

### United Way 2-1-1 in Rhode Island 2011 Call Volume Report

	<u>2011</u>	<u>2010</u>	<u>Diff +/-</u>	<u>% +/-</u>
<b>Total calls</b>	205,674	182,780	22,894	12.53%
<b>Total 2-1-1</b>	162,281	152,000	10,281	6.76%
<b>Total THE POINT</b>	40,700	28,597	12,103	42.32%
<b>Gamblers' Hotline</b>	2,693	2,183	510	23.36%
<b>Total outgoing calls 2011</b>	36,658			

#### Top origin of calls 2011

<b>Providence</b>	71,029	35%
<b>Pawtucket</b>	13,546	7%
<b>Warwick</b>	17,893	9%
<b>Cranston</b>	14,891	7%
<b>West Warwick</b>	10,513	5%
<b>Westerly</b>	5,445	3%
<b>Woonsocket</b>	6,723	3%
<b>North Providence</b>	3,390	2%
<b>Out of State</b>	3,403	2%
<b>Other Locations</b>	58,547	29%

	<u>2011</u>	<u>2010</u>	<u>Diff +/-</u>	<u>% +/-</u>
<b>Financial Assistance</b>	123,187	58,127	65,060	111.93%
<b>Utilities</b>	64,738	42,894	21,844	50.93%
<b>Rent</b>	58,001	41,606	16,395	39.41%
<b>Housing</b>	51,560	38,078	13,482	35.41%
<b>Foreclosures Prevention Information</b>	9,794	5,952	3,842	64.55%
<b>Food</b>	69,206	25,776	43,430	168.49%
<b>Public Information</b>	59,986	58,128	1,858	3.20%
<b>Health Information</b>	32,540	24,724	7,816	31.61%
<b>Shelter</b>	32,404	23,923	8,481	35.45%