

211 Tompkins-Cortland Statistics –2017 (January-December)

Total Calls/Contacts:	13,045 (monthly average 1,087)
Non-Transactional Calls:	1,670
Total Call Length:	1,046 hours, 28 min (monthly average 87 hours, 12 min)
Average Call Length:	4.81 minutes (typical calls 3-4 minutes)
Highest Call Volume Day:	Mon, Jan 30 (168 calls)
Lowest Call Volume Day:	Sun, Jan 1; Sun, Jan 8; Sun, Jan 15; Sat, Jan 21; Sun, Apr 16; Sun, Jun 18; Sun, Jun 25; Sun, Jul 9; Sat, Jul 22; Sat, Aug 12; Sun, Aug 20; Sat, Aug 26; Sun, Aug 27; Sat, Oct 21; Sat, Oct 28; Sun, Dec 17 (0 calls)
Busiest Days of the Week:	Monday (2,741 calls), Tuesday (2,739 calls)
Busiest Time of Day:	9:00 a.m. – 12:00 p.m. (weekday average 6.6 calls per hour)
Average Calls Taken During Business Hours:	48 per day (5.6 per hour)
Referrals Provided:	13,021 (monthly average 1,085)
Resources Added:	12 (3 agency, 9 program)
Resources Updated:	867 (222 agencies, 645 programs)
Resources Verified:	918 (232 agencies, 686 programs)

Basic Call Information

Age		Special Status (If Known)	
0-17	29	Active duty military	1
18-59	9100	Disabled	205
60-64	553	Homeless	23
65 and over	1602	Insured	25
N/A	55	Medicaid	221
Refused	64	Medicare	393
		Unemployed	24
		Uninsured	36
		Veteran/military service	71
Gender		Special Calls	
Female	7898	CHA	264
Male	3456	FISH	1166
N/A	44	Guthrie PHIP	8
Transgender	3	NYSOH	1231
Unknown	6	VITA	3876

Source of Contact

Chat	43
Email	55
Phone/211	12727
Text	1
Walk-in/In-person	218

Inquiry Type

Advocacy	20
Contracted service	6668
Information & referral	3597
Information only	1105

Caller Type

Business	29
Government Agency	18
Human Services Agency	124
Individual	12865
School	8

Calling For

Client/Patient	217
Employee	2
Friend	63
General information	48
Other	18
Other relative	37
Parent	32
Patient/client	14
Self (individual)	12491
Son/daughter	99
Spouse/significant Other	20
Student	3

Non-Transactional Call

2-1-1 Phantom	146
Hang-up	567
HSC Call	34
Prank caller	3
Static Call	618
Telemarketer/Other business	78
Training/Practice Call	2
Wrong number	222

Referral Source

411/Information	11
911	4
Always known	8865
Billboard/Banner	26
Bus/Train/Subway	10
Business	128
Church/Clergy	9
Doctor Lawyer Other Professional	93
Employer	21
Friend/Relative/Neighbor	692
Government Agency	226
Human Services Organization	655
Internet	227
Newspaper/Magazine	25
Other	52
Phonebook	33
Printed Materials (magnets 211 info card etc.)	64
School	23
Television/Radio Promotion	7
Unknown	222

Caller Location

Tompkins County	11,194	Cortland County	1,362
Brooktondale Village	149	Blodgett Mills Village	3
Caroline Township	84	Cincinnatus Township	33
Cortland City	6	Cortland City	922
Danby Township	161	Cortlandville Township	72
Dryden Township	359	Cuyler Township	6
Dryden Village	198	East Homer Village	13
Enfield Township	159	Freetown Township	2
Etna Village	7	Harford Township	17
Freeville Village	301	Homer Township	103
Groton Township	259	Lapeer Township	2
Ithaca City	4878	Little York Village	1
Ithaca Cornell	56	Marathon Township	37
Ithaca Town	1169	Mc Graw Village	34
Jacksonville Village	6	Preble Township	9
Lansing Township	283	Scott Township	6
Mc Lean Village	17	Solon Township	6
Newfield Township	482	Taylor Township	2
Slaterville Springs Village	46	Truxton Township	21
Trumansburg Village	343	Virgil Township	25
Ulysses Township	110	Willet Township	13
Tompkins County - Unspecified	2121	Cortland County - Unspecified	35

Other New York Counties	429
Albany	1
Bronx	2
Broome	58
Cayuga	45
Chemung	48
Chenango	12
Erie	1
Genesee	4
Jefferson	2
Madison	4
Monroe	7
New York	1
Oneida	2
Onondaga	23
Ontario	2
Oswego	1
Richmond	1
Schuyler	59
Seneca	33
Steuben	13
Suffolk	3
Tioga	96
Westchester	3
Wyoming	2
Yates	5
New York – unspecified	2

