

## 211 Tompkins/Cortland Statistics – 2015 (Jan-Dec)

Total Calls: 13,020 (11,161 calls and 1,859 non-transactional calls) [monthly avg.: 1,085]

Total Call Time: 1,178 hours and 8 minutes [monthly avg.: 98 hours, 11 minutes]

Average Call Length: 5.43 minutes (most calls 2-4 minutes)

Lowest Call Volume Day: Sun. Jan. 4; Sun. July 26; Sun. Oct. 11; Sun. Nov. 22 (0 calls)

Highest Call Volume Day: Tuesday, January 27 (129 calls)

Busiest Day of the Week: Tuesday (average of 54 calls/day)

Busiest Time of Day: 10 a.m. – 12 p.m. (weekday average of 4 calls/hour)

Average Calls Taken During Business Hours: 46/day (5/hour)

Referrals Provided: 13,482 [monthly avg.: 1,124]

Resources Added: 49 (19 agencies; 30 programs)

Resources Updated: 6,004 (659 agencies; 5,345 programs)

Resources Verified: 478 (97 agencies; 381 programs)

### Basic Call Information

#### Age

0-17	36
18-54	9,092
55-59	384
60 and over	1,637
Unknown	106

#### Gender

Female	7,850
Male	3,367
Transgender	1
Unknown	52

#### Language

Cantonese	2
English	13,018

#### Special Status Reported

Active duty military	3
Disabled	84
Insured	5
Medicaid	60
Medicare	49
Unemployed	10
Uninsured	64
Veteran/military service	18

#### Special Calls

FISH	1,083
NYSOH	1,077
VITA	2,815

#### Source of Contact

Chat	51
Email	37
Phone/211	12,745
Walk-in/In-person	187

### Non-Transactional Call

2-1-1 Phantom	188
Hang-up	599
HSC Call	66
Prank caller	5
Static Call	702
Telemarketer/Other business	52
Wrong number	247

### Referral Source

211 Info Card	49
411/Information	13
911	3
Always known	2
Banner	24
Billboard	11
Bookmark	2
Bus ads	15
Business/Employer	316
Food/shelter card	2
Fridge magnet	75
Friend/Relative/Neighbor	1,261
Government Agency	353
Human Services Organization	974
Internet	351
Newspaper/Magazine	38
Other	305
Outreach event	10
Phonebook	44
Poster	47
Presentation	2
Professional e.g. doctor lawyer	65
Radio promotion	30
Repeat caller	6,780
Television promotion	26
Unknown	404

### Inquiry Type

Advocacy	24
Contracted service	5,185
Information & referral	4,702
Information only	1,296

### Caller Type

Business	21
Government Agency	8
Human Services Agency	127
Individual	12,852
School	10

### Calling For

Client/Patient	194
Employee	7
Friend	95
General information	57
Other	21
Other relative	35
Parent	40
Patient/client	28
Self (individual)	12,387
Son/daughter	121
Spouse/significant Other	28
Student	6

## Caller Location

Tompkins County: 11,976

Brooktondale Village	135
Caroline Township	123
Danby Township	168
Dryden Township	493
Dryden Village	239
Enfield Township	186
Etna Village	18
Freeville Village	150
Groton Township	275
Ithaca City	5,027
Ithaca Cornell	50
Ithaca Town	1,342
Ithaca - unspecified	38
Jacksonville Village	8
Lansing Township	314
Mc Lean Village	29
Newfield Township	484
Slaterville Springs Village	30
Trumansburg Village	249
Ulysses Township	156
Tompkins County – unspecified	2,462

Cortland County: 493

Blodgett Mills Village	1
Cincinnatus Township	7
Cortland City	334
Cortlandville Township	37
Freetown Township	3
Harford Township	15
Homer Township	24
Little York Village	1
Marathon Township	16
McGraw Village	13
Preble Township	3
Scott Township	2
Truxton Township	9
Virgil Township	8
Willet Township	1
Cortland County – unspecified	19

Other New York Counties: 463

Albany	3
Bronx	3
Broome	56
Cayuga	50
Chemung	35
Chenango	13
Erie	3
Franklin	1
Fulton	1
Genesee	1
Greene	1
Jefferson	1
Kings	2
Madison	3
Monroe	10
New York	1
Oneida	1
Onondaga	28
Ontario	1
Orleans	1
Oswego	2
Putnam	1
Queens	1
Schuyler	61
Seneca	39
Steuben	23
Suffolk	1
Tioga	110
Ulster	2
Wayne	1
Yates	7

