

## Basic Needs Call Report

November 3, 2011

January - December	2009	2010	Variance
<b>Total Calls</b>	<b>122,218</b>	<b>152,000</b>	<b>+24%</b>
Financial Assistance (Utilities)	24,137	42,864	+78%
Financial Assistance (Rent)	18,842	41,606	+121%
Financial Assistance (Medical bills, mortgage assistance, child support, etc.)	23,887	31,267	+31%
Housing	21,444	31,267	+46%
Foreclosure prevention	3,578	5,952	+66%
Health Care needs	18,350	24,724	+35%
Shelter & Homeless	13,131	23,923	+82%
Food	24,429	25,776	+6%
Unemployment (Nov. & Dec.)	0	1,229	N/A

January - September	2010	2011	Variance
<b>Total Calls</b>	<b>114,962</b>	<b>126,564</b>	<b>+10%</b>
Financial Assistance (Utilities)	25,471	42,783	+68%
Financial Assistance (Rent)	27,163	39,887	+47%
Financial Assistance (Medical bills, mortgage assistance, child support, etc.)	26,630	43,946	+65%
Housing	27,709	34,747	+25%
Foreclosure prevention	3,293	7,072	+115%
Health Care Needs	15,706	22,727	+45%
Shelter & Homeless	16,090	21,289	+32%
Food	13,744	42,057	+206%
Unemployment (Callers running out of unemployment benefits– referrals made to above-mentioned resources, incl. financial stability, temporary agencies, job training programs)	1,229	4,530	N/A

\* Reported data inclusive of callers affected by the March 2010 historic flood and the August 2011 Tropical Storm Irene.