Other Locations	59
Arizona	25
California	5
Colorado	1
Connecticut	1
Florida	5
Georgia	1
Massachusetts	5
Maryland	2
Maine	1
Minnesota	1
New Jersey	1
Ohio	1
Pennsylvania	3
Texas	2
Virginia	1
West Virginia	1
Out of Country	1
None Specified	2

Caller Needs

Basic Needs: Food	222	Public Housing	4
Food Pantries	147	Section 8 Housing Choice Vouchers	47
Formula/Baby Food	3	Single Room Occupancy Housing	2
Fresh Food	1	Independent Living Communities/Complexes	1
Food Rescue Programs	4	Low Cost For Sale Homes/Housing Units	1
Farmers Markets	4	Sweat Equity Programs	1
Grocery Ordering/Delivery	5	Housing Authorities	16
Mobile Markets	7	Homeless Permanent Supportive Housing	1
Community Meals	1	Older Adult/Disability Related Supportive Housing	1
Home Delivered Meals	23	Adult Residential Care Homes	3
Soup Kitchens	24	Assisted Living Facilities	2
Summer Food Service Programs	3	Group Residences for Adults With Disabilities	3
		Semi-Independent Living Residences for Adults With Disabilities	2
Basic Needs: Housing/Shelter	471	Supported Living Services for Adults With Disabilities	3
At Risk/Homeless Housing Related Assistance Programs	69	Senior Housing Information and Referral	1
Domestic Violence Shelters	9	Transitional Housing/Shelter	2
Homeless Drop In Centers	37		
Homeless Shelter	30	Basic Needs: Material Goods	205
Homeless Motel Vouchers	3	Discount Programs	1
Emergency Shelter		Household Goods	55
Clearinghouses	14	Appliances	5
Energy/Water Conservation Improvements	2	Air Conditioners	3
Weatherization Programs	8	Furnaces	2
Ramp Construction Services	2	Furniture	18
Home Rehabilitation Programs	29	Baby Furniture	13
Low Cost Building		Beds	2
Materials/Supplies	8	Cell Phones	28
Low Income Home Loans	1	Personal Goods/Services	2
Housing Down Payment Loans/Grants	1	Clothing	3
Homebuyer/Home Purchase Counseling	1	Baby Clothing	6
Rent Payment Assistance	44	Diapers	9
Rental Deposit Assistance	36	Maternity Clothing	2
Housing Search and Information	13	Winter Clothing	2
Home Rental Listings	8	Work Clothing	1
Low Cost Home Rental Listings	7	Personal/Grooming Supplies	3
Market Rate Rental Housing Listings	1	Automotive Repair and Maintenance	13
Moving Assistance	15	Computer Repair	1
Low Income/Subsidized Rental Housing	32	Thrift Shops	36
Low Income/Subsidized Rental Housing * Low Income/ Subsidized Rental Housing	7		
Manufactured/Mobile Home Parks	4		

Basic Needs: Transportation 1576

Car Sharing Programs	5
Ride Sharing Programs	10
Taxi Services	28
Local Bicycle Transportation	4
Local Bus Transit Services	40
Disability Related Transportation	12
Medical Appointments Transportation	1374
Senior Ride Programs	44
Airports	2
Bus Terminals	8
Long Distance Bus Passenger Services	5
Train Stations	1
Transportation Expense Assistance	23
Gas Money	1
Transportation Organizations	13
Emergency Road Service	1
Tourist Information	4
Travel Directions/Trip Planning	1

Basic Needs: Utilities 168

Discounted Telephone Service	10
Utility Bill Payment Plan	
Negotiation Assistance	11
Utility Arrearage Payment Plans	4
Utility Service Payment Assistance	13
Electric Service Payment Assistance	10
Gas Service Payment Assistance	6
Heating Fuel Payment Assistance	79
Electric Service Providers	16
Natural Gas Service Providers	7
Local Water Utilities	12

Consumer Services 4164

Do Not Call Registries	6
General Consumer Complaints	3
Insurance Complaints	9
Law Enforcement Complaints	2