Other Locations: 88

Alabama	2
Arizona	20
California	5
Colorado	2
Connecticut	4
Washington, D.C.	1
Florida	7
Georgia	1
Illinois	2
Indiana	1
Kansas	1
Maryland	1
Maine	2
Michigan	1
North Carolina	2
New Jersey	2
Nevada	1
Ohio	3
Oregon	2
Pennsylvania	4
South Carolina	2
Tennessee	1
Texas	7
Utah	1
Virginia	1
Vermont	1
Washington	1
Wisconsin	1
Unknown	9

## Caller Needs

<b>Basic Needs: Food</b>	<b>304</b>	Home Repairs (minor)	3
Emergency Food	1	Homebuyer/Home Purchase Counseling	13
Farm/Ranch Management Support	1	Homeless Drop In Centers	16
Farmers Markets	6	Homeless Financial Assistance	2
Food Banks/Food Distribution Warehouses	3	Homeless Shelter	75
Food Pantries	144	Homeless Support	17
Food Rescue Programs	8	Housing Authorities	3
Food/Meal Vouchers	3	Housing Search and Information	1
Food/Nutrition: General/Misc	7	Housing: General/Misc	41
Formula/Baby Food	4	Housing: Phys.Disabled	1
Free Food	73	Independent Living Communities/Complexes	4
Free Meals/Soup Kitchens	14	Life Care Communities	1
Grocery Delivery	2	Low Cost Building Materials/Supplies	3
Home Delivered Meals	10	Low Cost Home Rental Listings	5
Mobile Markets	3	Low Cost/Public Housing	6
Sack Lunches/Dinners	1	Low Inc./Subsidized Private Rental Housing	2
Senior Nutrition	1	Low Income/Subsidized Rental Housing	19
Soup Kitchens	21	Market Rate Rental Housing Listings	20
Summer Food Service Programs	2	Mobile Home Related	3
		Mortgage Assistance	2
<b>Basic Needs: Housing/Shelter</b>	<b>745</b>	Mortgage Foreclosure Assistance	4
Adult Residential Care Homes	1	Moving Assistance	21
Affordable Housing	69	Moving Expense Assistance	4
At Risk/Homeless Housing Assistance	40	Public Housing	4
Crisis Shelter	3	Ramp Construction Services	2
Domestic Violence Shelters	12	Relocation Assistance	1
Emergency Shelter	25	Rent Payment Assistance	67
Emergency Shelter Clearinghouses	7	Rent Supplements	1
Energy/Water Conservation Improvements	7	Rent Supplements/Section 8	24
First Time Buyer Home Loans	5	Rental Deposit Assistance	49
Home Barrier Evaluation/Removal Services	1	Retirement Homes/Communities	1
Home Buying Assistance	3	Section 8 Housing Choice Vouchers	36
Home Insurance	1	Senior Housing Info	11
Home Maintenance	5	Supervised Living Facilities	1
Home Purchase Loans	1	Supported Living Services for Disabled Adults	1
Home Rehabilitation	7	Sweat Equity Programs	1
Home Rehabilitation Grants	4	Transitional Housing/Shelter	2
Home Rehabilitation Programs	13	USDA Rural Home Purchase Loan Programs	3
Home Rental Listings	42	Utilities Connection/Repair	6
Home Repairs	18	Weatherization Programs	5

Basic Needs: Material Goods 207

Appliances	8
Automotive Repair	8
Baby Clothing	7
Baby Furniture	13
Beds	8
Cell Phones	13
Clothing	23
Computer Repair	2
Computers & Equip	4
Diapers	2
Furnaces	2
Furniture	29
Household Goods	35
Merchandise/Services Discount Cards	1
Personal Care Items	2
Personal Goods/Services	4
Personal/Grooming Needs	5
Personal/Grooming Supplies	7
Thrift Shops	19
Tools/Equipment	1
Water Heaters	1
Winter Clothing	12
Work Clothing	1

