



Total calls increased <b>38.1%</b> from 2006-2007, and increased <b>11.1%</b> from 2007-2008
60+ calls decreased <b>30.7%</b> from 2006-2008, and decreased <b>41.9%</b> from 2007-2008

*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>All 2-1-1 Calls: Top 10 Needs</b>		
	<b>Jan - Dec 2008</b>	<b>% of Total 2008 Needs Requested</b>
<b>Electric Payment Assistance</b>	20,277	9.83%
<b>Rent Payment Assistance</b>	10,904	5.28%
<b>Food Pantries</b>	10,204	4.86%
<b>Food Stamps</b>	8,597	4.17%
<b>Medicaid</b>	5,413	2.62%
<b>Disaster Food Stamps</b>	4,948	2.40%
<b>Holiday Gifts/Toys</b>	3,698	1.79%
<b>Free School Supplies</b>	3,685	1.78%
<b>Homeless Shelters</b>	2,492	1.21%
<b>Water Bill Payment Assistance</b>	2,460	1.20%
<b>Total Top 10 Needs Requested:</b>	<b>72,678</b>	<b>35.22%</b>
<b>Total Needs Requested:</b>	<b>206,328</b>	

<b>60+ 2-1-1 Calls: Top 10 Needs Requested</b>		
	<b>Jan - Dec 2008</b>	<b>% of Total All 60+ 2008 Needs Requested</b>
<b>Electric Bill Payment Assistance</b>	1,629	14.04%
<b>Benefits Assistance</b>	603	5.19%
<b>Food Pantries</b>	410	3.53%
<b>Gas Bill Payment Assistance</b>	303	2.61%
<b>Case/Care Management</b>	295	2.54%
<b>Rent Payment Assistance</b>	275	2.36%
<b>Medicaid</b>	271	2.34%
<b>Food Stamps</b>	262	2.25%
<b>Dental Care</b>	248	2.13%
<b>Special Needs Registries</b>	234	2.01%
<b>Total 60+ Top 10 Needs Requested:</b>	<b>4,495</b>	<b>38.73%</b>
<b>Total All 60+ Needs Requested:</b>	<b>11,605</b>	

<b>All 2-1-1 Calls: Top 10 Zip Codes</b>						
	<b>Jan - Dec 2006</b>	<b>% of Total All 2006 Zip Codes</b>	<b>Jan - Dec 2007</b>	<b>% of Total All 2007 Zip Codes</b>	<b>Jan - Dec 2008</b>	<b>% of Total All 2008 Zip Codes</b>
<b>76112: East Fort Worth</b>	5,649	5.07%	7,214	4.69%	7,157	4.18%
<b>76119: Southeast Fort Worth</b>	5,330	4.78%	6,505	4.26%	6,158	3.60%
<b>76116: West Fort Worth</b>	4,176	3.75%	5,429	3.53%	5,446	3.18%
<b>76010: Arlington/SE Tarrant Co.</b>	3,324	2.98%	4,878	3.17%	4,738	2.77%
<b>76106: North Fort Worth</b>	2,980	2.67%	4,377	2.84%	4,580	2.67%
<b>76133: Southwest Fort Worth</b>	3,877	3.48%	4,407	2.86%	4,310	2.52%
<b>76105: Southeast Fort Worth</b>	3,471	3.11%	4,297	2.79%	4,156	2.43%
<b>76104: South Central Fort Worth</b>	3,201	2.87%	4,348	2.82%	3,893	2.28%
<b>76011: Arlington/SE Tarrant Co.</b>	-	-	3,166	2.06%	3,045	1.78%
<b>76180: Northeast Tarrant Co.</b>	2,668	2.39%	3,253	2.09%	2,956	1.72%
<b>76117: Haltom City/NE Tarr Co.</b>	2,251	2.0%	-	-	-	-
<b>Total Top 10 Zip Codes:</b>	<b>36,927</b>	<b>33.14%</b>	<b>47,874</b>	<b>31.10%</b>	<b>46,439</b>	<b>27.15%</b>
<b>Total All Zip Codes:</b>	<b>111,440</b>		<b>153,912</b>		<b>171,029</b>	

<b>All 2-1-1 Calls 60+: Top 10 Zip Codes</b>						
	<b>Jan - Dec 2006</b>	<b>% of Total All 2006 Zip Codes</b>	<b>Jan - Dec 2007</b>	<b>% of Total All 2007 Zip Codes</b>	<b>Jan - Dec 2008</b>	<b>% of Total All 2008 Zip Codes</b>
<b>76119: Southeast Fort Worth</b>	1,264	7.96%	804	6.29%	555	6.48%
<b>76112: East Fort Worth</b>	801	5.04%	531	4.37%	400	4.68%
<b>76105: Southeast Fort Worth</b>	892	5.62%	579	4.77%	387	4.52%
<b>76104: South Central Fort Worth</b>	703	4.43%	460	3.79%	324	3.78%
<b>76106: North Fort Worth</b>	489	3.08%	389	3.20%	269	3.14%
<b>76133: Southwest Fort Worth</b>	507	3.19%	400	3.29%	266	3.11%
<b>76116: West Fort Worth</b>	505	3.18%	411	3.38%	265	3.10%
<b>76180: Northeast Tarrant Co.</b>	381	2.40%	311	2.56%	224	2.62%
<b>76117: Haltom City/NE Tarr.Co.</b>	-	-	-	-	194	2.26%
<b>76110: South Fort Worth</b>	-	-	-	-	194	2.26%
<b>76107: West Fort Worth</b>	387	2.44%	301	2.48%	-	-
<b>76010: Arlington/SE Tarrant</b>	386	2.43%	296	2.44%	-	-
<b>Total Top 10 Zip Codes:</b>	<b>6,315</b>	<b>39.77%</b>	<b>4,482</b>	<b>36.90%</b>	<b>3,078</b>	<b>35.95%</b>
<b>Total All Zip Codes:</b>	<b>15,879</b>		<b>12,147</b>		<b>8,561</b>	