Lawyer Complaints	2
Practitioner Complaints	2
Consumer Education	25
Consumer Protection Agencies	1
Occupational/Professional Licensing and Certification	1
Records/Licenses/Permits	15
Birth Certificates	8
Death Certificates	2
Driver Licenses	12
Police Reports	3
Marriage Certificates	1
Marriage Licenses	3
Motor Vehicle Registration	17
Disability Parking Permits	3
Passports	3
Land Deeds/Titles	5
Water Well Construction/Maintenance/ Abandonment Permits	5
Labor Standards and Practices	8
Highway Safety Standards	1
Credit Counseling	1
Bankruptcy Assistance	1
Mortgage Delinquency and Default Counseling	1
Personal Financial Counseling	10
Online Tax Preparation/E-Filing Sites	18
Taxpayer Advocate Services	6
Property Tax Assessment Agencies	5
Tax Forms	1
Federal Income Tax Information	26
Property Tax Exemption Information	2
State Income Tax Information	12
Tax Preparation Assistance	3944

Criminal Justice and Legal Services 698

State Court of Appeals	1
State Supreme Court	3
Criminal State Trial Courts	1
Dependency Courts	1

Community Courts	30	Legal Representation * Inmates	1
Family Law Courts	36	Legal Representation * Disabilities Issues	1
Probate Courts	1	Legal Representation * Divorce/Custody/Support Issues	1
Small Claims Courts	7	Benefits Assistance	24
Traffic Courts	2	General Benefits Assistance	37
Community Service Work Programs	1	Immigrant Benefits Assistance	11
Day/Evening Reporting Centers for Offenders	2	Protection and Advocacy for Individuals With Disabilities	5
Intensive Supervision of Offenders	1	Veteran Benefits Assistance	22
Parole	7	Discrimination Assistance	28
Probation	10	Housing Discrimination Assistance	3
County Correctional Facilities	19	Elder Law	1
Ex-Offender Reentry Programs	33	Child Custody/Visitation Assistance	1
Inmate Visitation Programs	2	Child Support Assistance/Enforcement	12
Bail Bonds	1	Citizenship and Immigration Services Offices	2
District Attorney	10	Immigration/Naturalization Legal Services	8
Public Defender	24	Health Insurance Claims Assistance for Beneficiaries	1
State Attorneys General	6	Unfair Labor Practices	8
Border Patrol/Inspections	1	Eviction Prevention Legal Assistance	21
Federal Bureau of Investigation	5	Landlord Associations	1
Municipal Police	57	Landlord/Tenant Dispute Resolution	39
Sheriff	13	Tenant Rights Information/Counseling	21
State Police	4	Lawyer Referral Services	17
Family Violence Prevention	3	Long Term Care Ombudsman Programs	1
Identity Theft Prevention	1	Community Legal Clinics	112
Domestic Violence Intervention Programs	1		
Consumer Fraud Reporting	6	Education	88
Internet Fraud Reporting	1	Homeschooling	1
Tax Debt/Refund Scam Reporting	2	Open Universities	2
Welfare Fraud Reporting	4	Head Start	2
Crime Victim Compensation	2	Inclusive Preschools	1
Crime Victim Notification Services	1	Montessori Preschools	1
Individual Advocacy	3	Colleges/Universities	1
Individual Advocacy * Children and Youth With Emotional Disturbance	6	Elementary Schools	7
Issue Advocacy	1		
Self Advocacy Support * Families of Students	1		
Self Advocacy Support * Gay/Lesbian/Bisexual/Transgender Individuals	1		
Mediation	9		

Middle Schools	1
Secondary/High Schools	1
School Districts	9
Adult Education	2
Graduation Requirements Programs	1
GED/High School Equivalency Test Instruction	8
English as a Second Language	5
Adult Literacy Programs	4
Service Learning Programs	1
Regional Occupational Centers	2
Higher Education	
Awareness/Support Programs	3
Homeschooling Teaching Assistance	1
Campus Information and Visitor Services	3
Free School Supplies	20
Inclusion Support	1
Student Organizations	2
Student Transportation Services	6
Tutoring Services	3

Environment and Public Health/Safety **80**

Conservation	1
Alternative Energy Sources Development/Use	2
Energy Use Audits	2
Nonrenewable Resources Conservation	1
Watershed Conservation	1
Wildlife Rescue/Relocation	2
Wildlife Shelters	1
Water Quality Monitoring	1
Communicable Disease Control	1
Head Lice Control	1
Rabies Control	1
Industry Specific Occupational Health and Safety	1
Tap Water Testing	2
Indoor Air Pollution Information	5
Radon Information	1

Public Facility Health Inspection	12
Restaurant/Food Sanitation	2
Emergency Rescue	1
Fire Services	10
911 Services	2
Public Health Advisories	1
Child Care Provider Training	3
Home Safety Evaluations	7
Child Passenger Safety Seat Inspections	2
Driving Safety Education	1
Child Passenger Safety Seats	10
Home Safety Devices	5
Smoke Alarms	1