Basic Needs: Transportation 1,622

Airline Info	4
Airports	4
Automobile/Van Rentals	1
Bus Terminals	6
Car Sharing Programs	9
Dept. of Motor Vehicles Number	8
Disability Related Transportation	23
Emergency Road Service	2
Free/Low Cost Bicycles	1
Local Automobile Transportation	1
Local Bicycle Transportation	1
Local Bus Transit Services	24
Local Transportation	1
Long Distance Bus Passenger Services	5
Mass Transit Passes	1
Medical Appointments Transportation	1,355
Post-disaster Transportation	1
Paratransit/Community Ride Programs	2
Public Transportation	29
Ride Sharing Programs	3
Senior Ride Programs	17
Taxi/Shuttle Services	39
Tourist Information	3
Train Stations	1
Transportation	1
Transportation Assistance	22
Transportation Expense Assistance	26
Transportation Organizations	3
Transportation: General/Misc	27
Travel Directions/Trip Planning	2

<b>Basic Needs: Utilities</b>	<b>268</b>	Driver Licenses	9
Air Conditioner	1	Financial Management Workshops	1
Bill Payment Assistance	17	General Property Tax Information	2
Discounted Telephone Service	12	Govt Consumer Protection Agencies	3
Electric Service Payment Assistance	3	Icy Sidewalks	5
Electric Service Providers	13	Income Tax Assistance	2,946
Gas Service Payment Assistance	3	Insurance Questions	9
Heat Assistance	53	Investment Counseling	2
Heating Fuel Payment Assistance	49	Land Records	2
Local Water Utilities	1	Marriage Licenses	1
Natural Gas Service Providers	6	Medical Records	1
Utility Arrearage Payment Plans	3	Mortgage Delinquency/Default Counselng	2
Utility Assistance	57	Motor Vehicle	8
Utility Bill Payment Plan Negotiation	27	Motor Vehicle Registration	8
Utility Service Payment Assistance	23	Occupation/Profession License/Certifictn	1
		Online Tax Preparation/E-Filing Sites	2
<b>Consumer Services</b>	<b>3,679</b>	Passport/Visa Info	5
Adult/Senior Abuse/Neglect	2	Personal Financial Counseling	13
Birth Certificates/Records	8	Police Records/Reports	2
Business Legitimacy	3	Property Tax Assessment Agencies	1
Business Phone Number	150	Property Tax Exemption Information	2
Business Registration/Licensing	5	Records/Licenses/Permits	10
Cell Phones	9	Referral to Business	11
Charitable	3	Social Security Card/Number	13
Complaints: Automobile	1	Tax Info	90
Complaints: Businesses	5	Tax Law	2
Complaints: General/Misc	14	Tax Preparation Assistance	28
Complaints: Health Care	6	Taxpayer Advocate Services	3
Complaints: Housing	3	Vehicle Registration	1
Complaints: Insurance	5	VITA Programs	216
Complaints: Lawyer	4	Water Well Permits	4
Complaints: Police/Law Enforcement	7		
Complaints: School	1		
Complaints: State Government	2		
Complaints: Taxes	1		
Consumer Education	7		
Consumer Protection	5		
Consumer: General/Misc	20		
Credit Counseling	7		
Daily Money Management Services	2		
Death Certificates/Records	2		
Disability Parking Permits	1		
Do Not Call Registries	3		

