



Total calls increased **12.8%** from 2008-2009, and increased **8.92%** from 2009-2010

60+ calls increased **103%** from 2008-2009, and increased **19.13%** from 2009-2010

Increases/decreases in the number of calls received from one period to the next do not necessarily reflect a change in the number of people in our community that need assistance. Media coverage, public relations efforts, weather and other factors may impact the number of calls handled.

| All 2-1-1 Calls: Top 10 Needs | | |
|--------------------------------------|---------------------------|----------------------------------|
| | Jan - Dec 2010 | % Difference 2009 |
| Electric Payment Assistance | 31,980 | +10.18% |
| Rent Payment Assistance | 18,569 | +6.21% |
| Food Pantries | 12,920 | -16.17% |
| Food Stamps | 9,340 | +1.86% |
| Housing Subsidies | 7,380 | +7.41% |
| Transportation | 5,819 | +18.51% |
| Water Bill Payment Assistance | 5,767 | +17.22% |
| Holiday Gifts/Toys | 5,169 | +13.33% |
| Gas Bill Payment Assistance* | 3,858 | +23.10% |
| Homeless Shelters* | 3,809 | +16.88% |
| | | |
| Total Top 10 Needs Requested: | 104,611 | 41.61% of total needs |
| Total Needs Requested: | 251,427 | |

* Not in top ten in 2009

| 2-1-1 Calls Age 60 or Older: Top 10 Needs Requested | | |
|--|---------------------------|----------------------------------|
| | Jan - Dec 2010 | % Difference 2009 |
| Electric Bill Payment Assistance | 4,017 | +37.95% |
| Housing Repair/Rehabilitation | 1,211 | +66.80% |
| Special Needs Registries | 940 | +12.44% |
| Transportation | 930 | +19.08% |
| Food Pantries | 921 | +14.98% |
| Housing Subsidies | 855 | +13.85% |
| Rent Payment Assistance | 849 | +17.27% |
| Benefits Assistance | 808 | +9.63% |
| Water Bill Payment Assistance* | 753 | +50.90% |
| Gas Bill Payment Assistance* | 721 | +66.51% |
| | | |
| Total Top Ten Needs Requested: | 12,005 | 47.49% of total needs |
| Total Needs Requested: | 25,279 | |

* Not in top ten in 2009

| All 2-1-1 Calls: Top 10 <u>Unmet</u> Needs | | |
|---|---------------------------|--|
| | Jan - Dec 2010 | % Difference 2009 |
| Electric Payment Assistance | 1,377 | +70.21% |
| Transportation | 1,261 | +79.37% |
| Water Bill Payment Assistance | 963 | +447% |
| Rent Payment Assistance | 960 | +111% |
| Holiday Gifts/Toys | 878 | -60.59% |
| Furniture | 772 | +380% |
| Free School Supplies* | 709 | +582% |
| Thanksgiving/Christmas Baskets | 414 | +23.21% |
| School Clothing/Uniforms | 292 | +30.94% |
| Utility Deposit Assistance | 245 | +13.95% |
| | | |
| Total Top 10 Unmet Needs: | 7,871 | 59.73% of total unmet needs |
| Total Unmet Needs : | 13,178 | |

*Not in top ten unmet needs in 2009

- No resource/agency resource depleted is the number one reason needs are unmet

| 2-1-1 Calls Age 60 or Older: Top 10 <u>Unmet</u> Needs | | |
|---|---------------------------|--|
| | Jan - Dec 2010 | % Difference 2009 |
| Housing Repair/Rehabilitation | 142 | +73.17% |
| Electric Bill Payment Assistance | 129 | +4.88% |
| Transportation | 110 | +44.73% |
| Water Bill Payment Assistance | 104 | +257% |
| Furniture* | 49 | +513% |
| Fans/Air Conditioners | 48 | +65.52% |
| Rent Payment Assistance | 37 | +76.19% |
| Medical Bill Payment Assistance | 33 | +57.14% |
| Thanksgiving/Christmas Baskets | 31 | +29.16% |
| Gas Service Payment Assistance | 29 | +70.59% |
| | | |
| Total Top Ten a Unmet Needs : | 717 | 57.87% of total unmet needs |
| Total Unmet Needs : | 1,239 | |

* Not in top ten unmet needs in 2009

- No resource/agency resource depleted is the number one reason needs are unmet

| All 2-1-1 Calls: Top 10 Agencies Referred To: | | |
|--|---------------------------|---|
| | Jan - Dec 2010 | % Difference 2009 |
| Community Action Partners | 24,664 | +6.22% |
| Catholic Charities Diocese of Ft. Worth | 18,091 | +34.11% |
| Salvation Army of Tarrant County | 17,324 | -47.83% |
| Tarrant County Dep. of Human Services | 14,843 | +57.12% |
| Health & Human Services Commission | 13,342 | +0.54% |
| Mission Arlington | 6,498 | +7.76% |
| Arlington Urban Ministries | 5,533 | +3.13% |
| St. Johns Outreach | 3,767 | +3.52% |
| Tarrant County Public Health Dep. | 3,693 | -6.12% |
| JPS Health Network | 2,970 | +27.09% |
| | | |
| Total Top Ten Agencies Referred: | 110,725 | 32.31% of total agency referrals |
| Total Agencies Referred: | 342,736 | |

