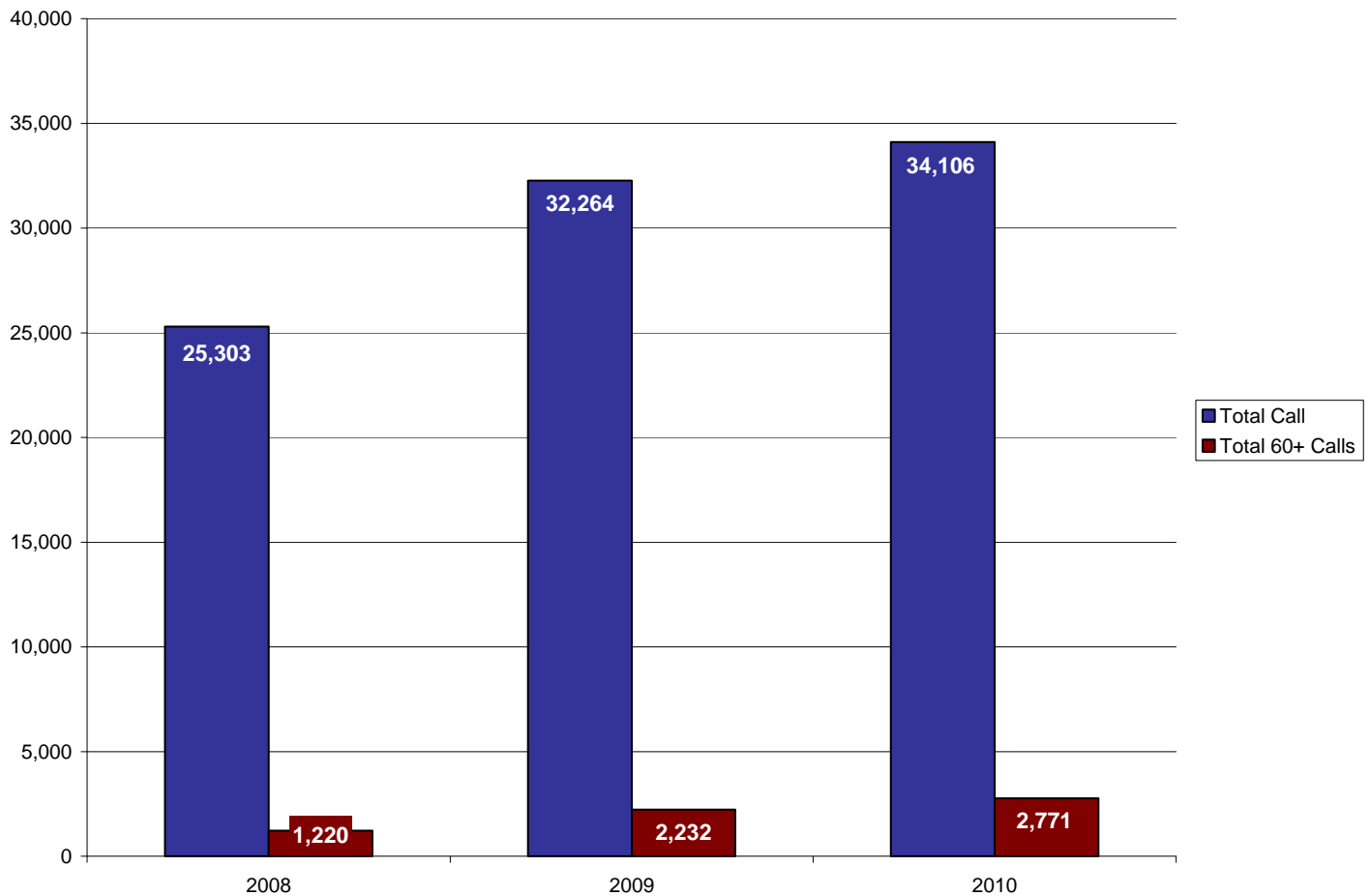




Total Calls Received in **Arlington/SE Tarrant County**
January 1-December 31
For 2008-2010



Total calls increased **27.5 %** from 2008-2009 and increased **5.71%** from 2009-2010

60+ calls increased **82.9%** from 2008-2009 and increased **24.2%** from 2009-2010

Increases/decreases in the number of calls received from one period to the next does 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.



Arlington All Callers: Top 10 Requested Needs		
	Jan - Dec 2010	% Difference 2009
Electric Bill Payment Assistance	4,854	+11.92%
Rent Payment Assistance	3,136	+1.39%
Food Stamps	1,478	-8.53%
Food Pantries	1,421	-25.26%
Housing Subsidies	1,245	+4.62%
Holiday Gifts/Toys	745	+5.23%
Free School Supplies	703	+162%
Transportation	670	+8.41%
Community/Public Clinics*	591	+7.07%
Medicaid*	589	-31.23%
Total Top 10 Needs Requested:	14,187	35.18% of total needs
Total Needs Requested:	40,327	

* Not in top ten in 2009

Arlington Callers 60+: Top 10 Requested Needs		
	Jan - Dec 2010	% Difference 2009
Electric Bill Payment Assistance	521	+43.13%
Housing Subsidies	176	+22.22%
Rent Payment Assistance	123	+6.96%
Benefits Assistance	115	-12.17%
Housing Repair/Rehabilitation	115	+16.16%
Transportation	113	-5.31%
Food Stamps	107	+38.96%
Food Pantries	82	-19.51%
Case/Care Management	76	+8.57%
Dental Care	63	-9.52%
Total Top 10 Needs Requested:	1,491	42.44% of total needs
Total Needs Requested:	3,513	



