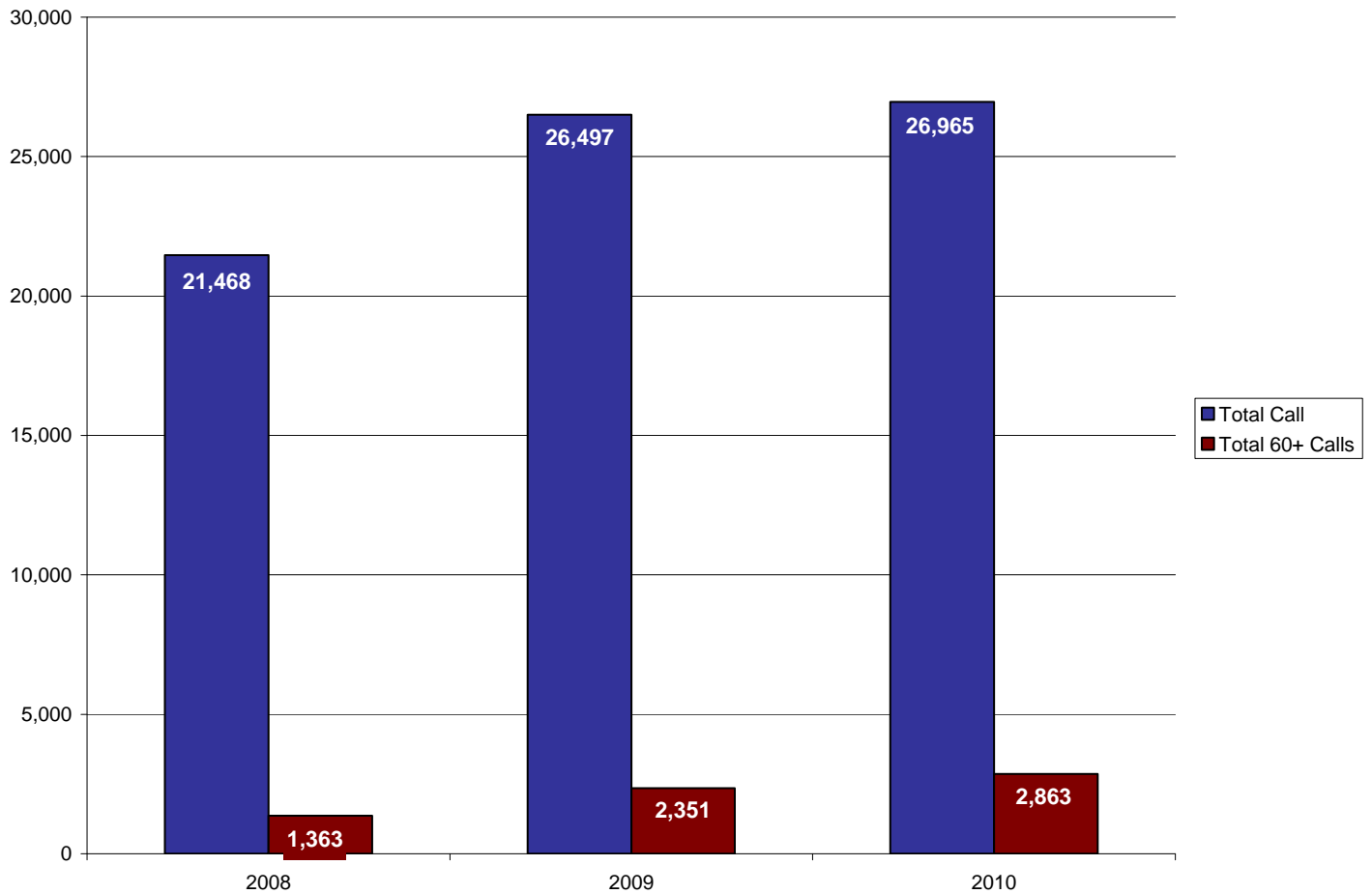




Total Calls Received in Northeast Tarrant County  
January 1-December 31  
For 2008-2010



Total calls increased **23.4%** from 2008-2009 and increased **1.8%** from 2009-2010

60+ calls increased **72.5%** from 2008-2009 and increased **21.78%** 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.*