Criminal Justice & Legal Services	758	Intensive Supervision of Offenders	1
Abuse Prevention	4	Internet Fraud Reporting	1
Adoption Courts	1	Issue Advocacy	1
Advocacy	1	Jail Info	4
Benefits Assistance	18	Juvenile Diversion	1
Business/Corporate Law	1	Landlord Associations	4
Certificates/Forms Assistance	1	Landlord/Tenant Dispute Resolution	41
Child Custody/Visitation Assistance	8	Law Enforcement Agencies	3
Child Support Assistance/Enforcement	24	Lawyer Referral Services	20
Civil Liberties	4	Legal Counseling	36
College/University Campus Police	2	Legal Documents	9
Community Courts	18	Legal Education	3
Community Legal Clinics	79	Legal Representation	6
Consumer Fraud Reporting	4	Legal Services	1
Consumer Law	3	Local Police	7
County Correctional Facilities	7	Long Term Care Ombudsman Programs	1
Court Info	36	Malpractice	2
Crime Prevention	1	Mediation	9
Crime Reporting	2	Municipal Police	50
Crime Victim Assistance	4	Notarizing	4
Crime Victim Compensation	1	Parents Rights	1
Criminal State Trial Courts	3	Parole/Probation Info	16
Discrimination Assistance	15	Probate Courts	2
District Attorney	5	Protection/Advocacy for Disabled Individuals	5
Divorce/Separation Assistance	13	Reporting Centers for Offenders	2
Domestic Violence Intervention Programs	2	Sheriff	33
Drug Courts	2	Small Claims Courts	3
Employee Rights	1	State Attorneys General	1
Eviction Prevention Legal Assistance	42	State Court of Appeals	2
Ex-Offender Reentry Programs	12	State Police	21
Family Law	1	State Supreme Court	2
Family Law Courts	40	Tenant Rights Information/Counseling	16
Family Violence Prevention	2	Traffic/Parking Ticket Information/Advice	2
Free Legal Assistance	43	Unfair Labor Practices	7
General Benefits Assistance	8	Veteran Benefits Assistance	2
General Education Advocacy	1		
Health Insurance Claims Assistance	1		
Identity Theft Prevention	2		
Immigrant Benefits Assistance	5		
Immigration/Naturalization Legal Services	7		
Individual Advocacy	12		
Inmate Support Services	2		
Inmate Visitation Programs	1		



## Education 128

Adult High School Diploma Programs	3
Adult Literacy Programs	5
Adult/Continuing Education	5
Alternative Schools	1
Campus Information and Visitor Services	7
Education: General/Misc	12
English as a Second Language	5
Exchange Student Programs	1
Free School Supplies	14
Graduation Requirements Programs	1
Head Start/Preschool Programs	4
Higher Education	7
Inclusive Preschools	2
Middle Schools	4
Migrant Education Programs	1
Open Universities	1
Parent/Family Involvement in Education	1
Private School Info	1
Reading Programs	1
Regional Occupational Centers	6
Scholarship Clubs	1
School Districts	7
School Info	13
Secondary/High Schools	1
Special Education	6
Student Financial Aid	1
Student Health Programs	1
Student Loans	1
Student Organizations	4
Student Project Assistance	2
Student Transportation Services	3
Tutoring Services	4
Vocational Education	2

## Environment & Public Health/Safety 181

Agriculture	1
Air Quality	1
Alternative Energy Sources	1
Babysitting Instruction	1
Building/Construction Permits	1
Car Seat Loans	2
Child Passenger Safety Seats	3
Driving Safety Education	1
Dump/Landfill Info	1
Energy Use Audits	1
Environmental Groups	2
Environmental: General/Misc	10
Fire Prevention Information	1
Fire Protection	5
Fire Services	9
Garbage Collection Info	3
Home Safety Devices	3
Home Safety Evaluations	3
Housing Inspection/Code Enforcement	2
Medical Waste Disposal	11
Medication Disposal	44
Pest Control	5
Public Facility Health Inspection	7
Public Health	8
Public Safety	1
Rabies Control	3
Radon Testing/Info	1
Recycling	22
Restaurant/Food Sanitation	1
Safety Alerts	1
Safety Equipment	1
Solid Waste Mgmt	14
Tap Water Testing	1
Toxic Chemicals/Waste	1
Weather/Road Conditions	6
Wildlife	3