Health Care **2013**

Ambulance Services	3
Emergency Room Care	4
General Medical Care	12
Diagnostic Imaging/Radiology	3
Eye Examinations	1
Nutrition Assessment Services	1
General Laboratory Tests	5
Blood Drives	1
Assistive Technology Equipment	1
Hearing Aids	2
Wheelchairs/Wheeled Mobility	5
Prosthetics/Orthotics/Seating	2
Glasses/Contact Lenses	3
Assistive Technology Equipment Loan	7
Health Care Referrals	1
Referral to Dental Practitioners	
Accepting Medicaid	21
Physician Referral Services	154
Referral to Physicians Accepting Medicaid	68
AIDS/HIV Prevention Counseling	2
Chronic Disease Self Management Programs	5
Disease/Disability Information *	
Autism Spectrum Disorders	1
Disease/Disability Information *	
Cancer	4

Disease/Disability Information *		Nursing Facilities	3
Lyme Disease	1	Skilled Nursing Facilities	9
Disease/Disability Information *		Community Clinics	46
Attention Deficit/Hyperactivity Disorder	1	Urgent Care Centers	13
Disease/Disability Information *		Veteran Outpatient Clinics	5
AIDS/HIV Issues	2	Brain Injury Rehabilitation	1
First Aid Instruction	1	Day Rehabilitation	1
General Health Education Programs *		Early Intervention for Children With Disabilities/Delays	3
Gay/Lesbian/Bisexual/Transgender Issues	2	Home/Community Based Developmental Disabilities Programs	1
Nutrition Education	2	Adult Development Centers	1
Affordable Care Act Qualified Health Plans	24	Independent Living Skills Instruction	1
Health Insurance Information/Counseling	149	Inpatient Rehabilitation	1
Navigator Programs	1176	Physical Therapy	12
State Health Insurance Marketplace Call Centers/Websites	13	Audiological Evaluations	6
Medicare Information/Counseling	32	Acupuncture	2
State/Local Health Insurance Information/Counseling	20	Home Health Aide Services	18
Long Term Care Options Counseling	12	Home Nursing	1
Medical Equipment/Supplies General Medical Equipment/Supplies Provision	7	Long Term Home Health Care	5
Occasional Medical Equipment/Supplies	2	Hospice Care	4
Eye Care Expense Assistance	5	Immunizations	2
Medical Care Expense Assistance	1	Pain Management	1
Prescription Expense Assistance	16	Palliative Care	1
Personal Health Care Advocate Services	1	Dental Care	13
Pharmacies that Deliver Prescription Drug Discount Cards	4	General Dentistry	2
Family Planning	9	Private Dental Practices	2
Pregnancy Counseling	6	Family and Community Medicine	2
Prenatal Care	3	Cardiovascular Medicine	1
General Acute Care Hospitals	42	Income Support and Employment	685
Veterans Affairs Medical Centers	1	Comprehensive Job Assistance Centers	38
		Employment Preparation	13
		Career Counseling	1
		Career Exploration	1
		Apprenticeship Training	1
		On the Job Training	1
		Job Banks	1
		Job Search/Placement	2
		Job Situations	4

Comprehensive Disability Related Employment Programs	1	Veterinary Services	1
Supported Employment	8	Neuter/Spay Services	3
Supported Employment * Health Care Occupations	1	Rabies Vaccinations	1
General Youth Employment Programs	6	Sick Animal Care	5
Summer Youth Employment Programs	1	Veterinary Care Expense Assistance	1
RSVP Program	1	Well Animal Checkups	9
Basic Income Maintenance Programs	64	Adoption Services	2
Child Care Expense Assistance	9	Adoption Information/Referrals	2
Medicaid	44	Adult Day Programs	3
Medicaid Appeals/Complaints	2	Aging in Place Membership Organizations/Networks	3
Medicaid Buy In Programs	14	Benefits Screening	8
State Medicaid Managed Care Enrollment Programs	20	Case/Care Management	11
State Medicaid Managed Care Insurance Carriers	110	Case/Care Management * Developmental Disabilities	1
State Medicaid Waiver Programs	1	Case/Care Management * Children and Youth With Emotional Disturbance	1
Children's State/Local Health Insurance Programs	11	Case/Care Management * At Risk Youth	1
Food Stamps/SNAP	92	Case/Care Management * Parents of Infants/Toddlers	1
WIC	5	Long Term Case/Care Management * Older Adults	1
Disability Benefits	2	Transitional Case/Care Management * Children of Individuals With an Alcohol Use Disorder * Children of Individuals With a Drug Use Disorder	1
Social Security Disability Insurance	60	Child Care Centers	5
Social Security Retirement Benefits	72	Personal Alarm Systems	1
Medicare	2	Employee Assistance Programs	1
Medicare Appeals/Complaints	1	Family Based Services	2
Medicare Part D Low Income Subsidy (Extra Help) Applications	1	Family Based Services * At Risk Youth	1
Veteran Survivors Benefits	1	Economic Self Sufficiency Programs	1
Unemployment Insurance	1	Family Support Centers/Outreach	1
Undesignated Temporary Financial Assistance	93	Child Care Provider Referrals	17
Individual and Family Life	425	In Home Assistance Registries	19
Animal Control	10	Christmas Meals	3
Animal Licenses	2	Holiday Adoption Programs	1
Pet Food	1	Holiday Donations	4
Animal Rescue	4	Holiday Gifts/Toys	11
Animal Shelters	29		