<b>Northeast All Callers: Top 10 Requested Needs</b>		
	<b>Jan - Dec 2010</b>	<b>% Difference 2009</b>
<b>Electric Bill Payment Assistance</b>	3,910	0%
<b>Rent Payment Assistance</b>	2,866	+4.37%
<b>Food Pantries</b>	1,935	-11.42%
<b>Food Stamps</b>	1,305	+3.49%
<b>Housing Subsidies</b>	1,000	+10.74%
<b>Transportation</b>	815	+4.09%
<b>Water Bill Payment Assistance</b>	681	+15.23%
<b>Holiday Gifts/Toys</b>	564	+6.82%
<b>Job Search/Placement*</b>	474	-2.11%
<b>Medicaid</b>	456	-36.62%
<b>Total Top 10 Needs Requested:</b>	<b>13,996</b>	<b>41.92% of total needs</b>
<b>Total Needs Requested:</b>	<b>33,390</b>	

\* Not in top ten in 2009

<b>Northeast Callers Age 60 or Older: Top 10 Requested Needs</b>		
	<b>Jan - Dec 2010</b>	<b>% Difference 2009</b>
<b>Electric Bill Payment Assistance</b>	431	+27.14%
<b>Transportation</b>	231	+32.00%
<b>Benefits Assistance</b>	166	+37.19%
<b>Housing Subsidies</b>	166	+20.29%
<b>Rent Payment Assistance</b>	157	+25.60%
<b>Food Pantries</b>	117	+12.50%
<b>Food Stamps</b>	111	+40.51%
<b>Case/Care Management</b>	103	+21.18%
<b>Housing Repair/Rehabilitation</b>	95	+1.06%
<b>Dental Care</b>	92	+33.33%
<b>Total Top 10 Needs Requested:</b>	<b>1,669</b>	<b>44.12% of total needs</b>
<b>Total Needs Requested:</b>	<b>3,783</b>	



<b>Northeast All Callers: Top 10 <u>Unmet</u> Needs</b>		
	<b>Jan - Dec 2010</b>	<b>% Difference 2009</b>
<b>Transportation</b>	132	-21.96%
<b>Holiday Gifts/Toys</b>	111	0%
<b>Electric Bill Payment Assistance</b>	96	-7.29%
<b>Free School Supplies*</b>	73	+356%
<b>Furniture*</b>	67	+346%
<b>Rent Payment Assistance</b>	62	+67.57%
<b>Utility Deposit Assistance</b>	32	+52.38%
<b>Homeless Motel Vouchers</b>	28	-46.43%
<b>Medical Bill Payment Assistance</b>	27	+58.82%
<b>School Clothing</b>	27	+12.50%
<b>Total Top 10 Unmet Needs:</b>	<b>655</b>	<b>61.27% of total unmet needs</b>
<b>Total Unmet Need:</b>	<b>1,069</b>	

\*Not in top ten in 2009

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

<b>Northeast Callers Age 60 or Older: Top 10 <u>Unmet</u> Needs</b>		
	<b>Jan - Dec 2010</b>	<b>% Difference 2009</b>
<b>Transportation</b>	19	+26.66%
<b>Electric Bill Payment Assistance</b>	10	-2.00%
<b>Home Repair/Rehabilitation</b>	10	+1.11%
<b>Medical Bill Payment Assistance*</b>	7	+100%
<b>Furniture*</b>	5	+100%
<b>Assisted Living Facilities*</b>	3	+2.00%
<b>Fans/Air Conditioners</b>	2	-50%
<b>Holiday Gifts/Toys*</b>	2	+100%
<b>Homeless Motel Voucher</b>	2	-50%
<b>Rent Payment Assistance*</b>	2	+100%
<b>Total Top 10 Unmet Needs:</b>	<b>62</b>	<b>69.66% of total unmet needs</b>
<b>Total Unmet Needs:</b>	<b>89</b>	

\*Not in top ten in 2009

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



<b>Northeast All Callers: Top 10 Agencies Referred To</b>		
	<b>Jan - Dec 2010</b>	<b>% Difference 2009</b>
<b>St. John's Outreach</b>	3,023	+52.83%
<b>Catholic Charities Diocese of Ft. Worth</b>	2,684	+42.69%
<b>Community Action Partners</b>	2,642	+0.80%
<b>First United Methodist Church Eules</b>	2,415	0%
<b>NEED (North East Emergency Distribution)</b>	2,251	+15.97%
<b>Tarrant Co. Department of Human Services</b>	2,219	+80.41%
<b>Health &amp; Human Services Commission</b>	2,205	+23.11%
<b>Salvation Army of Tarrant County</b>	2,048	-48.78%
<b>Christian Connection</b>	1,819	+4.00%
<b>St. Philip Presbyterian Church</b>	1,604	-28.99%
<b>Total Top 10 Agencies Referred To:</b>	<b>22,910</b>	<b>43.62% of Total referrals</b>
<b>Total Agencies Referred To:</b>	<b>52,527</b>	