Health Care	2,239	Health Insurance	516
Adapted Vehicles	2	Health Insurance Info/Counseling	120
Affordable Care Act Qualified Health Plans	3	Health Insurance Marketplaces	6
AIDS/HIV Prevention Counseling	4	Health Insurance/Dental Coverage	2
Ambulance Services	2	Health Insure - Child	25
Assistive Equipment	16	Health: General/Misc	15
Assistive Technology Equipment Loan	3	Healthy Eating Programs	1
Assistive Technology Equipment Rental	1	Hearing Aids	2
Audiological Evaluations	2	Hearing Impairment	2
Birth Control	1	Holistic Health Care	2
Birth Orientation Programs	1	Home Health Aide Services	20
Brain Injury Rehabilitation	2	Home Health Care	3
Chronic Disease Self Management Program	6	Home Nursing	2
Community Health Clinics	59	Hospice Care	1
Computer Access Aids	1	Hospice Facilities	1
Condition Specific Rehabilitation Services	1	Immunizations	7
Dental Care	39	Independent Living Skills Instruction	3
Developmental Disabilities	2	Lead Poisoning Screening	2
Diagnostic Imaging/Radiology	1	Long Term Care Options Counseling	8
Diagnostic Services/Health Screening	6	Low Vision Aids	1
Disease Foundations	4	Medicaid Acceptance	14
Disease/Disability Information	19	Medicaid Info	57
Disease/Disability Screening/Diagnosis	1	Medical Care Expense Assistance	14
Driving Evaluation	1	Medical Equipment/Supplies	1
Early Intervntn - Child w/Disabilities/Delays	1	Medicare Info/Counseling	17
Eating Disorders	2	Navigator Programs	455
Emergency Room Care	11	Needle Exchange/Distribution Programs	5
Eye Care	1	Nursing Facilities	5
Eye Care Expense Assistance	3	Nursing Registries	1
Eye Examinations	1	Nutrition Assessment Services	1
Family and Community Medicine	2	Nutrition Education	2
Family Planning	8	Occasional Medical Equipment/Supplies	2
Financial Assistance: Medical	6	Occupational Therapy	1
First Aid Instruction	2	Pain Management	3
Flu Vaccines	1	Palliative Care	1
General Acute Care Hospitals	64	Pediatrics	1
General Dentistry	3	Personal Health Care Advocate Services	2
General Health Education Programs	1	Pharmacies that Deliver	8
General Medical Care	5	Physical Disabilities	2
General Medical Equipment Provision	7	Physical Therapy	13
Glasses/Contact Lenses	2	Physician Referral Services	70
Health Care Referrals	31	Poison Control	2
Health Info/Education	12	Powered Wheelchairs	1

Pregnancy Counseling/Testing	8	General Youth Employment Programs	3
Prenatal Care	1	Household Related Public Assistance	1
Prescription Drug Assist.	10	Income Maintenance Programs	1
Prescription Drug Discount Cards	4	Job Banks	1
Prescription Drug Patient Assistance	1	Job Readiness	1
Prescription Drugs	14	Job Search Resource Centers	7
Prescription Expense Assistance	12	Job Search/Placement	14
Private Dental Practices	2	Job Situations	2
Private Physician/Clinic Info	28	Job/Career Counseling	4
Referral to Medicaid Dental Practitioners	2	Medicaid	15
Safer Sex Education	1	Medicaid Appeals/Complaints	1
Senior Health Care	2	Medicare	5
Sexually Transmitted Diseases	1	Medicare Appeals/Complaints	2
Skilled Nursing Facilities	4	Personal Loans	2
Smoking Cessation	4	Phys.Disabled Employment	1
Speech and Language Evaluations	1	Prejob Guidance	3
State Health Insurance Marketplace	21	Public Assistance Programs	20
State/Local Health Ins. Info/Counseling	334	Senior Community Service Employment	2
Teaching Hospitals	1	Senior Employment	2
Travel Training for Seniors/Disabled	2	Skills Exchanges/Cooperatives	1
Urgent Care Centers	16	Social Security Disability Insurance	11
Veteran Outpatient Clinics	4	Social Security Retirement Benefits	47
Veterans Affairs Medical Centers	1	Social Security/SSI	47
Wellness Programs	2	State Medicaid Managed Care Enrollment	102
Wheelchairs/Wheeled Mobility	3	State Medicaid Managed Care Insurance	10
Women's Health	3	State Medicaid Waiver Programs	3
		State/Local Health Insurance Programs	3
		Supported Employment	3
		Undesignated Temp. Financial Assistance	75
		Unemployment Benefits	15
		Unemployment Insurance	6
		Vocational Rehabilitation	1
		WIC	4
		Workers Compensation	6
<b>Income Support &amp; Employment</b>	<b>691</b>		
Adult State/Local Health Ins. Programs	1		
Apprenticeship Training	1		
Basic Income Maintenance Programs	34		
Career Counseling/Development	2		
Child Care Expense Assistance	5		
Children's State/Local Health Ins. Programs	3		
Comprehensive Job Assistance Centers	27		
Disability Insurance	6		
Disabled Employment	5		
Employee Benefits	1		
Employment: General/Misc	20		
Financial Assistance: Disabled	3		
Financial Assistance: General/Misc	61		
Financial Assistance: Seniors	2		
Food Stamps/SNAP	99		