Thanksgiving Meals	4	Instruction	
Home Maintenance and Minor Repair Grants/Loans	7	Gardening/Landscaping Instruction	1
Home Maintenance and Minor Repair Services	12	Music Instruction	1
Furnace Maintenance/Repair	1	Sewing Instruction	1
Residential Tree Maintenance	4	Community Celebrations/Festivals	2
Language Translation	4	In Person Support Groups	1
Sign Language Interpretation	2	Support Groups	2
Telecommunication Relay Services	1	Support Groups * Post Traumatic Stress Disorder	2
Child Development Classes	2	Support Groups * Families/Friends of GLBT Individuals	1
Disability Related Parenting Programs	2	Support Groups *	
Expectant/New Parent Assistance	1	Families/Friends of Mentally Ill	1
Teen Expectant/New Parent Assistance	3	Support Groups *	
Parenting Skills Classes	1	Families/Friends of People With Eating Disorders	1
Group Homes for Dependent Children * Juvenile Delinquents	1	Domestic Violence Support Groups	4
Adult Protective Services	28	Alcohol Use Disorder Support Groups	3
Child Abuse Reporting/Emergency Response	28	Drug Use Disorder Support Groups	2
Respite Care	2	Families/Friends of Individuals With an Alcohol Use Disorder	
Street Outreach Programs	2	Support Groups	1
Leisure Activities/Recreation	1	Families/Friends of Individuals With a Drug Use Disorder	
Day Camps	5	Support Groups	1
Therapeutic Camps	1	Bereavement Support Groups	1
City/County Parks	4	General Bereavement Support Groups	4
National Parks	1	Pet Loss Support Groups	3
Ice Skating Rinks	2	Suicide Survivors Support Groups	2
Recreational Activities/Sports * Children and Youth With Emotional Disturbance	1	Caregiver/Care Receiver Support Groups	1
Dragon Boat Racing	1	Health/Disability Related Support Groups	3
Disability Related Sports	1	Health/Disability Related Support Groups * Epilepsy	1
General Recreational Activities/Sports	5	Health/Disability Related Support Groups * Stroke	2
T'ai Chi Ch'uan	1	Health/Disability Related Support Groups * Eating Disorders	1
Team Sports/Leagues	1	Emotions Anonymous Support Groups	4
Recreational/Leisure/Arts Instruction	1		
Computer and Related Technology Classes	1		
Do It Yourself Bicycle Repair	2		

Veteran Support Groups	1
Adoption and Foster/Kinship Care Support Groups	1
Child Custody/Support Related Support Groups	3
Separation/Divorce Support Groups	1
Disability Related Social Clubs	1
Older Adult Social Clubs	2
Scouting Programs	1
Youth Enrichment Programs	1
Worship Services	4
Volunteer Recruitment/Placement	1
Volunteer Opportunities	5
Volunteer Opportunities *	
Computer Repair	1
Communications/Marketing Volunteer Opportunities	2
Construction/Home Maintenance Volunteer Opportunities	1
Gardening Volunteer Opportunities	1
Call Center Volunteer Opportunities	11
Advocacy/Ombudsman Volunteer Opportunities	1
Alternative Dispute Resolution Volunteer Opportunities	1
Disaster Preparedness/Mitigation Volunteer Opportunities	2
Disaster Related Construction/Repair Volunteer Opportunities	1
Fire/Rescue Volunteer Opportunities	1
Tutoring Volunteer Opportunities	1
Homeless Shelter Volunteer Opportunities	1
Personal Finances/Tax Assistance Volunteer Opportunities	7
Meal Preparation/Serving Volunteer Opportunities	1
Patient Support Volunteer Opportunities	1
Special Event Support Volunteer Opportunities	1

