phys.Disabled
213	9	Immunizations
214	9	Law Enforcement Agencies
215	9	Meeting Spaces
216	9	Moving Expense Assistance
217	9	Personal Care Items
218	9	Physical Therapy
219	9	Ride Sharing
220	9	Veteran Outpatient Clinics
221	9	Wellness Programs
222	9	women's health
223	8	Automobiles
224	8	Baby Clothing
225	8	Car Seat Loans
226	8	Child Care Subsidies
227	8	Civic/Neighborhood Associations
228	8	Civil Liberties
229	8	Complaints re: Taxes
230	8	Consumer Education
231	8	Consumer Law
232	8	Dance/Music/Theater Performances
233	8	Diapers
234	8	Emergency Alert Systems (PERS)
235	8	Financial Assistance: Seniors
236	8	Health Insure - Child
237	8	Insurance Questions
238	8	Part Time Employment
239	8	Police Records/Reports
240	8	Politician Info
241	8	School Supplies
242	8	Traffic Violations
243	8	Youth Sports/Recreation
244	7	Adult/Senior Abuse/Neglect
245	7	Adult/Sr Abuse Reporting
246	7	Advocacy for Dev. Disabled
247	7	Business Legitimacy
248	7	Complaints re: Housing
249	7	Couple/Marriage Counseling
250	7	Disease Foundations
251	7	Domestic Violence Reporting
252	7	Family Counseling
253	7	Family Planning
254	7	Farmer's Market
255	7	Financial Assistance Day Care
256	7	Public Safety
257	7	Recreation for Seniors

258	7	Recreational Facilities
259	7	Senior Health Care
260	7	Senior Nutrition
261	7	Special Education
262	7	Spouse/Partner Abuse Counseling
263	6	Agriculture
264	6	Baby Food/Formula
265	6	Car Sharing Programs
266	6	Career Development
267	6	Complaints re: Human Svces
268	6	Crime Victim Assistance
269	6	Disability Insurance
270	6	Elected Officials
271	6	Fathers Rights
272	6	GED Info
273	6	Hospice Services
274	6	Labor Law
275	6	Learning Disabled Resources
276	6	Literacy Tutoring
277	6	Media Info
278	6	Motor Vehicle
279	6	Mutual Support Groups
280	6	Personal Loans
281	6	Physical Disabilities
282	6	Pre-Natal Care
283	6	Rent Supplements
284	6	Tools/Equipment
285	6	Tourist Info
286	6	Toxic Chemicals/Waste
287	6	Visual Impairment
288	6	Vocational Education
289	6	Weatherization
290	6	WIC
291	6	Youth Clubs/Afterschool Prgms
292	5	air conditioner
293	5	Automotive Repair
294	5	Complaints re: Police
295	5	Donations: Motor Vehicle
296	5	Environmental Groups
297	5	Free/Low Cost Bicycles
298	5	Funeral Arrangements
299	5	Head Start/Preschool Programs
300	5	Housing: Dev.Disabled
301	5	Housing: Psych.Disabled
302	5	Medical Expense Assistance
303	5	Offender/Abuser Counseling
304	5	Passport/Visa Info
305	5	Physical Fitness

306	5	Small Business Assistance
307	5	Student Financial Aid
308	5	Thrift Shops
309	5	Veterans' Groups
310	5	Youth Employment
311	4	Accessibility Info
312	4	Advocacy for Immigrants/Refugees
313	4	AIDS Info
314	4	Air Quality
315	4	Anger Management
316	4	Business Licenses
317	4	Complaints re: Automobile
318	4	Death Records
319	4	Dental Emergency
320	4	Donations: Computer Equip.
321	4	Human Services Employment
322	4	Law Guardians
323	4	Marriage License Info
324	4	Mental Health Inpatient Facilities
325	4	Notarizing
326	4	Poison Control
327	4	Psych.Disabled Support
328	4	Senior Employment
329	4	Smoking Cessation
330	4	Tax Relief
331	4	Travel Info
332	4	Veterans Affairs Medical Centers
333	4	Volunteer Coordination
334	3	Advocacy for Psych.Disabled
335	3	Birth Control
336	3	Business/Corporate Law
337	3	Car Rentals
338	3	Clean-up Days
339	3	Clinical Case Management
340	3	Crime Prevention
341	3	Day Treatment Programs
342	3	Developmental Disabilities
343	3	Early Intervention
344	3	Emergency Rescue
345	3	Food Co-ops
346	3	Foster Care
347	3	Gay/Lesbian Groups
348	3	HIV Testing
349	3	Immigration/Naturalization
350	3	Income Maintenance Programs
351	3	Lawyer Referral: Criminal
352	3	Lesbian/Gay/Bisexual Support