Individual & Family Life	465	Expectant/New Parent Assistance	4
Addictions/Dependencies Support Groups	1	Families/Friends of Alcoholics Support Group	2
Adoption Services	3	Families/Friends of Drug Abusers Supp. Grp.	2
Adult Out of Home Respite Care	1	Family Based Services	1
Adult Protective Intervention/Investigation	1	Family Maintenance/Reunification	1
Adult Protective Services	38	Field Trips/Excursions	1
Adult/Senior Day Care	1	Friendly Visiting	1
Advocacy	6	Funeral Arrangements	1
Advocacy/Ombudsman Volunteers	1	Funeral Societies	1
Alcohol Dependency Support Groups	6	Gardening/Landscaping Instruction	1
Alternative Dispute Resolution Volunteers	2	General Bereavement Support Groups	3
Animal Control	29	General Recreational Activities/Sports	1
Animal Rescue	1	Health/Disability Related Support Groups	5
Animal Services	26	Holiday Donations	3
Animal Shelters	13	Holiday Gifts/Toys	10
Caregiver Support/Assistance	3	Home Maintenance & Minor Repair Services	18
Caregiver/Care Receiver Support Groups	2	Homeschooling Support Groups	1
Case/Care Management	5	Hospital/Institutional Visit Volunteers	1
Child Abuse Reporting/Emergency Response	17	Hunting/Fishing Info	1
Child Abuse/Neglect Reporting	5	In Home Assistance	1
Child Care Centers	5	In Home Assistance Registries	2
Child Care Provider Referrals	1	In Person Support Groups	1
Child Care/Parenting Info	8	Language Translation	5
Child Custody/Support Support Groups	1	Leadership Development	1
Child Day Care	11	Locator Aids	1
Child Development Classes	1	Mental Health Related Support Groups	1
Child Protective Services	17	Museums	1
City/County Parks	3	Parenting Education/Support	10
Coaching Volunteer Opportunities	1	Parenting Helplines	3
Community Events/Celebrations/Festivals	8	Parenting Skills Classes	4
Computer and Related Technology Classes	3	Personal Alarm Systems	1
Construction/Home Maintenance Volunteers	2	Personal Finances/Tax Assistance Volunteers	13
Co-Parenting Workshops	1	Pet Care Services	1
Coroner Services	1	Pet Food	2
Dance/Music/Theater Performances	1	Phys.Disabled Support	4
Disability Related Parenting Programs	1	Pregnancy/Childbirth Support Groups	1
Disaster Preparedness/Mitigation Volunteers	8	Public Parks	4
Domestic Violence Reporting	5	Recreation for Seniors	1
Domestic Violence Support Groups	1	Recreational Activities	4
Drop In Child Care	3	Recreational Facilities	1
Economic Self Sufficiency Programs	1	Recreational/Leisure/Arts Instruction	1
Emergency Alert Systems (PERS)	1	Religious Activities	3
Emotions Anonymous Support Groups	2	Residential Tree Maintenance	2