Arlington All Callers: Top 10 <i>Unmet</i> Needs		
	Jan - Dec 2010	% Difference 2009
Transportation	145	+5.84%
Electric Bill Payment Assistance	132	+14.70%
Rent Payment Assistance	117	+58.11%
Holiday Gifts/Toys	86	+32.31%
Utility Deposits	55	+96.43%
Rental Deposit Assistance	41	+116%
Free School Supplies*	31	+500%
Thanksgiving/Christmas Baskets	31	+34.78%
Water Bill Payment Assistance*	30	+200%
Mortgage Payment Assistance*	25	+400%
Total Top 10 Unmet Needs:	693	60.90% of total unmet needs
Total Unmet Needs:	1,138	

*Not in top ten in 2009

Arlington Callers 60+: Top 10 <i>Unmet</i> Needs		
	Jan - Dec 2010	% Difference 2009
Electric Bill Payment Assistance	15	-33.33%
Housing Repair/Rehabilitation	9	-33.33%
Thanksgiving/Christmas Baskets	8	+60.00%
Transportation	7	-42.86%
Fans/Air Conditioners	4	+100%
Medical Bill Payment Assistance	4	-50.00%
Rent Payment Assistance	4	0%
Water Bill Payment Assistance*	4	+300%
Dental Care*	3	+100%
Mortgage Bill Payment Assistance	3	+50.00%
Total Top 10 Unmet Needs:	61	63.54% of total unmet needs
Total Unmet Needs:	96	

*Not in top ten in 2009



Arlington All Callers: Top 10 Agencies Referred To		
	Jan - Dec 2010	% Difference 2009
Mission Arlington	6,498	+9.41%
Arlington Urban Ministries	5,533	+3.89%
Community Action Partners	3,659	+16.53%
Catholic Charities	3,365	+34.06%
Salvation Army	2,616	-67.85%
Tarrant County Dep. of Human Services	2,562	+43.05%
Health & Human Services Commission	2,519	-6.75%
Arlington Charities	887	-16.80%
Tarrant County Public Health Dep.	817	-8.45%
JPS Health Network	686	+23.60%
Total Top 10 Agencies Referred To:	29,142	48.52% of total referrals
Total Agencies Referred To:	60,066	

Arlington Callers 60 or Older: Top 10 Agencies Referred To		
	Jan - Dec 2010	% Difference 2009
Mission Arlington	486	+27.56%
Arlington Urban Ministries	430	+29.91%
Community Action Partners	341	+27.72%
Catholic Charities	326	+50.23%
Tarrant County Dep. of Human Services	289	+113%
Health & Human Services Commission	243	+32.07%
Area Agency on Aging of Tarrant County	200	+21.22%
Salvation Army of Tarrant County	196	-38.27%
Dep. of Aging & Disability Services (DADS)	162	+36.13%
JPS Health Network	70	+42.86%
Total Top 10 Agencies Referred To:	2,743	52.42% of total referrals
Total Agencies Referred To:	5,233	

Arlington All Callers: Top 10 Zip Codes		
	Jan - Dec 2010	% Difference 2009
76010: East	7,014	+9.08%
76011: Northeast	4,127	+9.76%
76014: Southeast	3,131	+0.42%
76006: North	2,438	+23.76%
76012: Northwest	2,413	+6.82%
76013: West	2,167	+2.75%
76017: Southwest	2,032	+0.49%
76063: Mansfield	1,996	-15.08%
76001: Southwest	1,375	+1.55%
76018: Southeast	1,300	+6.75%
Total Top 10 Zip Codes:	28,993	85.01% of total zip codes
	Total Zip Codes:	34,106

Arlington Callers Age 60 or Older: Top 10 Zip Codes		
	Jan - Dec 2010	% Difference 2009
76010: East	466	+30.90%
76011: Northeast	317	+37.23%
76063: Mansfield	253	+10.48%
76014: Southeast	237	+27.42%
76013: West	202	+1.00%
76017: Southwest	189	-2.12%
76012: Northwest	179	+29.71%
76016: Dalworthington Gardens/SW Arl	170	+25.93%
76006: North*	141	+156%
76015: South Central*	125	+81.16%
Total Top 10 Zip Codes:	2,279	82.24% of total zip codes
	Total Zip Codes:	2,771

* Not in top ten in 2009

Arlington All Callers: Top 10 Referral Source		
	Jan - Dec 2010	% Difference 2009
Previous Caller	9,814	+43.02%
Agency/Caseworker	4,996	-24.48%
Family/Friend	3,426	-10.07%
Utility Provider	1,205	+11.20%
Brochure	631	+11.09
School	234	+154%
Media (newspaper, radio, TV)	228	-48.68%
Internet	176	-28.41%
Church	150	-80.66%
Total Top 10 Referral Source:	20,860	97.10% of total referral source
Total Referral Source:	21,482	

Arlington Callers Age 60 or Older: Top 10 Referral Source		
	Jan - Dec 2010	% Difference 2009
Previous Caller	862	+82.63%
Agency/Caseworker	530	-14.72%
Family/Friend	225	-8.62%
Utility Provider	139	+47.87%
Brochure	63	+6.78%
Health Care Provider	23	+9.52%
Church	16	-18.75%
Media (radio, TV, newspaper)	17	-105%
Internet	13	-46.15%
Phone Book	13	-100%
Total Top 10 Referral Source:	1,901	98.29% of total referral source
Total Referral Source:	1,934	