353	3	Medical Records
354	3	Mobile Home Related
355	3	Mortgage Assistance
356	3	Pediatrics
357	3	Personal Bankruptcy
358	3	Phys.Disabled Employment
359	3	Political/Activist Groups
360	3	Retirement Benefits
361	3	Sexual Harassment Assistance
362	3	Sign Language Courses
363	3	Single Parent Support
364	3	State Prisons
365	3	Summer Camp Info
366	3	Supervised Living Facilities
367	3	Tutoring
368	2	Accessibility Compliance
369	2	Adoption
370	2	Adult/Senior Day Care
371	2	Building/Construction Permits
372	2	Charitable
373	2	Complaints re: Food
374	2	Complaints re: Insurance
375	2	Complaints re: Mental Hlth Svces
376	2	Credit Reports
377	2	Dev.Disabled Employment
378	2	Dev.Disabled Support
379	2	Donations: Eyeglasses
380	2	Dump/Landfill Info
381	2	Eating Disorder
382	2	Employee Benefits
383	2	Environmental Improvement Groups
384	2	ESL Classes
385	2	Estate Planning Assistance
386	2	Group Homes
387	2	Home Insurance
388	2	Housekeeping
389	2	Investment Counseling
390	2	Medicaid Buy-In
391	2	Museums
392	2	Nutrition Education
393	2	Occupational/Professional Groups
394	2	Pain Management
395	2	Parents Rights
396	2	Post-disaster Clothing/Supplies
397	2	Private School Info
398	2	Psych.Disabled Employment

399	2	Reading Programs
400	2	Recreational Classes
401	2	Residential Placement, Disabled
402	2	Respite Care
403	2	Safety Equipment
404	2	Singles' Groups
405	2	Soc. Svcs Fraud Reporting
406	2	Teen Pregnancy
407	2	Ticket Info
408	2	Translators
409	2	Veteran Support Group
410	2	Worker's Compensation
411	1	Abortion
412	1	Academic Counseling
413	1	Agricultural Business
414	1	Apprenticeship/Internship
415	1	Art Galleries/Exhibits
416	1	Big Brother/Big Sister
417	1	Breast Feeding
418	1	Childbirth Classes
419	1	Citizenship/Naturalization
420	1	Complaints re: Lawyer
421	1	Court Records
422	1	Crime Victims Counseling
423	1	Donations: Blood/ Organs
424	1	Donations: Holiday Related
425	1	Eating Disorders
426	1	Environmental Law
427	1	Financial Assistance: Immig/Refugees
428	1	Formula/Baby Food
429	1	Gambling Counseling/Treatment
430	1	Health Maintenance Org
431	1	Holistic/Alternative Treatments
432	1	Home Purchase Loans
433	1	Labor Unions
434	1	Land Records
435	1	Legal Education
436	1	Life Insurance
437	1	Low Interest Mortgages
438	1	Nonprofit Corporation Development
439	1	Nonprofit Management
440	1	Nonprofit Technical Assistance
441	1	Non-Profit/Charity Legitimacy
442	1	Occupational Health and Safety
443	1	Occupational/Professional Licensing

444	1	Physical Abuse Counseling
445	1	Post-disaster Cleanup
446	1	Post-disaster Donations
447	1	Post-disaster Service Status
448	1	Post-disaster Shelter Services
449	1	Private Foundation Info
450	1	Recreation for Disabled
451	1	Reproductive Health Care
452	1	Residency Certificate Info
453	1	Retirement Homes/Communities
454	1	Safety Alerts
455	1	Safety Education
456	1	Sexually Transmitted Diseases
457	1	Sheriff's I.D.
458	1	Special Interest Clubs
459	1	Spectator Sports
460	1	Stress Management
461	1	Student Project Assistance
462	1	Tax Law
463	1	TB Screening