Respite Care	2	Divorce/Separation Support	1
Senior Support	18	Domestic Violence Hotlines	18
Separation/Divorce Support Groups	1	Drug Recovery Homes/Halfway Houses	2
Sexual Assault Volunteer Opportunities	1	Drug Testing	1
Sick Animal Care	1	Drug/Alcohol Abuse: General/Misc	4
Special Olympics	1	Drug/Alcohol Counseling	10
State Parks	3	Drug/Alcohol Self-Help Groups	6
Summer Camps	4	Drug/Alcohol Treatment	9
Swimming Facilities	1	Eating Disorders Treatment	1
Teen Expectant/New Parent Assistance	1	Ex-Offender Counseling	2
Tourist Info	1	Family Counseling	4
Transportation Volunteer Opportunities	11	Family Psychoeducation	1
Travel Info	1	Forensic Mental Health Evaluation	1
Tutoring Volunteer Opportunities	1	General Counseling Services	13
Veterinary Services	6	General Crisis Intervention Hotlines	10
Volunteer Opportunities	13	General Mental Health Info/Education	5
Volunteer Recruitment/Placement	5	Health/Disability Related Counseling	1
Weight Related Support Groups	1	Individual Counseling	2
Well Animal Checkups	5	Inpatient Drug Detoxification	4
Women's Social Clubs	2	Mental Health Halfway Houses	3
Youth Clubs/Afterschool Prgrms	3	Mental Health Inpatient Facilities	1
Youth Enrichment Programs	2	Mental Health Outpatient Facilities	2
Youth Services	5	Mental Health Screening	1
Youth Sports/Recreation	3	Mental Health: General/Misc	28
		Pet Assisted Therapy	1
<b>Mental Health &amp; Substance Abuse</b>	<b>277</b>	Private Therapy Practices	1
Adolescent/Youth Counseling	3	Psychiatric Mobile Response Teams	1
Anger Management	2	Psychiatric Rehabilitation	1
Assertive Community Treatment	2	Residences for Chronic Substance Abusers	1
Assessment for Substance Abuse	2	Smoking Cessation	2
Bereavement Counseling	4	Substance Abuse Day Treatment	4
Caregiver Counseling	1	Substance Abuse Education/Prevention	5
Central Intake/Assessment: Mental Health	1	Substance Abuse Inpatient Treatment	4
Central Intake/Assessment: Substance Abuse	5	Substance Abuse Outpatient Treatment	5
Child Guidance	1	Substance Abuse Residential Treatment	2
Clinical Psychiatric Evaluation	2	Substance Abuse Screening	2
Community Mental Health Agencies	18	Suicide Counseling	5
Counseling Services	16	Suicide Prevention Hotlines	17
Crime Victims Counseling	1	Suicide Prevention Programs	2
Crisis Counseling	6	Support Groups	7
Day Treatment Programs	3	Therapy Referrals	6
Detoxification	6	Transitional Mental Health Services	6
Divorce Counseling	1	Veteran Reintegration Counseling	1

Organizational/Community Services 1,687

211 Lead Agencies	1
211 Systems	15
Accessibility Information	6
ADA Implementation Assistance	1
Administrative Entities	10
Administrative/Support Services Offices	6
Agency Based Libraries/Resource Centers	1
Agency phone number	23
Area Agencies on Aging	56
Book Distribution Programs	2
Book/Magazine Donation Programs	1
Building and Safety	1
Building Code Enforcement/Appeals	5
Building Permits	2
Business Associations	1
Business Development	3
Business Support Organizations/Services	2
Census Data/Statistics	1
Chambers of Commerce	3
Charities/Grantmaking Organizations	3
City Departments/Offices	10
City Govt. Related	15
City/Town Clerk Offices	24
City/Town Council Offices	2
City/Town Finance Offices	2
Civic/Neighborhood Associations	6
Clothing Donation Programs	1
Community Access Channels	2
Community Action Agencies	9
Community Groups	14
Community Organizing Assistance	2
Comprehensive Information and Referral	216
Constitutional/Civil Rights Groups	1
County Board of Supervisors Offices	1
County Clerk of the Courts Offices	6
County Departments/Offices	28
County Govt. Related	9
County Offices of Emergency Services	3
County Recorder Offices	4
Credit Unions	18
Cultural Heritage Programs	1
Dead Animal Pickup	7

Directory Assistance	279
Directory/Resource List Publication	1
Disaster Related Clothing/Emergency Supplies	3
Disaster Relief/Recovery	5
Disaster Services	7
Donated Specialty Items	7
Donation Drop Off Points	3
Donations: Clothing	10
Donations: Computer Equip.	2
Donations: Eyeglasses	1
Donations: Food	10
Donations: Furnishings/Housewares	4
Donations: Holiday Related	1
Donations: Miscellaneous	9
Donations: Motor Vehicle	1
Donations: Philanthropic	11
Downtown Development	3
Elected Officials	4
Election Information	5
Electronic Waste Recycling	1
Emergency Communications	1
Emergency Operations Centers	1
Federal Govt Agencies/Departments	1
Federal Government Information Lines	1
Federated Giving Programs	1
Film Presentations	1
FM Radio Stations	1
Food Donation Programs	1
Funding	1
Fundraising Campaigns	1
Glasses Donation Programs	1
Governor Offices	2
Hazardous Materials Collection Sites	3
Historical Societies	1
Household Goods Donation Programs	5
Housing Advocacy Groups	1
Human Relations Groups	1
Human Resource Management Offices	1
Human Rights Groups	1
Human Service Elsewhere	106
Human Services Personnel	9
Human Services Planning	9
Human Services: General/Misc	11