Transportation Volunteer Opportunities	23
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Mental Health and Substance Use 346

Faith Based Counseling	1
Family Counseling	2
Individual Counseling	5
Talklines/Warmlines * Homeless Veterans	2
Inpatient Mental Health Facilities	4
Community Mental Health Agencies	56
Family Counseling Agencies	3
Mental Health Drop In Centers	6
Counseling Services	18
Adolescent/Youth Counseling	4
Anger Management	1
Caregiver Counseling	4
Health/Disability Related Counseling	1
Runaway/Homeless Youth Counseling	1
Suicide Counseling	3
Crisis Intervention	
Hotlines/Helplines	16
Crisis Intervention Hotlines/ Helplines * Mental Health Issues	3
Domestic Violence Hotlines	39
General Crisis Intervention Hotlines	7
Suicide Prevention Hotlines	2
In Person Crisis Intervention	2
Central Intake/Assessment for Mental Health Services	14
Clinical Psychiatric Evaluation	6
Forensic Mental Health Evaluation	1
Mental Health Screening	2
Eating Disorders Treatment	1
Psychiatric Case Management	2
Psychiatric Rehabilitation	2
Pet Assisted Therapy	1
General Mental Health Information/Education	1

Mental Health Related Prevention Programs	1
Therapy Referrals	4
Transitional Mental Health Services	12
Mental Health Halfway Houses	2
Central Intake/Assessment for Substance Use Disorders	24
Drug/Alcohol Use Self Evaluation Tools	4
General Assessment for Substance Use Disorders	1
Detoxification	1
Inpatient Drug Detoxification	2
Substance Use Disorder Education/Prevention	3
Alcohol/Drug Impaired Driving Prevention	1
Comprehensive Outpatient Substance Use Disorder Treatment	10
Comprehensive Outpatient Alcohol Use Disorder Treatment	4
Inpatient Substance Use Disorder Treatment Facilities	3
Residential Substance Use Disorder Treatment Facilities	4
Smoking Cessation	1
Substance Use Disorder Counseling	4
Substance Use Disorder Day Treatment	16
Needle Exchange/Distribution Programs	33
Substance Use Disorder Hotlines	1
Drug Use Related Recovery Homes/Halfway Houses	5
Organizational/Community Services	1727
Cultural Heritage Programs	1
Film Presentations	1
Historical Societies	1
Book Distribution Programs	2
Public Lectures/Discussions	1
Science and Technology Museums	5

Rock Concerts	1
Art Galleries/Exhibits	1
Credit Unions	11
Nonprofit Retail Stores	3
Customized Training for Employees	1
Small Business Development Business Support	4
Organizations/Services	2
Post Offices	50
Downtown Development	3
Banquet Facilities	1
Meeting Space	1
Neighborhood Multipurpose Centers	20
Senior Centers	27
City Government Departments/Offices	3
County Government Departments/Offices	5
County Government Departments/Offices * Eligible Benefits Applicants	25
County Government Departments/Offices *	
Human/Social Services Issues	14
Federal Government Agencies/Departments	1
State Government Agencies/Departments * Motor Vehicle Titles	1
State Government Agencies/Departments * Basic Income Maintenance Programs	3
State Government Agencies/Departments * Child Abuse Reporting/Emergency Response	3
State Government Agencies/Departments *	
Developmental Disabilities	1
State Government Agencies/Departments * At Risk Adults	1
State Government Agencies/Departments *	
Transportation Issues	2