<b>Northeast Callers Age 60 or Older: Top 10 Agencies Referred To</b>		
	<b>Jan - Dec 2010</b>	<b>% Difference 2009</b>
<b>Catholic Charities Diocese of Ft. Worth</b>	358	+106.93%
<b>Tarrant County Department of Human Services</b>	271	+185.26%
<b>St. John's Outreach</b>	266	+106.20%
<b>Area Agency on Aging of Tarrant County</b>	265	+43.24%
<b>Community Action Partners</b>	258	+33.68%
<b>Health &amp; Human Services Commission</b>	246	+51.85%
<b>NEED ( North East Distribution Center)</b>	242	+66.90%
<b>First United Methodist Church Eules</b>	198	+20.00%
<b>Dep. of Aging &amp; Disability Services (DADS)</b>	159	+34.75%
<b>Salvation Army of Tarrant County</b>	156	-14.10%
<b>Total Top 10 Agencies Referred To:</b>	<b>2,419</b>	<b>41.26% of total referrals</b>
<b>Total Agencies Referred To:</b>	<b>5,863</b>	

<b>Northeast All Callers: Top 10 Zip Codes</b>		
	<b>Jan - Dec 2010</b>	<b>% Difference 2009</b>
<b>76117: Haltom City</b>	3,363	-6.45%
<b>76180: North Richland Hills</b>	3,197	-12.14%
<b>76040: Euless</b>	2,966	-4.55%
<b>76053: Hurst</b>	2,928	+0.93%
<b>76137: Haltom City</b>	2,844	+4.30%
<b>76021: Bedford</b>	1,920	+16.67%
<b>76039: Euless</b>	1,655	-5.92%
<b>76148: Watauga</b>	1,233	-21.25%
<b>76022: Bedford</b>	1,229	+16.385%
<b>76244: Keller</b>	1,135	+194%
<b>Total Top 10 Zip Codes:</b>	<b>22,470</b>	<b>83.33% of total zip codes</b>
<b>Total Zip Codes</b>	<b>26,965</b>	

<b>Northeast Callers Age 60 or Older: Top 10 Zip Codes</b>		
	<b>Jan - Dec 2010</b>	<b>% Difference 2009</b>
<b>76117: Haltom City</b>	391	+27.78%
<b>76180: North Richland Hills</b>	333	+0.60%
<b>76021: Bedford</b>	325	+53.30%
<b>76053: Hurst</b>	278	+19.83%
<b>76137: Haltom City</b>	247	+17.06%
<b>76040: Euless</b>	171	-32.16%
<b>76039: Euless</b>	169	+28.03%
<b>76051: Grapevine</b>	135	+21.62%
<b>76148: Watauga</b>	132	+9.09%
<b>76244: Keller</b>	118	+321%
<b>Total Top Ten Zip Codes:</b>	<b>2,299</b>	<b>80.30% of total zip codes</b>
<b>Total Zip Codes:</b>	<b>2,863</b>	

**Northeast All Callers: Top 10 Referral Source**

	<b>Jan - Dec 2010</b>	<b>% Difference 2009</b>
<b>Previous Caller</b>	8,048	+67.91%
<b>Agency/Caseworker</b>	4,012	-8.40%
<b>Family/Friend</b>	2,891	+7.35
<b>Utility Provider</b>	961	+19.38%
<b>Brochure</b>	499	+3.10%
<b>Church</b>	230	-44.78%
<b>Internet</b>	186	-10.75%
<b>Media (newspaper, radio, TV)</b>	175	-24.57%
<b>Health Care Provider</b>	168	-8.92%
<b>School</b>	91	-4.60%
<b>Total Top 10 Referral Source:</b>	<b>17,261</b>	<b>97.74% of total referral source</b>
<b>Total Referral Source:</b>	<b>17,660</b>	

<b>Northeast Callers Age 60 or Older: Top 10 Referral Source</b>		
	<b>Jan - Dec 2010</b>	<b>% Difference 2009</b>
<b>Previous Caller</b>	898	+88.26%
<b>Agency/Caseworker</b>	522	-6.71%
<b>Family/Friend</b>	268	+13.56%
<b>Utility Provider</b>	128	+62.02%
<b>Brochure</b>	57	+29.55%
<b>Health Care Provider</b>	34	+47.82%
<b>Media (newspaper, radio, TV)</b>	31	0%
<b>Church</b>	19	-31.58%
<b>Phone Book</b>	16	-93.75%
<b>Internet</b>	14	-21.42%
<b>Total Top 10 Referral Source:</b>	<b>1,987</b>	<b>98.02% of total referral source</b>
<b>Total Referral Source:</b>	<b>2,027</b>	