I&R Administration	4	School Closures	1
I&R Community Service Guide	6	School Supplies Donation Programs	1
I&R Human Svcs Res Directory	8	Science and Technology Museums	2
I&R Marketing/Outreach	1	Senior Centers	17
Individual Development Accounts	1	Senior Services	39
Information and Referral	139	Service Clubs	1
Information Lines	31	Service Planning and Delivery Assistance	4
Information Management	3	Sharps Disposal Programs	13
Internet Information Resources	8	Small Business Development	1
Legal Associations	22	Specialized Information and Referral	20
Legal Information Lines	2	Stage Productions	1
Library Info	5	State Government Agencies	16
Listservs	10	State Govt. Related	7
Local Officials Offices	2	State Legislature Offices	5
Map Information/Directions	8	Street Construction/Repair	1
Materials Exchange Programs	1	Subject Specific Public Awareness/Ed.	2
Mayors Offices	3	Theater Performances	1
Media Info	3	Town Govt. Related	5
Medical Information Lines	1	Trash/Garbage Pickup	3
Medication Disposal	49	U.S. House of Representatives Offices	3
Mental Health Associations	8	U.S. Senate Offices	7
Mobile Device Donation Programs	1	U.S. Govt. Related	4
Natural History Museums	1	Veteran Membership Organizations	5
Neighborhood Multipurpose Centers	14	Veterans Benefits Assistance	4
Nonprofit Management	1	Volunteer Coordination	4
Nonprofit Retail Stores	5	Voter Registration Offices	3
Occupational/Professional Associations	1	Voting/Election Info	1
Office Equipment/Supplies Donations	1	Wheelchair Donation Programs	1
Outreach Programs	1	Winter Clothing Donation Programs	4
Personal/Grooming Supplies Donations	2	Women's Advocacy Groups	1
Physician/Surgeon Associations	2	Work Clothing Donation Programs	2
Planning/Coordinating/Advisory Groups	6	Yard Waste Recycling	1
Political Parties	2		
Politician Info	1		
Post Offices	72		
Power Line/Pipeline Information	1		
Public Access Computers/Tools	1		
Public Charities	1		
Public Funding Resources	3		
Public Libraries	9		
Public Parking	4		
Radio Stations	1		
Recycling Centers	10		

Unmet Needs	95	Public Access Computers/Tools	1
211 Systems	1	Public Libraries	1
Addictions/Dependencies Support Groups	1	Rent Payment Assistance	3
Adult State/Local Health Insurance Programs	1	Rental Deposit Assistance	2
Animal Shelters	1	Sheriff	1
Area Agencies on Aging	1	Smoking Cessation	1
Automotive Repair	1	Soup Kitchens	2
Bereavement Counseling	1	State Court of Appeals	1
Building Code Enforcement/Appeals	1	Taxi Services	1
Car Sharing Programs	1	Transitional Housing/Shelter	1
Cell Phones	1	Transportation	1
Child Care Issues	1	Trash/Garbage Pickup	1
City/Town Finance Offices	1	Travel Directions/Trip Planning	1
Comprehensive Information and Referral	2	Undesignated Temp. Financial Assistance	2
Credit Unions	1	Utility Service Payment Assistance	1
Directory Assistance	10	Veterinary Services	1
Directory/Resource List Publication	1	VITA Programs	1
Electric Service Payment Assistance	2		
Emergency Communications	1		
Emergency Shelter	2		
Eye Care	1		
Federal Income Tax Information	1		
First Time Buyer Home Loans	1		
Food Pantries	3		
Furnaces	1		
General Acute Care Hospitals	1		
Glasses/Contact Lenses	1		
Home Maintenance/Minor Repair Services	1		
Homeless Shelter	7		
Housing Complaints	1		
Information and Referral	3		
Landlord/Tenant Dispute Resolution	3		
Legal Information Lines	1		
Legal Services	1		
Local Bus Transit Services	1		
Market Rate Rental Housing Listings	1		
Medical Appointments Transportation	7		
Medication Disposal	1		
Natural Gas Service Providers	1		
Online Tax Preparation/E-Filing Sites	1		
Paratransit/Community Ride Program	2		
Pet Care Services	1		
Psychiatric Mobile Response Teams	1		