| 2-1-1 Calls Age 60 or Older: Top Ten Agencies Referred To | | |
|--|---------------------------|--------------------------------------|
| | Jan - Dec 2010 | % Difference 2009 |
| Community Action Partners | 2,923 | +28.29% |
| Catholic Charities Diocese of Ft. Worth | 2,348 | +61.15% |
| Tarrant County Dep. of Human Services | 2,179 | +147% |
| Salvation Army of Tarrant County | 1,716 | -17.30% |
| Texas Health & Human Services Commission | 1,414 | +18.62% |
| Area Agency on Aging of Tarrant County | 1,294 | +24.54% |
| Dep. of Aging & Disabilities Services (DADS) | 923 | +47.92% |
| Texas Division of Emergency Management | 876 | +6.70% |
| Mission Arlington | 493 | +28.05% |
| Ft. Worth Housing & Economic Development | 479 | +211% |
| | | |
| TOTAL Referrals to Top Ten Agencies: | 14,645 | 39.85% of total referrals |
| TOTAL Referrals: | 36,752 | |

| All 2-1-1 Calls: Top 10 Zip Codes: | | |
|---|---------------------------|---------------------------------------|
| | Jan - Dec 2010 | % Difference 2009 |
| 76112: East Fort Worth | 9,874 | +8.42% |
| 76119: Southeast Fort Worth | 9,197 | +9.19% |
| 76116: West Fort Worth | 8,470 | +16.94% |
| 76010: Arlington/SE Tarrant Co. | 7,012 | +10.77% |
| 76106: North Fort Worth | 6,853 | +15.25% |
| 76105: Southeast Fort Worth | 6,743 | +21.58% |
| 76133: Southwest Fort Worth | 6,230 | +4.50% |
| 76104: South Central Fort Worth | 5,759 | +6.33% |
| 76011: Arlington SE Tarr Co | 4,127 | +9.76% |
| 76117: Northeast Tarrant Co* | 3,636 | +1.56% |
| | | |
| Top Ten Zip Codes: | 67,901 | +32.32% of total zip codes |
| Total Zip Codes: | 210,044 | |

*Not in top ten in 2009

| 2-1-1 Calls Age 60 or Older: Top Ten Zip Codes | | |
|---|---------------------------|--------------------------------------|
| | Jan - Dec 2010 | % Difference 2009 |
| 76119: Southeast Fort Worth | 1,498 | +36.09% |
| 76105: Southeast Fort Worth | 889 | +39.78% |
| 76112: East Fort Worth | 854 | +39.91% |
| 76104: South Central Fort Worth | 759 | +14.83% |
| 76116: West Fort Worth | 758 | +40.03% |
| 76133: Southwest Fort Worth | 609 | +8.56% |
| 76106: North Fort Worth | 536 | +10.74% |
| 76010: Arlington/SE Tarrant | 466 | +30.90% |
| 76107: West Fort Worth | 457 | +7.28% |
| 76134: Southwest Fort Worth | 411 | +48.38% |
| | | |
| Total Top 10 Zip Codes: | 7,237 | 34.94% of total zip codes |
| Total All Zip Codes: | 20,712 | |

| All 2-1-1 Calls: Top 10 Referral Source: | | |
|---|---------------------------|--|
| | Jan - Dec 2010 | % Difference 2009 |
| Previous Caller | 60,407 | +46.75% |
| Agency/Caseworker | 28,484 | -25.88% |
| Family/Friend | 20,793 | -4.52% |
| Utility Provider | 6,779 | +10.28% |
| Brochure | 4,059 | +23.52% |
| Media (radio, TV, newspaper) | 1,353 | -40.65% |
| Church | 1,087 | -68.44% |
| Health Care Provider | 884 | -53.39% |
| Internet | 813 | -46.86% |
| School | 641 | +16.54% |
| | | |
| Total Top Ten Referral Source: | 125,300 | 98.52% of total referral source |
| Total Referral Source: | 127,186 | |

| 2-1-1 Calls Age 60 or Older: Top Ten Referral Source | | |
|---|-------------------------|--|
| | Jan-Dec 2010 | % Difference 2009 |
| Previous Caller | 6,971 | +92.94% |
| Agency/Caseworker | 3,720 | -17.28% |
| Family/Friend | 1,926 | +6.44% |
| Utility Provider | 1,018 | +39.64% |
| Brochure | 375 | +5.63% |
| Media (radio, TV, newspaper) | 195 | -53.33% |
| Health Care Provider | 153 | -9.80% |
| Church | 113 | -35.39% |
| Phone Book | 79 | -154% |
| Internet | 62 | -48.39% |
| | | |
| Total Top Ten Referral Source: | 14,612 | 98.54% of total referral source |
| Total Referral Source: | 14,828 | |