State Government		Building Code Violations	
Agencies/Departments * Utility		Reporting	13
Issues	3	Building Permits	2
Human Resource Management		Septic System Permits	2
Offices	1	City/County Planning Offices	1
Community Action Agencies	40	Public Parking	2
Area Agencies on Aging	117	Street Construction/Repair	2
Charities/Grantmaking		Utility Line Location	
Organizations	3	Information/811 Services	2
Federated Giving Programs	2	Recycling Centers	13
Arts/Humanities Councils	1	Dead Animal Pickup	3
Fraternal Orders	2	Trash/Garbage Pickup	4
Service Clubs	2	Refuse Disposal Facilities	1
Veteran Membership		Hazardous Materials Collection	
Organizations	5	Sites	3
Cultural Heritage Groups	5	Medication Disposal	39
Cultural Heritage Groups *		Sharps Disposal Programs	12
Hispanic/Latino Community	1	Sewer System Maintenance	1
Housing Advocacy Groups	1	County Offices of Emergency	
Constitutional/Civil Rights Groups	2	Services	3
Senior Advocacy Groups	3	Disaster Preparedness	
Transportation Advocacy Groups	3	Information	1
Planning/Coordinating/Advisory		Disaster Related	
Groups	8	Clothing/Emergency Supplies	11
Planning/Coordinating/Advisory		Disaster Related Shelter Services	5
Groups * Health Issues	7	Disaster Related Goods	
Planning/Coordinating/Advisory		Donations Management	2
Groups * Hunger/Food Issues	3	Donated Specialty Items	1
Planning/Coordinating/Advisory		Donated Specialty Items *	
Groups * Transportation Issues	1	Infants/Toddlers	2
United States House of		Building Materials/Supplies	
Representatives Offices	7	Donation Programs	1
United States Senate Offices	4	Clothing Donation Programs	1
City/Town Clerk Offices	48	Winter Clothing Donation	
City/Town Council Offices	10	Programs	8
County Board of Supervisors		Work Clothing Donation	
Offices	1	Programs	3
County Clerk of the Courts		Food Donation Programs	4
Offices	5	Household Goods Donation	
County Recorder Offices	10	Programs	8
Mayors Offices	3	Baby Furniture Donation	
Governor Offices	1	Programs	1
State Legislature Offices	5	Bedding/Linen Donation	
Building Code		Programs	1
Enforcement/Appeals	17	Book/Magazine Donation	
Building Code Information	1	Programs	3

Glasses Donation Programs	1	Time/Temperature/Weather Information Lines	1
Wheelchair Donation Programs	1	Public Libraries	11
Mobile Device Donation Programs	3	Library Services	2
Computer Donation Programs	4	Local/Regional Newspapers	1
Personal/Grooming Supplies Donation Programs	1	Community Access Channels	21
School Supplies Donation Programs	1	Directory/Resource List Publication	1
Automobile Donation Programs	5	Subject Specific Public Awareness/Education *	
Bicycle Donation Programs	4	Gay/Lesbian/Bisexual/Transgender Individuals	1
Donation Drop Off Points	6	Subject Specific Public Awareness/Education * Mental Health Issues	20
Accessibility Information	3	Human Services Statistics	1
Internet Information Resources	2	Chambers of Commerce	5
Internet Information Resources * State Prisons	1	PTA Groups	1
Internet Information Resources * Benefits Screening	7	Labor Organizations	2
Internet Information Resources * Service Members With an Honorable Discharge	2	Legal Associations	28
Listservs	32	Physician/Surgeon Associations	3
Social Networking Web Services	1	Conference/Convention Planning Support	1
Public Access Computers/Tools	2	Grant Administration Assistance	3
Information and Referral	277	ADA Implementation Assistance	2
Comprehensive Information and Referral	363	Community Organizing Assistance	4
Specialized Information and Referral	2	Service Planning and Delivery Assistance	2
Specialized Information and Referral * AIDS/HIV	2	Problem Solving/Decision Making Skills Development	1
Specialized Information and Referral * Abused Children	1	Training Skills Development	1
Specialized Information and Referral * Mental Health Issues	2	Election Information	4
Specialized Information and Referral * Older Adult/Aging Issues	5	Voter Registration Offices	3
211 Systems	8	Legislative District Information	1
Information Lines	21	Political Parties	1
Directory Assistance	176		
Government Information Lines	1		

Unmet Needs

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Formula/Baby Food	1	Caller refused referral
Grocery Ordering/Delivery	1	No program found to meet need
Community Meals	1	No agency open at this time
At Risk/Homeless Housing Related Assistance Programs	1	Client withdrew
At Risk/Homeless Housing Related Assistance Programs	1	No agency open at this time
At Risk/Homeless Housing Related Assistance Programs	1	Unable to contact client
Domestic Violence Shelters	1	Agency full waiting list
Homeless Shelter	2	No program found to meet need
Emergency Shelter Clearinghouses	2	Client withdrew
Rent Payment Assistance	3	No financial assistance available
Rental Deposit Assistance	2	Caller refused referral
Rental Deposit Assistance	2	No financial assistance available
Rental Deposit Assistance	1	No program found to meet need
Housing Search and Information	1	Client withdrew
Home Rental Listings	1	No program found to meet need
Manufactured/Mobile Home Parks	1	
Manufactured/Mobile Home Parks	1	No program found to meet need
Adult Residential Care Homes	1	Other
Senior Housing Information and Referral	1	Client withdrew
Furniture	1	No program found to meet need
Clothing	1	No program found to meet need
Personal/Grooming Supplies	2	No program found to meet need
Automotive Repair and Maintenance	1	No financial assistance available
Automotive Repair and Maintenance	1	No program found to meet need
Disability Related Transportation	1	No agency open at this time
Medical Appointments Transportation	2	Caller refused referral
Medical Appointments Transportation	9	Client ineligible for services
Medical Appointments Transportation	4	Client withdrew
Medical Appointments Transportation	11	No agency open at this time
Medical Appointments Transportation	3	No program found to meet need
Medical Appointments Transportation	8	No transportation
Transportation Expense Assistance	1	Agency resources depleted
Transportation Expense Assistance	1	Caller refused referral
Transportation Expense Assistance	1	Client withdrew
Travel Directions/Trip Planning	1	Client cannot afford the service
Discounted Telephone Service	1	No program found to meet need
Heating Fuel Payment Assistance	1	Caller refused referral
Heating Fuel Payment Assistance	1	Client withdrew
Local Water Utilities	1	No program found to meet need
Tax Forms	1	No agency open at this time
Federal Income Tax Information	2	No agency open at this time
Tax Preparation Assistance	3	Caller refused referral

Tax Preparation Assistance	13	Client ineligible for services
Tax Preparation Assistance	16	Client withdrew
Tax Preparation Assistance	7	No agency open at this time
Tax Preparation Assistance	1	No program found to meet need
Tax Preparation Assistance	2	Other
County Correctional Facilities	1	Client withdrew
Municipal Police	1	Client withdrew
Eviction Prevention Legal Assistance	1	Client withdrew
Eviction Prevention Legal Assistance	1	No financial assistance available
Wildlife Rescue/Relocation	1	No program found to meet need
Head Lice Control	1	No program found to meet need
General Medical Care	1	No agency open at this time
Hearing Aids	1	No program found to meet need
Glasses/Contact Lenses	1	Client withdrew
Referral to Physicians Accepting Medicaid	1	Client withdrew
Navigator Programs	3	Client withdrew
Navigator Programs	6	No agency open at this time
General Medical Equipment/Supplies Provision	1	Client ineligible for services
Pharmacies that Deliver	1	Client withdrew
Community Clinics	2	Client ineligible for services
Dental Care	1	Client withdrew
Family and Community Medicine	1	No program found to meet need
Basic Income Maintenance Programs	1	Client ineligible for services
Medicaid	1	Client withdrew
State Medicaid Managed Care Insurance Carriers	1	Client withdrew
Food Stamps/SNAP	1	Client withdrew
Disability Benefits	1	Client withdrew
Undesignated Temporary Financial Assistance	1	Caller refused referral
Animal Shelters	1	Client withdrew
Neuter/Spay Services	1	Client withdrew
Child Care Provider Referrals	1	No program found to meet need
Thanksgiving Meals	1	No program found to meet need
Home Maintenance and Minor Repair Services	1	No agency open at this time
National Parks	1	Caller refused referral
Suicide Survivors Support Groups	1	No program found to meet need
Worship Services	1	No program found to meet need
Community Mental Health Agencies	1	Client withdrew
Suicide Prevention Hotlines	1	Other
Pet Assisted Therapy	1	Client withdrew
Alcohol/Drug Impaired Driving Prevention	1	Client withdrew
Drug Use Related Recovery Homes/Halfway Houses	1	No program found to meet need
Neighborhood Multipurpose Centers	1	Client withdrew
County Government Departments/Offices * Eligible	1	Caller refused referral

Benefits Applicants	
Area Agencies on Aging	1 Caller refused referral
Building Code Violations Reporting	1 Client withdrew
Medication Disposal	1 Caller refused referral
Medication Disposal	1 Unable to contact client
Food Donation Programs	1 Client withdrew
Food Donation Programs	1 No agency open at this time
Social Networking Web Services	1 Client withdrew
Information and Referral	2 Client withdrew
Information and Referral	4 No program found to meet need
Information and Referral	1 Other
Comprehensive Information and Referral	4 Client withdrew
Information Lines	2 Caller refused referral
Information Lines	1 Client withdrew
Directory Assistance	8 Caller refused referral
Directory Assistance	4 Client withdrew
Subject Specific Public Awareness/Education * Mental Health Issues	1 Caller refused referral
Legal Associations	1 Client withdrew
ADA Implementation Assistance	1 No program found to meet need
Visual Impairments	1 Client withdrew